

Time to think differently about Adult Social Care

Commissioned research for NSC

Received feedback from people not currently using social care services

Analysed what is important to them in seeking social care now, and in the future.

Collated rich insights from focus groups and written feedback from 24 participants

Involved residents from the Weston, Worle & Villages, and Woodspring Locality partnership areas



Insights from 'Time to think Differently' are informing the following changes;

Updating the information on NSC website

Making sure the information is available in various formats (like Easy Read versions) explaining what Adult social care is about and how NSC are addressing people's needs.

Working on an online financial calculator so people can check on the potential financial implications for them before requesting services.

Information about how to access advocates.

Information and reassurance about how people receive person-centred services.

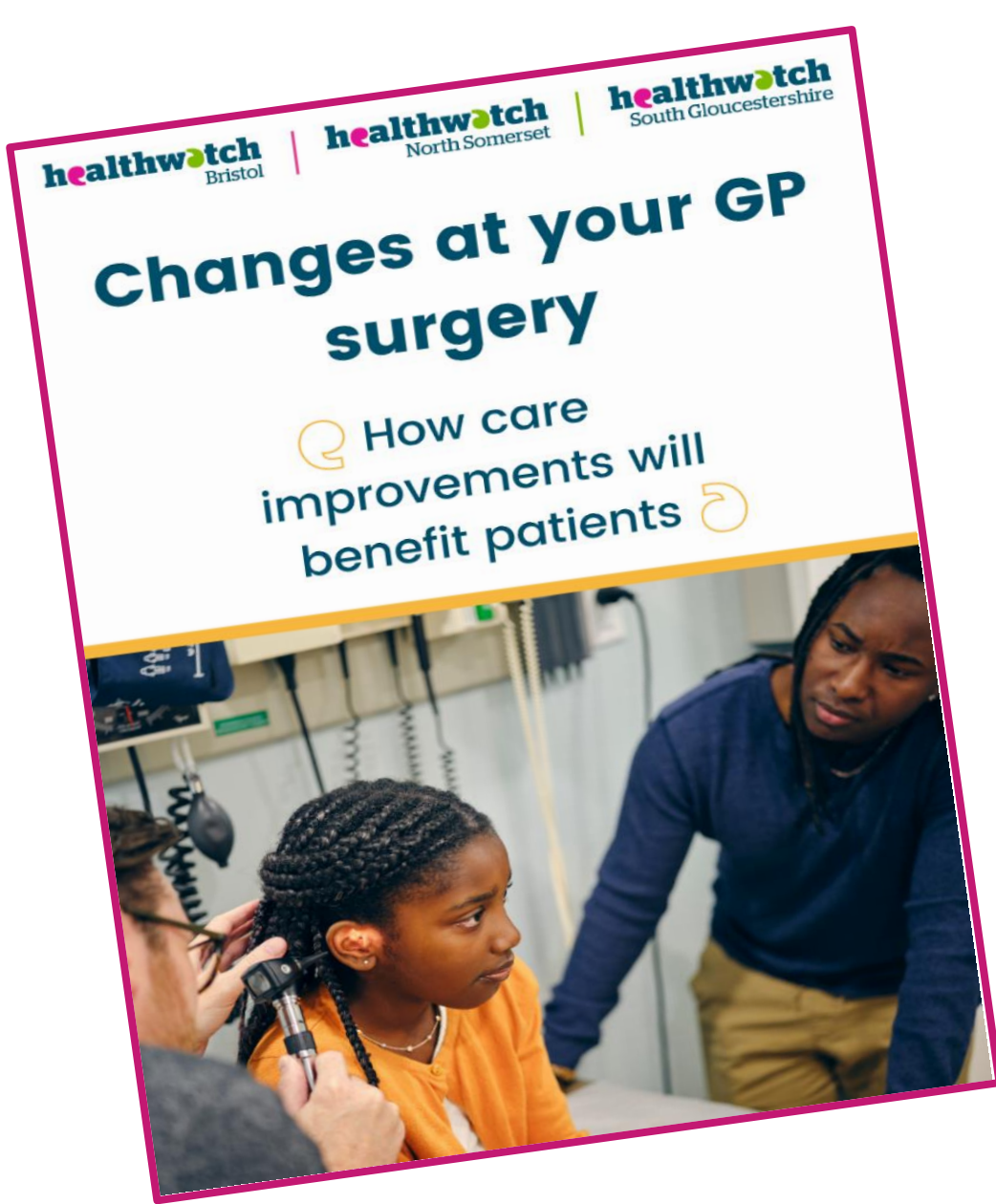
Reviewing how current arrangements work at NSCs 'front door' /looking at making it more accessible and simplified.

'Changes at your surgery' our workplan project about access to GPs

- Explains what changes patients may see
- Explains the GP Access Recovery programme by NHS England

Contains 28 pages:

- Listing changes which the public & Healthwatch can monitor and scrutinise.
- Staff roles in GP practices; new additional roles and what they do.
- Information about Pharmacy's new services ~ the Pharmacy First Programme.
- Healthwatch BNSSG public survey Autumn 2023 – 325 responses; what was good about their GP surgery and what could be improved. Baseline for comparison in a year or so?
- Positive initiatives already happening in the local area using real life case studies.
- Digital promises explained ~ March edition 2024 once telephony changes are rolled out.



Sharing the booklet

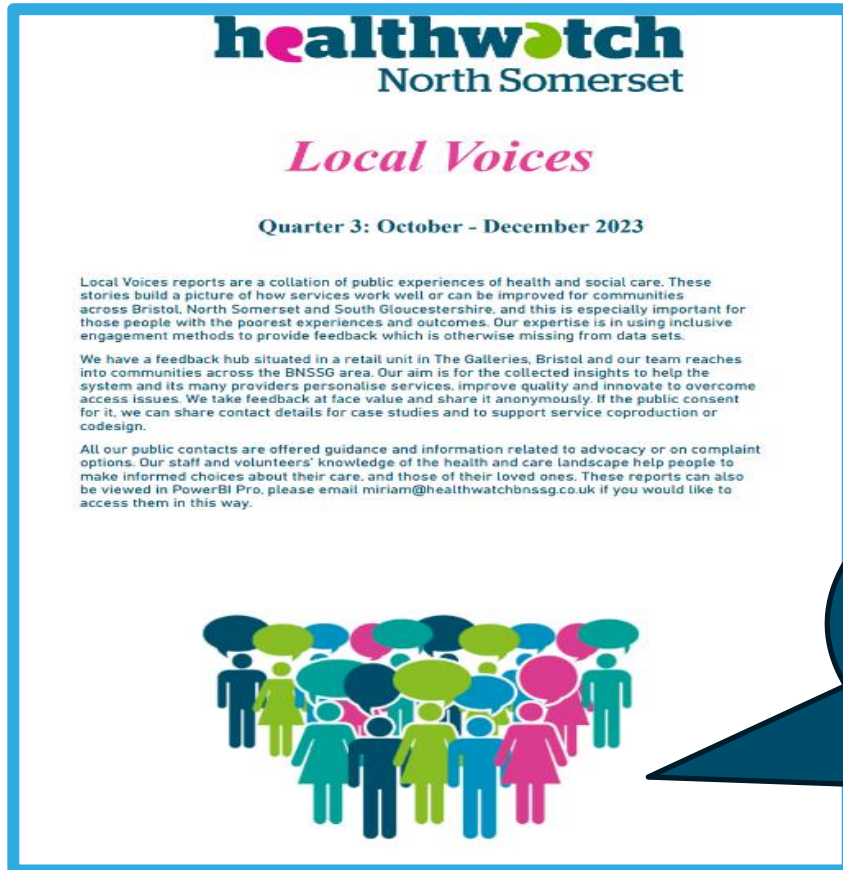
- BNSSG-wide newsletters (ICBs)
- Local newsletters
- On North Somerset website for downloading
- Healthwatch BNSSG newsletters
- Social media and tagging participants
- Print version in high quality A5 booklets
- Healthwatch BNSSG staff to share digital copies, physical copies, and links to websites
- Mailout to all GP practices and other services e.g. pharmacies
- Presenting at meetings (staff/Board) with messages
- Engagement Hub window display to encourage people to pick up a printed copy in Bristol office base
- Email to contact lists in Feb including city and local councillors

Healthwatch Engagement Strategy 2024~2028

Main changes to our outreach in communities (the kind that forms basis of Local Voices)

1. Equalities engagement (hard to reach or inclusion groups) will be measured in new ways and given allocated time each week
2. Robust stakeholder mapping, establish stakeholder forums for effective engagement work in those communities
3. Targeted communications to reach out into communities
4. Real time data sharing via our PowerBI dashboard. Expansion of feedback categories/themes to capture wider determinants of health

Quarter 3 Oct-Dec 2023 public feedback & insights snapshot



77 contacts provided feedback in Q3
36.5 % of the pieces of feedback are positive about services
2.6% identify as a carer
27 have a long-term condition
9 live in poverty
4 are homeless
2 have limited social networks/ family

Primary Care negative comments:

24 said they had limited/ no access to NHS dentist or GP
6 had a poor care experience from a service
4 said interface between services was bad
4 were concerned about quality, diagnosis or their treatments management
1 had problems with medication at discharge

For access to Healthwatch BNSSGs PowerBI App for monthly live data from your Local Authority area?

For Local Voices PDFs each quarter; public feedback narratives sorted by service, theme, sub-theme, service-user demographics etc?

Contact:

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