Background

The Small Area Engagement Project targets neighbourhoods within the Borough with high levels of deprivation. Blackburn with Darwen is the 17th most deprived Borough in England with 8 neighbourhoods amongst the 1% most deprived nationally.

With information received from Blackburn with Darwen Public Health Intelligence Specialists, it was possible to determine which areas in the Borough are in the worst 20% on the Health Index. This indicates which neighbourhoods are severely deprived, compared to the rest of the area, using health and economic indicators.

Methodology

Due to the success of the previous projects, BwD Healthwatch agreed to continue with the same methodology: a door-to-door survey followed by a free community health event at a local Primary School.

An updated survey was used, ensuring the questions asked were not being repeated and were relevant. The final questionnaire used was developed with help from local residents, and guidance from Public Health, the Primary Care Trust and the BwD Council.

Healthwatch BWD would like to thank Griffin Park Primary School for hosting the event, the services that attended and the Healthy Living Team for conducting the door-to-door survey.
Survey Summary

The streets chosen for the door-to-door questionnaire were:

The questionnaire was also completed at the Community Event, which was held at Griffin Park Primary School.

The Healthy Living Team was commissioned to conduct the door-to-door survey, as they had been extremely successful in the past, visiting properties multiple times at different times of the day.

A total of 380 properties were visited with 100 questionnaires completed. Individuals were also approached at the Healthwatch BWD Community Event, with 5 attendees completing the questionnaire.

Following on from the survey an event was held at Griffin Park Primary School, this provides information to parents about services available to them within their local Community and Borough.

Healthwatch BwD would like to thank the following third sector organisations for attending the community event: Oral Health Team, InDiGo, Community Restart, Re:fresh Health Trainers, Carers Service and Your Support Your Choice.

Respondent Demographics

- Female: 57%
- Male: 43%

[Graph showing ethnicity distribution]

[Graph showing age distribution]
Survey Results

Waiting Times
76 respondents were satisfied/very satisfied with waiting times. 10 respondents were dissatisfied/very dissatisfied with six commenting that depending on the day there could be a long wait of up to an hour.

Appointment System
66 (63%) respondents were satisfied/very satisfied with the appointment system. 18 (17%) were dissatisfied/very dissatisfied, 5 did comment that you can wait a week for appointment.

Accessibility
92 (88%) were satisfied/very satisfied with the accessibility, although 5 did comment that parking at Witton Medical Centre was difficult.

Reception Staff
85 (81%) of respondents were satisfied/very satisfied with the service received from reception staff.

Prescription System
94 (90%) thought that the prescription system was good/very good.

Local Residents Health

How residents rated their own health:

Suggestions about what could be done in the local area to improve health:

- 6 respondents thought that more community gatherings involving physical activity and getting to know each other would improve health.
- 7 respondents commented that more activities for the kids would help.
- 6 respondents said that they felt cleaner streets and alleys would help.
- 3 respondents commented that they felt re:fresh do a lot of work in the area already.

Local Health Centre
62 respondents had used their local health centre with 55 (89%) of these being satisfied/very satisfied with their experience.

Comments included:
- Good Service at Barbara Castle Way I was seen very quickly.
- I went for diabetes check up and my hearing aids—it’s brilliant they do everything at Barbara Castle Way Health Centre.
- Parking is awful at Barbara Castle Way the car park is too small.
The 111 Number

24 (22%) of respondents did not know the reason for using the 111 service, whilst 12 (10%) stated they had no information or had never heard about the service. 6 (5%) stated they would never use the 111 number.

43 (41%) respondents had used the service of these all 43 (100%) stated they thought the service was very good.

Urgent Care at Royal Blackburn Hospital

44 (42%) respondents did not know the reason for using urgent care. 18 (17%) would use if they had had an accident whilst 6 (5%) stated they would use if they couldn’t get a G.P. appointment.

23 (21%) of respondents had used the urgent care service and of these 18 (78%) stated their experience was good, 1 respondent had a bad experience, 4 considered it to be OK “Waiting time poor” “Varies—had a good and a bad experience”

Emergency Care Service at Royal Blackburn Hospital

50 (48%) stated they would used the Emergency Service for emergencies/life threatening injuries, 24 (22%) respondents said they would use for serious accidents. 11 (10%) respondents did not know the reasons for using Emergency Care.

68 (65%) had used the emergency care service and of these 55 (52%) stated their experience was good.

21 respondents commented that there was a very long waiting time.

Dentistry

35 (33%) of respondents stated that they visit the dentist for a regular check up with 49 (47%) only going when they were having problems with their teeth/dentures.

56 respondents stated why they had not been to the dentist in the last two years. The chart below states their reasons:
Community Event

The community event was held at Griffin Park Primary School. The event was advertised throughout the school using a flyer that was distributed throughout the school.

The event was also held on an afternoon when parents evening was taking place. Parents could look around all the information stands whilst waiting for their appointment and this proved to be a very good idea as we engaged with and had the time to talk to a steady stream of parents throughout the afternoon.

Information stands included:
Healthwatch BwD, Community Restart,

Information leaflets were made available for healthy lunchbox ideas and fruit pots were given away.
Summary

There was a good survey response rate from the door to door survey with those responding giving detailed feedback on their local services and the way they access them.

Respondents were most satisfied with their GP’s prescription system with 94 being very satisfied/satisfied with the service they had received. 17% were dissatisfied/very dissatisfied with their GP appointment system.

33% of residents go to the dentist for a regular check-up whilst 47% go when they have an issue, 6% have never been to the dentist.

54% of respondents not having attended a dentist in the last 2 years, BwD Public health should be made aware and asked if they are planning to improve awareness of the health benefits of regular check ups.

24 respondents did not know the reason for using the 111 service. However 43 had used the 111 service with 88% of these positive about the service they had received.

44 respondents did not know the reason for using urgent care and another 12 respondents stated they would never use the service.

There is still an apparent lack of knowledge from residents of when to use the urgent care service, there may therefore be the need for a new promotional campaign. Better education will ensure residents make the best use of services available to them.

13 respondents thought that more involvement in physical activity for themselves and their children would improve health, whilst 3 stated that re:fresh already do a lot in the local area.

More promotion of the free re:fresh activities and beez cards should be undertaken in the local area.
If you would like more information about Healthwatch BwD, a hard copy of the report, or to see how you can get involved in future work please get in touch.

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