



Flower Estate Family Action



#SpeakUp



July 2019

1. Introduction

Flower Estate Family Action is a small community organisation (registered charity) based on the Flower Estate in the North of Sheffield. Our venue is a converted Council house from which we deliver activities and adult learning sessions. The local TARA (Tenants & Residents Association) is also based in our building. It is a friendly welcoming place where no one knocks, people just come in for a variety of reasons be it housing issues, to attend learning session for example English, Maths, Computer Training, take part in an activity session or just to see what we do.

2. When the project took place

We started our project during May 2019 asking those attending our centre to complete a short questionnaire.

We then held 3 discussion groups:

- Women only focus Group Discussion - Tuesday 21st May 10am – 11:30am
- Family Crafts & Refreshments - Wednesday 29th May (During Half Term) 10am – 12:30pm
- Discussion & Lunch - Wednesday 5th June 11:30am – 1pm

3. Aims of the project

Our project focused on:

- Supporting local people to have their say

Looking at the priorities:

- Access to primary care
- Access to dentist

We aimed to capture everyone's views giving them the chance to take part and to share their experiences and ideas. With a high percentage of BME attending our centre, we actively encouraged them to take part by offering to write on their behalf. This prevented anyone getting embarrassed about spelling and handwriting skills, and reduced barriers which enabled them to talk freely.

4. What did you do

We asked all those attending our Centre to complete a short questionnaire. We held 3 discussion groups, we had originally only planned 2 but the opportunity arose to hold an extra session. One of the discussion groups was mainly attended by the 'Brush Up Your English' group learners who used this session to practice for their speaking and listening exam. This went very well with all taking part and contributing to the discussion. Offering refreshment/lunch relaxed the groups; they chatted openly, sharing their experiences and also the health problems of family members/close friends. This gave a range of experiences from those currently using services.

5. Who did you speak to

68 local people participated in the project;

- 28 attend the 3 discussion groups
- 48 completed questioners

Gender	
Male	7
Female	41

Age	
18-24	2
25-34	10
35-44	10
45-54	12
55-64	2
65-74	4
75-84	7
Prefer Not To Say	1

Ethnicity	
English	24
White/Black Caribbean	1
White Asian	2
Any other mixed/multiple ethnic	8
Indian	1
Pakistani	3
Other Asian/Asian British	1
African	2
Caribbean	2
Any other Black/African/Caribbean	1
Arab	3

6. Key findings

- The majority of those we spoke to had not heard of Healthwatch.
- 20% did NOT consider their health a priority, the reasons for this were;
 - They were more concerned about the needs of their children or their husband
 - They were already healthy, and didn't see any need
 - Too busy with work & family

Feedback from discussion groups:

The 3 discussion groups were all keen to share their views with no awkward silences and healthy debating about solutions.

General comments:

Many said that over the last three years services had deteriorated which they felt was mainly due to funding cuts. They felt that more money was needed to improve the Health Service. They also said that more education was needed about when to see a doctor; the older generation seemed to use the doctor, whilst the younger people would try to treat themselves. Others would choose to go to a chemist instead of a doctors.

GP Services

Positive comments:

- It was a free service, with useful information available from the GP. The doctors were very good, and they felt listened to, and the nurses were very helpful.
- The attitudes of receptionists and the availability of appointments featured in both the positive and negative comments.
- The provision of translators has improved, as has being able to see a doctor of the same sex, which was felt to be important.

Negative comments:

- Many people were frustrated with the appointment system; it was difficult to get through in time to book on the day, and the call back system didn't work well – sometimes doctors were unable to get through or called at a time when there was no privacy for discussion.
- Other issues mentioned were the attitude of the receptionists, which is particularly important if feeling unwell; the difficulties of getting appointments to accommodate working hours, and having to repeat ongoing health problems to different doctors.

Out of hours care

- Some would use the Walk in Centre due to its convenience, and good level of care. However, others said that this was difficult with young children, and that the cost of getting there was prohibitive.
- Some people chose to use the 111 service, although others had experienced a long wait and were not happy with the advice they received.

Hospital Services

Positive comments:

- Hospital services were viewed as very good particularly the fact that it is a free service with good levels of care and respect. One lady shared that the hospital had saved her daughter's life with excellent levels of care; she had been born with a serious health problem and needed emergency surgery. In her own country the baby may have died. Another shared her son had a health problem and they were able to take him straight to the Children's Hospital for immediate treatment.

Negative comments:

- The lack of staff meant that doctors and nurses were overworked. They also felt that appointments weren't long enough to fully discuss health problems. They also thought that the level of support staff at A&E was insufficient.

Dental Services

Positive comments:

- It was very easy to get an appointment, and the level of care from reception staff, dentists and dental nurses was very good.

Negative comments:

- It could be difficult to get a dentist locally, which may mean travelling a long distance. Charges for treatments were considered high and varied from dentist to dentist.

Results from questionnaires

GP Services

- All those asked were registered with a GP
- 33% were always satisfied with the service their GP provides & 56% were sometimes satisfied.
- **What was considered really good about GP Services:** (For full list of responses to all questions see Appendix 3)
 - The doctor was willing to listen
 - Able to make appointments, particularly early appointments
 - The information provided
 - Friendly staff
 - Reception staff willing to help
 - Given excellent care
 - Able to have nurse appointments
 - Many different services available
 - The availability of male and female doctors
 - Easy check-in
- **What could be improved:**
 - Difficult to get appointments
 - Difficult to get through when the phone lines open
 - The attitude of the receptionists
 - Being able to see the same doctor each time
 - Long waiting times in the surgery
 - More time in the appointments to be listened to
 - Opening hours; being available after work
- **If you had a health problem and the GP surgery was closed, what would you do?**
 - 25% would ring 111
 - 2.5 % would go to Walk in Centre
 - 10% would go to A & E
 - Others stated a mix of ringing family for advice, ringing 111 or Walk in Centre, waiting for GP to open, or would use city wide alarm

- 1 person said they would ring 999
- Although from the results below many had used the Pharmacy service, no one said they would visit the pharmacy if the GP was closed

Pharmacy Services

- 71% had contacted pharmacy for advice about health problems
- 31% were always satisfied with the pharmacy services & 43% were sometimes satisfied.
- **What was considered really good about Pharmacy services:**
 - The help and advice available
 - Pharmacists were knowledgeable
 - Prescription service
 - Home delivery of medication
 - Good opening hours
- **What could be improved:**
 - Private space for consultations
 - More staff
 - Availability of medication
 - Longer opening times

Hospital Services

- 67% had visited Hospital in the last 12 months
- 46% were always satisfied with the services the hospital provides & 29% were sometimes satisfied.
- **What was considered really good about hospital services:**
 - It is a free service
 - Short waiting times
 - Caring and helpful staff
 - Appointment reminder service
- **What could be improved:**
 - More staff available
 - The attitude of staff
 - Referral time can be too long

Dentists

- 77% were registered with a dentist
- 54% were always satisfied with the service their dentist provides & 23% were sometimes satisfied.
- **What was considered really good about dentist services:**

- The quality of care
- The advice the dentist gives
- Friendly staff
- Availability of appointments
- Appointment reminders
- **What could be improved:**
 - The waiting times at appointments
 - Dental charges are high
 - The availability of appointments

People were also asked whether they thought their views would be taken into consideration, and changes made as a result of this project;

- 25% said No
- 37% said Yes
- 19% were not sure
- 19% did not say

Why did they answer 'No'?

- There isn't the money available to make any changes
- The views of the public are often ignored

Why did they answer 'Yes'?

- Lessons can sometime be learnt from feedback
- Patients can influence services through speaking up
- The feedback is to a trusted organisation

7. Recommendations from discussion groups and questionnaire

- **GP services:**
 - If a doctor is running late, it would be helpful to be able to see an alternative doctor
 - More staff training for receptionists as they are under pressure and can therefore be unsympathetic
 - Longer opening hours for GPs to accommodate people who work
 - Seeing a named doctor
 - Advice on what can be purchased over the counter, rather than with prescription charges
 - More appointments available
 - Making it easier for people to make appointments, for example opening telephone lines earlier
 - Providing 'drop in' sessions for emergencies
- **Hospital services:**

- Longer appointment times to allow for discussion
- More Support Staff at A&E to help with mobility problems, disruptive visitors and cleanliness
- Increase staffing levels
- Staff training on attitude to patients
- **Dental services:**
 - Increased availability of local dentists
 - More standardised dental pricing
 - Greater range of opening times
- **Pharmacy services (NB These are from the questionnaire only)**
 - Longer opening times
 - More efficient system for repeat prescriptions
 - Improve availability of medication
 - Keep exemption information on the system

About Healthwatch Sheffield

Healthwatch Sheffield is the city's local consumer watchdog for health and social care services. The organisation exists to help adults, children and young people to influence and improve the way health and social care services are designed and run in the city. Healthwatch Sheffield is completely independent from the NHS and Sheffield City Council.

About the #SpeakUp grants

In 2018/19 Healthwatch Sheffield ran a small grants programme called 'Speak Up'. Sheffield-based voluntary and community sector organisations were invited to apply for a small grant of up to £1,000 to run consultation and engagement activities. Organisations were asked to relate their projects to one of the aims and priorities in the 2018 – 2020 Healthwatch Sheffield ['Together for Good' Strategy](#).

The programme was designed to enable local organisations and community groups to gather views and experiences of health and social care services from Sheffield residents, especially from those who do not traditionally have a voice. The aim is to ensure that health and social care decision makers in the city hear from a diverse range of people about their experiences of services.



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Appendix 1

Flower Estate Family Action

Here are some photographs taken during the Healthwatch discussion sessions.

Family Craft Session





Discussion Groups



Appendix 2: Questionnaire

Flower Estate Family Action is working in partnership with Healthwatch Sheffield to gather your views/experiences of access to primary care and Dentists we would be grateful if you could complete both sides of this questionnaire.

Male ☐ Female ☐ Age _____ yrs

Ethnicity

English/Welsh/Scottish/ Northern Irish/British		Irish		Gypsy or Irish Traveller	
Any other white Back Ground		White and Black Caribbean		White and Black African	
White Asian		Any Other mixed/multiple ethnic		Indian	
Pakistani		Bangladeshi		Chinese	
Other Asian or Asian British		African		Caribbean	
Any Other Black/African/Caribbean		Arab		Any other Ethnic group please specify	
Other please state:					

Have you heard of Healthwatch Sheffield before today? Yes/No _____

Is your health a priority to you Yes/No _____

If no why not _____

GP

Are you registered with a local GP Yes/No _____

if no why not _____

Have you visited your GP in the last 12 months Yes/No _____

Thinking about the overall service your GP provides are you satisfied?

Yes always ☐ Sometimes ☐ Neither Satisfied or Dissatisfied ☐ No ☐

Which parts of the services that your GP provides are really good? _____

What could be improved? _____

How would **YOU** improve the services? _____

If you had a health problem and your GP surgery were closed what would you do?

Pharmacy

Have you contacted a pharmacy for help or advice about a health problem? Yes/No _____

Thinking about the overall service the pharmacy provides are you satisfied?

Yes always ☐ Sometimes ☐ Neither Satisfied or Dissatisfied ☐ No ☐

Which parts of the services that the pharmacy provides are really good? _____

What could be improved? _____

How would **YOU** improve the services? _____

Hospital

Have you visited the hospital in the last 12months? Yes/No _____

If Yes was it:

Visiting someone ☐ An appointment ☐ A & E visit ☐ GP Out of hours ☐ Other
please state _____

Thinking about the services you receive from the hospital are you satisfied?

Yes always ☐ Sometimes ☐ Neither Satisfied or Dissatisfied ☐ No ☐

Which parts of the services that the hospital provides are really good? _____

What could be improved? _____

How would **YOU** improve the services? _____

Dentist

Are you registered with a local Dentist? Yes/No _____

Thinking about the service you received from the Dentist were you satisfied?

Yes always ☐ Sometimes ☐ Neither Satisfied or Dissatisfied ☐ No ☐

Which parts of the services that the Dentist provides are really good? _____

What could be improved? _____

How would **YOU** improve the services? _____

SpeakUP – Do you think your views will be taken in to consideration and changes can be made? Y/N

Why _____

Appendix 3

Flower Estate Family Action: Full Results from Questionnaire

What Parts of the GP services are really good

Doctor listens to you
 Emergency appointment when I really need it
 Appointments
 Listening to what I say, they explain to me what I've asked about
 Make appointments
 Making an appointment
 Seeing Doctor
 Good at providing emergency appointments
 The quickness of seeing a Doctor
 Blood test
 Making an appointment
 Making an appointment
 Information leaflets & guidance
 Information leaflets
 Friendly staff and always happy to help
 Individual care from Doctor when you get to see them is second to none
 Care and you can get an appointment
 Seeing a doctor
 The Doctor you see
 They listen to you
 Always get an appointment
 You are given time to talk and can get in on the day
 General medication
 Nurses appointments
 Doctors when you get an appointment
 Asthma check-ups, mental health, flu clinics, receptionist and booking appointments

 Making sure the GP puts all your medical things on your notes
 Appointments
 They send prescription to the pharmacy
 Prescription from doctor
 Nice Doctors
 Having male and female doctors available. Being able to make emergency appointments

 Getting an appointment on the day
 Doctor appointments. When you can get them
 Local, seeing a doctor
 Nurses side is very good
 Most of the service

All the services I've attended in my GP was really good except the drop in

Everything

Electronic check in for appointments

Check in

If you really need to be seen you can be seen

Reception Staff friendly and helpful willing to help

What could be improved GP service

Appointments

Calpol to be provided or given at Doctors for children

more appointments

Appointment service

Reception

Getting through to reception

Making appointments

General appointments

Don't ignore what we are saying and give appointment immediately

To ring at 8:30 impossible

To ring at 8:30 impossible

How to get an appointment - having to ring at 8:30 when you are on school run is impossible

How to get in touch

Doctor to listen to me

Keeping to appointment times

Telephone system, appointments, being able to book in advance

Getting in on time and attitude of receptionist

Receptionist

Times to ring for an appointment can only ring between 8-8:30

Seeing the same doctor

More specialised treatment

Easier appointments to see doctors

Phoning for appointments seems hopeless

Emergency appointments

Better phone call more helpful

Emergency call

Emergency call

Waiting times/ keep to appointment times/ answer the phone to book

Give more time

Appointment services, currently it is a four week wait.

Remaining open in the afternoons

Earlier appointments for people who work

Don't want to discuss my problem with receptionist about reason for seeing Doctor

Doctors to be given time to listen to the patient

The drop in could be improved more
Getting an appointments
Getting appointments
Appointment services
Volume of radio in waiting room
Pre bookable appointments after work

What's good Pharmacy services

Instant help
Mostly Boots pharmacy they are very knowledgeable
Give advice on medication (3 stated this)
Staff are really good
The service
Giving the medicine
Advice (3 stated this)
Getting prescriptions without seeing a Doctor and delivery service to your door
Providing help all the time
Friendly staff but only 1
Seen quickly
Good at instant advice and home deliveries
Contact me when medication is ready
Delivery service
Good opening times
Health advice, collection of prescriptions and friendly staff
How much they help you. The pharmacy I use is always helpful
Advice/ recommend product
On time medicine
Advice, products and staff
Over the counter advice
Provide medication. Are really good
Advice on how to take your medication
I get my medication on time
Getting my prescriptions
General knowledge about health problems and medication also late opening hours fit in with those that work

What could be improved with the Pharmacy

More private space
Recruit more staff
No charges for delivery of medication
To get prescriptions on time
Having medication in stock
Management of prescriptions from Doctors
Extra hours

- Quicker service when collecting medicine
- Longer opening times
- Less waiting time for prescription
- Prices are expensive
- Enough medicine so at one time we can get all medicine needed
- Prescription services
- Direct access to a GP if pharmacist couldn't help you
- Medication reviews are tablets on repeat needed

What is really good about the services the Hospitals provide

Free Service

Attend to patient very well especially if its an emergency and children

Waiting time, don't wait long

They always do their best to help you

In on time

Everything, appointment in advance, appointments on time, level of care is very good, telephone reminder

Gave me time

Staff have a caring nature and know how to speak to you

They listen to problems and you are not fobbed off

Care given

NHS is a free service

Helpful staff

Transport for my husband

Staff and so clean

people good, could be better

Kindness

A & E service, labs, bloods

Friendly helpful staff

Time keeping in on time for appointment

What could be improved with hospital services

Need more nurses and support staff

Less waiting time

Staff attitude

To be more friendly

The time it takes to be seen for a referral

They need to avoid long delays

More appointments to be able to go to the hospital

More staff

Waiting time

Waiting time

More nurses

Increase number of doctors and nurses. More money needed for NHS

Early appointments

Early appointments
Waiting time
Provide more staff
More staff
To be more organised
Staff
not sure because I've never stayed in hospital
Behaviour of some visiting A & E
To be able to offer alternative therapy

What's Good about Dentist services

Care given
Being able to call in and be treated when I really needed
They explain
Meet patients' needs
Give advice on how to look after your teeth
Staff very good
Giving appointments every 6mths
In on time
Overall really
Friendly staff happy to help
Able to get an appointment
How they deal with nervous patients
In on time for appointment
No waiting time for appointments straight in
Did try with me but didn't like last visit
Treatment. Feel looked after
Appointments
Always seen in an emergency (toothache)
Reminding letter for next appointment
Health and hygiene, dentists, everything.
How friendly our dentist is
Can always get an appointment
Always send reminder to make regular appointment
Emergency appointments, overall service
Friendly staff
Understanding the fear of dentistry puts one at ease and the backup service after treatment
Dental nurses
Care given

What could be improved with Dentist services

Emergency appointments and time between rearranged appointments
Time waiting
Time keeping

Charges for treatments
To be nearer to where I live
Nothing
Nothing
To be able to provide medication
Quicker appointments
A weekend service
Out of hours service
Appointments
Appointments
Shorter waiting time for appointments
Out of hours service
Usually a week before can get an appointment
Wait time for next appointment if you have to rearrange due to work commitments

Do you think your views will be taken into consideration and changes can be made?

Why - No

No confidence in the system, minds already made up
No none can better things after the cuts
No one cares
The powers that be don't usually take the opinions of the public into consideration when making decisions
Because it's down to money and government on how its spent
Never are
More money is needed for NHS services and the government is not willing to pay

Because nobody listens
Already set up so will not change. Those in charge don't like change

Why - Yes

Because I believe the reason for the survey is so that they can improve their service

to improve all NHS
Seems a trusted organisation
Yes collective voices makes changes
Lessons can be learnt.
Trust those asking the questions
Yes, as we use these services
It is important for people to listen to us and be helpful
Because these services work for all people and I am one of them
Yes, because I am the patient
I hope so

Why - Not Sure

Unsure if my suggestions are pie in sky

Unsure if my views would be taken seriously

Thinking outside of the box and putting people first, all makes a difference

I would hope my views would be taken in to account but is it a done deal already?

How would YOU improve the services?

How would YOU Improve GP services

Provide more appointment slots
Provide calpol for children
Give more appointments
By the patient getting to see the Doctor when needed and not days later or sometimes a week
DNA fine which would improve general appointment availability
Patience
No chance to improve
No chance to improve
Open appointment line earlier
Answer calls more quicker
Change the system
Phone System needs to be able to a higher volume of calls and I would manage appointments better
Face to face slots to discuss private matters rather than on phone
Better training for receptionist on how to talk to patients
New receptionists
Emergency drop in or if no one turns up fit others in
Named Doctor given
Extra appointment times
Quicker appointments
Employ people for early morning start for people who work to get an appointment
Drop in centre at Doctors
Fill in survey and ask people what will they need before seeing Doctor
I would answer the phone
Listen, more opening times
We need more GP's
Not having a call back system it does not work as you could be waiting 2 hours for a call back
Named doctor for you to see saves repeating health problems
To offer appointments to those working after 5pm booked the day before

How would you improve Pharmacy services

Separate room to talk about health problems
Free delivery service for housebound & disabled
Don't leave prescriptions to another day
No call backs for prescriptions if not available then to deliver
Ensure there is a system that works for repeat prescriptions and not have the Pharmacy say it's Doctors fault and the Doctor saying it's with the pharmacy
Have a Doctor assigned to a pharmacy
Better communication between staff and customer

Sunday opening
Longer opening times
Late night & weekend services
Make everyone pay the same, not some free then some pay extra
Provide more pharmacists
Save exempt certificate info on to the computer
Have a designated GP helpline attached to pharmacy
To have medication reviews with the pharmacist to ensure repeat medication was correct

How would you improve hospital services

Provide more nurses & support staff & cleaners
Staff training, cleaning and don't keep people on trollies
Friendly training
More staff be quick
Have more people in
Provide more appointments
Employ more staff
More staff
More staff
Provide more nurses
Cut waiting times for treatments/ operations
ask people make surveys
Always get to see the same doctor
More staff not management
Regular meetings to know what each member of staff is doing
More doctors and nurses
Have staff monitor behaviour and remind them to be respectful to staff and others waiting
To offer alternative therapy

How would you improve dentist services

Provide out of hours appointments weekends & evenings after work
Ensure all kept appointments and didn't forget provide reminders
More staff
Give free Service
More local dentists
To enable Dentist to prescribe medication if needed
Chase up those that didn't attend. They had my wrong address
Late night appointments and weekends, Sundays
Better qualified dentists be like America
Weekend opening times
Local out of hours service
Provide more Dentists
Check-ups offered within 7 days and emergency treatment on the day.
Offer late appointments to those that work after 5pm

