

Engagement Alliance



Men's Views on Neighbourhoods

Report of the Engagement Alliance
June 2018

Key Findings

Things that work for men

- Access to sports & recreation facilities and/or spaces
- Access to community spaces such as local community groups & libraries
- Access to health and wellness spaces such as doctors & surgeries
- Access to transport

Major Concerns

- Too many unhealthy options such as local takeaways
- Difficulty in managing work & health
- Difficulty in getting appointment
- Inadequate access to NHS dentists
- Missing provision - walk in centres, & diabetic facilities
- No health centre in Blackrod

Men's views of new roles in primary care

- Generally supportive of new roles in primary care

Things that matter to men

- Appointment - quick & tailored to individual needs
- Access - services local to where people live
- Communication - plain and simple English
- Respect - friendly & welcoming staff
- Care continuity - be seen by the same doctor if possible

Background

In 2017, The Engagement Alliance team (Healthwatch Bolton and Bolton CVS) embarked on public engagement work within Neighbourhoods that would:

- ▶ Engage with residents, professionals, community and voluntary groups in the nine Bolton neighbourhoods to better inform local health and care services and importantly anchor community voice, and agency in the Bolton Plan and in the Greater Manchester Devolution agenda.
- ▶ Allow a broad spectrum of the population (across the nine neighbourhoods) to have a view about an aspect of health and social care that is relevant to everyone.
- ▶ Produce some meaningful evidence that will help to bridge the knowledge gap between people and the system

This report builds on this work, adding more voices of men who were underrepresented in the initial round of Neighbourhood Engagement.

We spoke to
36 men

at 3 sites

The work produced
117 comments

| Group | Dates | N |
|---|---------------------------|----|
| Over 40s Men's group | 9 th May 2018 | 18 |
| Walking Football Group | 15 th May 2018 | 11 |
| BW Community Trust Over 50s Sports Club | 6 th June 2018 | 7 |
| Total | | 36 |

What we Asked Men?

1. What makes it easy for men to manage their own health and wellbeing?
2. What makes it difficult for men to manage their own health and wellbeing?
3. What do men think of new roles in primary care?
4. What would men like to see when accessing a service?

1. What makes it easy for the residents to manage their own health and wellbeing?

Men identified the following community assets that make it easier for them to manage their health & wellbeing:



Sports & Recreation

- 'Deane and Derby cricket club'
- 'Leisure Centre'
- 'Bolton Arena'
- 'Walking football group'
- 'Health centre and pool'
- '2 cricket clubs'
- 'Junior football clubs'



Community Spaces

- 'Local community groups'
- 'Friendship'
- 'School facilities made available to the public'
- 'Community Trust (BWFC)'
- 'BCOM'
- 'Library'
- 'Various mosques'
- 'Good shopping'



Access to Health and Wellness Services

- 'Nearby doctors/health centres'
- 'Hearing loss clinic at BCOM'
- 'Health centre and pool'
- 'Kearsley Medical Centre'
- 'Local GPs'
- 'Local physio'
- 'Local GP and other health provision in town'
- 'Reasonable availability at Dunscar Health Centre'
- 'Swan Lane Surgery'
- 'Bolton One'
- 'Various doctors'
- 'Local doctors and dentists'



Travel & Transport

- 'Public transport - good bus service'
- 'Free bus pass'
- 'Decent transport'

2. What makes it difficult for residents to manage their own health and wellbeing?

Unhealthy Options

'Many fast food facilities'

'Too many pubs and takeaways'

'Too many hookah/shisha bars'

'Ease of getting unhealthy food (phone apps)'

Work Related Factors

'Work commitments'

'Shift patterns'

'Time constraints'

Issues with Health and Wellness Services

Appointment and Waiting times

- 'Appointment system'
- 'Doctors waiting time'
- 'Unable to get a doctor's appointment'

Dentist

- 'No NHS dentists'
- 'Lack of NHS dentists'
- 'Poor availability of dentists and chemists'
- 'Poor availability of dentists especially NHS'
- 'Dentist - give no warning of being struck off patient list'

Others

- ❑ 'Some provision is not easily accessible'
- ❑ 'Doctors workload'
- ❑ 'Blackrod needs a health centre'
- ❑ 'Lack of a walk in centre'
- ❑ 'Lack of local diabetic facilities'

3. What do residents think of new roles in primary care?

Overall, men were positive about new roles in Primary Care:

- 'All seem to be a good idea to free up doctors'
- 'Good idea'
- 'Good idea if doctor's workloads are eased'
- 'I think it could work a lot better overall with the new services in place'

Community Asset Navigators (CANs)

- 'It will bring people together'
- 'We will get to know more about exercise classes etc'

GP Pharmacists

- 'Beneficial as unused medicines can be returned when visiting doctor'

Muscular skeletal practitioners (MSKs)

- 'It will save time waiting for appointments'
- 'There are long waiting times when referred to hospital which this service will help to reduce'
- 'Save time for patients and doctors'
- 'Easier for people with disabilities'

Mental health practitioners (MHPs)

- 'Less use of medication if MHP are able to intervene first'
- 'Travel time and costs for visits to hospital will be less'

Health Improvement Practitioners (HIPs)

- 'It will help people achieve health goals as the help will be on their doorsteps'

4. What would residents like to see when accessing a service?

I would like...

Prompt
Appointments

Easier Access to
Services

Better
Communication

Respect and
Dignity

Care Quality/
Continuity

Appointments

- 'Getting an appointment quickly'
- 'Varied times'
- 'Being able to get an appointment within 2 days at most'

Access

- 'Local to where I live'
- 'Accessibility of facilities'
- 'Transport availability'

Communication

- 'Language/interpreter'
- 'Plain English - no jargon'
- 'Easy contact with surgeries'
- 'A more user friendly text reminder service'

Respect

- 'Staff friendliness'
- 'Prompt attention'
- 'Attitude/manner of reception staff'

Quality

- 'Seeing the same doctor is important if possible'
- 'Quality of care'
- 'Diabetes management'

Conclusions

Some findings in this report resonate those reflected in the initial round of Neighbourhood Engagement.

- ❑ The existence of community assets (local groups, sports & health facilities) which support people to manage their health and wellbeing.
- ❑ An overwhelming support for ‘new’ roles in primary care.
- ❑ Difficulty associated with appointments and waiting times.

Others appear to be unique, adding more voices of men who were underrepresented in the initial round of Neighbourhood Engagement.

- ❑ Difficulty associated with accessing NHS dentists.
- ❑ The existence of ‘too many’ easily accessible unhealthy food & drink outlets make it difficult for residents to manage their health & wellbeing.
- ❑ Work related factors such as time constraints, shift patterns, and general work commitments make it difficult for men to manage their health and wellbeing.

Men also made several suggestions about what they would like to see when accessing a service locally.

Comments

What makes it easy for the residents to manage their own health and wellbeing? (48)

Sports & Recreation (28)

- Deane and Derby cricket club
- Leisure Centre
- Bolton Arena
- Walking football group
- Health centre and pool
- 2 cricket clubs
- Junior football clubs
- Country park/walks
- Gym/Arena
- Tennis clubs
- Local fishing
- Bowling clubs
- Local walks
- Swimming baths
- Local sports clubs and facilities
- Countryside close by
- Sports/walking
- Rivington for walks
- Macron stadium for over 50s fitness events
- Moss Bank Park
- Smithills Moors
- Parks and nice walks
- Jason Kenny gym
- Moss Bank and Queens park
- Moors

- Barrow Bridge
- Exercise facilities
- Places to walk

Health and Wellness (12)

- Nearby doctors/health centres
- Hearing loss clinic at BCOM
- Health centre and pool
- Kearsley Medical Centre
- Local GPs
- Local physio
- Local GP and other health provision in town
- Reasonable availability at Dunscair Health Centre
- Swan Lane Surgery
- Bolton 1
- Various doctors
- Local doctors and dentists

Community spaces (8)

- Local community groups
- Friendship
- School facilities made available to the public
- Community Trust (BWFC)
- BCOM
- Library
- Various mosques
- Good shopping

What makes it difficult for the residents to manage their own health and wellbeing? (22)

Unhealthy Options (4)

- Too many pubs and takeaways
- Too many hookah/shisha bars
- Many fast food facilities
- Ease of getting unhealthy food (phone apps)

Health and Wellness (14)

- Appointment system
- Doctors waiting time
- No NHS dentists
- Lack of NHS dentists
- Lack of local diabetic facilities
- Diet/willpower
- Some provision is not easily accessible

- Poor availability of dentists and chemists
- Poor availability of dentists especially NHS
- Unable to get a doctor's appointment
- Doctors workload
- Blackrod needs a health centre
- Lack of a walk in centre
- Dentist - give no warning of being struck off patient list

Work & Health (3)

- Work commitments
- Shift patterns
- Time constraints

Inadequate transport (1)

- Poor transport links

New Roles in Primary Care (19)

- GP Pharmacist's -
- Beneficial as unused medicines can be returned when visiting doctor.
- Muscular skeletal practitioner -
- It will save time waiting for appointments.
- There are long waiting times when referred to hospital which this service will help to reduce.
- Save time for patients and doctors.
- Easier for people with disabilities
- CANs -
- It will bring people together.
- We will get to know more about exercise classes etc.
- Mental health practitioners
- Less use of medication if MHP are able to intervene first
- Travel time and costs for visits to hospital will be less
- HIPs
- It will help people achieve health goals as the help will be on their doorsteps
- All seem to be a good idea to free up doctors
- Good idea
- Good idea if doctor's workloads are eased
- I think it could work a lot better overall with the new services in place

What would residents like to see when accessing a service? (28)

Appointment/Waiting (12)

- Waiting times
- Availability
- Appointment times
- Getting an appointment quickly
- Varied times
- Waiting/appointment times
- Punctuality
- Being able to get an appointment within 2 days at most
- Prompt appointment
- Quick appointments - no waiting
- Prompt appointment
- Being able to get an appointment quickly enough

Accessibility (6)

- Proximity to health care
- Good public transport or cheap (subsidized) taxis
- Local to where I live
- Accessibility of facilities
- Transport availability
- Good facilities

Communication (4)

- Language/interpreter
- Plain English - no jargon
- Easy contact with surgeries

- A more user friendly text reminder service

Reception (3)

- Staff friendliness
- Prompt attention
- Attitude/manner of reception staff

Care Quality/Continuity (3)

- Seeing the same doctor is important if possible
- Quality of care
- Diabetes management