


FoxhillForum



Speak Up Through Photography



12th August 2019



#SpeakUp



1. Introduction

Foxhill Forum is a community based charity organisation offering a wide variety of activities, services and opportunities to support local people facing a wide range of issues in the neighbourhoods of North East Sheffield, with a particular focus on the Foxhill neighbourhood.

Opportunities are delivered across 4 core strands:

- Health & Wellbeing
- Active In-volvement (Volunteering)
- Community Learning
- Employability Support

Foxhill Forum received a #SpeakUp grant to enable them to support local people to really think about health and social care provision in their area.

2. When the project took place

The project took place between 30th April and 16th July 2019. The photography sessions took place over a 10 week period.

3. Aims of the project

The 'Speak Up Through Photography' project was aligned with the following Healthwatch Sheffield aims:

Support local people to have their say

Local residents involved in the project will be encouraged to share their opinions, views and experiences about health and social care in Sheffield.

Bring voice and influence to existing health and care commissioners and providers as well as to the emerging local partnerships

The feedback provided by local residents living in the North of Sheffield recorded through this project will be compiled into a short report that will feed into the Speak Up Grants overall report. This information will be shared with health and care commissioners and providers, giving insights and feedback that may have not otherwise been identified.

The project was also aligned to the following priority:

Understanding what services are available and how to access them

Through the sharing of experiences of health and social care provision with others, the project will help to raise awareness of wider services that residents may not currently know about or access. Also, project staff will support local residents should they be seeking specialist health and support, signposting them to the appropriate service(s).

4. What did you do

As this was the second Speak Up Grants round that Foxhill Forum has been involved in, it felt important to reach out even further than Foxhill & Parson Cross, and to hear from individuals living in wider areas including Grenoside and Ecclesfield.

The grant enabled Foxhill Forum to deliver photography sessions, where local people were supported to take photos using the theme of health and wellbeing. The sessions were based at St. Mary's Parish Church in Ecclesfield.

During sessions, individuals tried a number of different photography techniques and were taught how to get the best from their cameras and settings.

At the same time, individuals discussed what makes them feel good, what barriers or challenges they faced, and which services they used.

The photos were then edited, printed and displayed at the In-volve Community Hub in Foxhill. A selection of photos have been appended to this report (*Appendix 1*).

Foxhill Forum also held a number of informal discussion sessions at the In-volve Community Hub where residents could take a look at the photographs taken, and also share their own views and experiences by completing a brief questionnaire (*Appendix 2*).

5. Who did you speak to

The photography sessions were attended by **10 individuals**, the majority of whom live in the Ecclesfield Parish.

The discussion sessions were attended by a further **63 individuals**, who live across the Northern areas of Sheffield.

6. Key findings

Discussions at Photography Sessions:

At the photography sessions, participants were asked what makes them feel good, the barriers and challenges they faced and which services they used.

What makes them feel good?

They mentioned a range of things including getting out and about and meeting friends for a coffee; hobbies such as walking, photography, gardening, or just relaxing.

What are the barriers or challenges they faced?

They talked about the financial barriers posed by the cost of activities. Also, there is very little going on locally, so having to go elsewhere to other places when the accessibility, for instance transport issues, could be a problem.

What services do they used?

The list of services they used included;

- Foxhill Forum
- GP's
- Grenoside Community Centre
- Patient Group

Questionnaire results:

GP Practices accessed included Grenoside Surgery, Ecclesfield Group Practice, Chapelton Surgery, Foxhill Medical Centre and Margetson Surgery.

When rating the satisfaction and support received by their GP from 0-5 (5 being the highest), 15% said 5, 43% said 4, 26% said 3, 9% said 2, 4% said 1 and 3% said 0. Other services such as Hospital, Drop-in Centre, Health Clinic and Dentist received very similar ratings.

When asked to rate 'How easy is it to get an appointment or access the above services?' from 0-5 (5 being the easiest), 9% said 5, 11% said 4, 36% said 3, 28% said 2, 13% said 1 and 3% said 0.

What is good about the health services you receive?

"I've had access to the health service and when I've needed them."

"It's Free!"

"The Doctors"

"I find that I have good dialogue with my health providers, generally speaking. They listen to what I have to say and take me seriously."

Would anything help make these services any better?

"More diagnosis over the telephone."

"More staff so get quicker appointments."

"Training of Staff to help understand me better."

"As with the rest of the Country. It would be helpful if more health professionals were available."

How could services be improved?

"Easier to see doctors"

"I would like to see less reliance on repeat prescriptions. Also I am convinced that some medications that are returned unopened and in date, could be given to another patient and therefore save money to the NHS."



“More appointments available.”

“Easier to make appointments.”

Other comments included:

“I’d like to see complimentary medicine become more mainstream and less reliance on some medication for conditions.”

“I do like the option of attending the Walk in Centre. Should my GP not be available.”

7. Recommendations

Following from the project, we make the following recommendations:

- 1) Appointments particularly with GPs need to be easier to arrange and obtain. It should be easier to arrange an appointment at a particular time of day.
- 2) Practice Managers/Business Partners are asked to consider reviewing opening hours to enable those who might struggle during the day to be able to access appointments outside of the normal opening hours i.e. more evening surgeries.
- 3) There still remains a need to encourage greater involvement and participation by patients in GP medical centres/practices to help overcome the issues around appointments.
- 4) GP practices need to provide clarity/guidance for patients about wait times for appointments and manage expectations.
- 5) GPs to explore how they might work more closely with the Voluntary, Charity and Faith Sector (VCF) to improve the wellbeing of local residents by offering complimentary provision.
- 6) Maximise and promote the local VCF offer.
- 7) Consider resourcing other alternatives, inside and outside of the NHS e.g. referrals into volunteering.



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.

FoxhillForum

In-volve Community Hub
31-33 Wolfe Road
Sheffield
S6 1BT

Telephone: 0114 231 5522
Email: contactus@foxhill-forum.co.uk
www.foxhill-forum.co.uk

healthwatch Sheffield

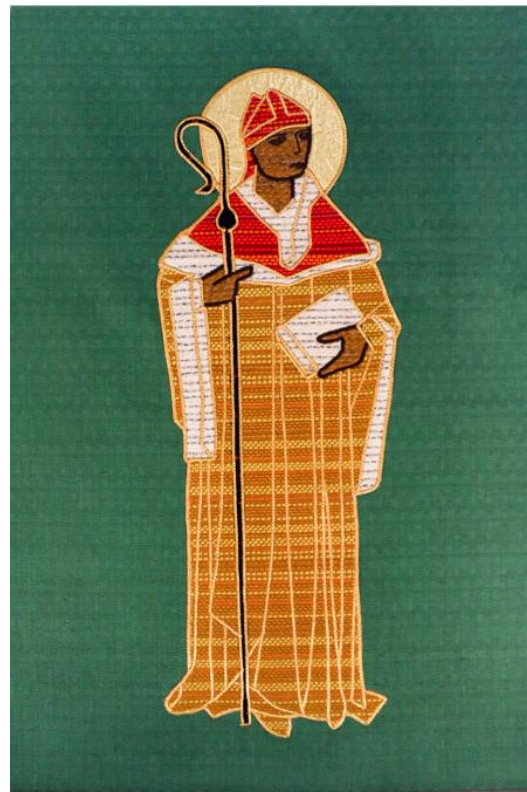
33 Rockingham Lane
Sheffield
S1 4FW

Telephone: 0114 253 6688
Email: info@healthwatchsheffield.co.uk
Text: 0741 524 9657
www.healthwatchsheffield.co.uk

Appendices

Appendix 1

A selection of photographs taken as part of the Photography sessions







2



2

Community Health Questionnaire

(providing contact information is optional)

NAME: _____

ADDRESS: _____

_____ POSTCODE: _____

TELEPHONE NO. _____

E-MAIL ADDRESS: _____

WHICH OF THE FOLLOWING SERVICES DO YOU ACCESS:
(please tick)

- GP Name: _____
- HOSPITAL Name: _____
- DROP-IN CENTRE Name: _____
- HEALTH CLINIC Name: _____
- DENTIST Name: _____
- OTHER HEALTH SERVICE Name: _____

Please rate the following on a scale of 0 – 5 with regard to satisfaction and support received from these services

| | | | | | | |
|----------------------|---|---|---|---|---|---|
| GP | 0 | 1 | 2 | 3 | 4 | 5 |
| HOSPITAL | 0 | 1 | 2 | 3 | 4 | 5 |
| DROP-IN CENTRE | 0 | 1 | 2 | 3 | 4 | 5 |
| HEALTH CLINIC | 0 | 1 | 2 | 3 | 4 | 5 |
| DENTIST | 0 | 1 | 2 | 3 | 4 | 5 |
| OTHER HEALTH SERVICE | 0 | 1 | 2 | 3 | 4 | 5 |



HOW EASY IS IT TO GET AN APPOINTMENT OR ACCESS THE ABOVE SERVICES:

0 1 2 3 4 5

WHAT IS GOOD ABOUT THE HEALTH SERVICES YOU RECEIVE?

WOULD ANYTHING HELP MAKE THESE SERVICES ANY BETTER?

HOW COULD SERVICES BE IMPROVED?

WOULD YOU LIKE TO MAKE ANY OTHER COMMENTS?

Thank you for your taking part in this questionnaire