

Health and Wellbeing Board Engagement



Background: What we were asked to do

The health and wellbeing board refreshed its strategy in 2019, with a new 5 year strategy for the city being launched in the summer. As part of the process Healthwatch and VAS were asked to undertake some engagement work, to understand what people in the city thought of the strategy, and develop a city conversation on “what is health?”, recognising that this is more than NHS and care services, and means different things to different people.

The aims were to:

- Contribute to rebranding and reframing “health” as a collective effort and not something that relies on individual behaviour change;
- Ensure the Board hear the voices of a representative slice of Sheffield, including getting to people who can be “seldom heard”;
- Go beyond patients and services users to get the views of citizens on what supports their health;
- Develop deliberative processes to introduce fresh voices into the city’s strategic conversation around health and wellbeing;
- And in doing so perhaps provide some challenge to the Board’s view.

What we did

We originally planned to focus on each of the 3 key areas separately (starting well, living well, aging well) but quickly found significant overlap in what people wanted to talk about. We decided to change our approach to ensure we could capture comments from each of the groups which were relevant across the life course.

We used existing events and relationships where possible, to get more detailed and perhaps honest feedback about what matters to people. We structured sessions around three key questions, to avoid leading people and to really get to the heart of what matters, rather than people reacting to priorities given. We focussed on:

What do
you love
most
about
Sheffield?

What
don't you
like?

What
would
you
change?

While we had a framework for the conversations it was important to allow for digression, letting people talk about what matters most.

We had sessions to talk to larger numbers of people at Sheffield by the Sea; the Moor Market and at Sheffield Wellbeing Festival. We also had in-depth sessions with fewer people at the Burton Street project; at a New Beginnings Wish course; at Firvale Community Hub; an Introduction to Community Development and health course (ICDH) in Burngreave, and with a men's suicide group at SOAR. We ran two Healthwatch Health and Wellbeing Forums, one linked to Starting Well (focussing on infant mortality) and one linking to Living Well (focussing on the impact of poverty on health and wellbeing); people attending these forums were a mixture of professionals and members of the public, joining together to focus on a topic. The Living Well forum was run in partnership with the Disability Hub.

In total we recorded feedback from 93 individuals, in a mix of 1:1 and group sessions, in-depth conversations and brief feedback. In addition, we had more conversations, particularly at the wellbeing festival and Sheffield by the Sea. Sessions heard from younger people and families (especially at the seaside event); older people (especially the Moor market); people with learning and physical disabilities; and BAME groups.

This report provides a brief oversight of the main findings, but it is supported by write ups from each piece of work which can be found from page 8.

What we found

The most frequent comments we heard were about 3 things:

Belonging to a Community

Feeling 'held' and connected to a community



Buses

Having access to reliable and affordable bus system transport

Physical Space

Having access to a park which feels safe, streets which feel safe to walk down



These three things were reiterated both as positives – things people appreciate and value about their lives in Sheffield – and negative – things they wish were more apparent. Whether reported as a positive or negative the strength of the initial comments about these three things was striking. Some people related these things to health – including the ability to get to hospital appointments; using space for physical activities; the importance of community for support and to reduce isolation. For others these were things they relate to most as factors which contribute to a healthy life.

The wide range of responses we elicited mean we had to judge which of the 9 aspects of the strategy they best applied to. Any thoughts on community for example were put in section 8, including those around parks and physical space as this seemed the best place to reflect the importance of community. Interestingly parks, open spaces and nature were cited many times, and don't feature overtly in the strategy. Access to healthy food was also mentioned a number of times as being important to people, but doesn't fit neatly into any specific part of the strategy.

1. Every child achieves a level of development in their early years for the best start in life

Many of the comments or thoughts on this aspect of the strategy were about the importance of readily accessible child care – be that from family or in more formal settings. This tied closely to aspect 5 around fulfilling occupation. There were also comments relating to reduced services and support for families with babies and young children.

2. Every child is included in their education and can access their local school

Perhaps not surprisingly we had many comments at Sheffield by the Sea, an event which attracted children and families. The importance of an absence of bullying was sighted by several people, also a number of comments were made about exam pressures for children in school.

3. Every child has a successful transition to adulthood

We heard about exam pressures, and concerns about young people's mental health. Teenagers also told us they needed safe spaces and activities to support them in being independent.

4. Everyone has access to a home which supports their health

Several people were concerned about a growth in street sleeping, which seemed to reflect a concern for those sleeping on the streets, as well as the appearance and feel of the city. We also heard about the importance of safe, secure housing for example at the men's suicide group – this was also spoken about by a lot by a lot of families at Sheffield by the Sea (verbal comments, not captured in the written responses).

We also heard about a lack of repairs on estates in general, and a degrading of the physical environment including littering.

In the Health and Wellbeing forum we heard how individuals had needed to make choices between heating and eating, and couldn't afford to replace white goods and essential items within the home. Access to good advice and support around benefits was highlighted as important.

5. Everyone has a fulfilling occupation and the resources to support their needs

We had many comments about the importance of occupation, as well for example the opportunity to develop skills.

Several people were concerned about poverty in the city, including concerns about antisocial behaviour and violence.

Volunteering was also mentioned as an important part of several people's lives, as was "looking after the grandkids".

6. Everyone can walk or cycle in their local area regardless of age or ability

We heard many concerns and issues around transport, which are gathered in this heading. These included:

Ability to get around physically with a wheelchair – a lack of drop curbs, steep hills, and blocked pavements were all concerns. Additionally, wheelchair users described significant barriers in accessing taxis in the city, which impacted on their ability to get to appointments and access work and activities.

Buses featured heavily – both as a positive and a negative, with people really valuing an efficient, reliable and affordable bus network. Many felt this wasn't available at the moment, and their movements and activity were restricted as a result. Others appreciated the bus service they have, and recognised how important this was to enable them to access other services or activities or events around the city. We heard from wheelchair users who didn't feel buses were systematically or reliably accessible to them. One person spoke of saving up for a month to get to his hospital appointment.

Some people commented generically on "transport" and the ability to get around as an important factor in their lives.

We had some comments from people specifically on walking and cycling, typically a desire for better infrastructure, including pedestrian crossings and bike lanes.

We also had comments about pollution, with people expressing concerns about high levels of pollution in the city.

7. Everyone has access to care and support shaped around them

We heard from people who were concerned about access to their GP, and felt it difficult to get an appointment.

We also heard from people who struggled to access mental health services, for example one older man who reported waiting 8 years to get mental health support.

We heard from people who described that the quality of social care available was not consistently good. Some individuals also described that their package of support didn't allow them to eat healthily because of the expectation that they would rely on ready meals, with only a short time allowed for meal preparation.

8. Everyone has the level of meaningful social contact that they want

We grouped all aspects of community in this aspect of the strategy, with many people speaking about the importance of both physical space and social contact. It was clearly both the high and the low of living in Sheffield. People want safe open spaces, with investment, which they can get to, as well as a sense of belonging, acceptance and friends. Ref move more?

Some comments were specific to city assets – the animals in Graves Park, ducks in Rivelin. Other reflected a sense of fear or uncertainty – the park at Parson Cross “I haven't been, maybe not great”. On physical space people didn't like littering, and felt there needed to be more toilets and drinking water available.

The importance of a strong community was mentioned several times, though without defining what that meant or might look like. Reading between the lines of a wide range of comments it includes pubs, parks safe spaces; a sense of belonging and relationships; having someone to turn to be that mum, neighbour or some sort of group. Lunch clubs were mentioned several times as important.

9. Everyone lives the end of their life with dignity and in the place of their choice.

Like the start of life, we had very few specific comments on the end of life. Perhaps it is such a specific phase of life that although it happens to all of us, people don't focus on it.

What this tells us

We know that the current debate supports recognition of how social determinants harm health, but not how they create health. Yet what people tell us matters is in the realm of those wider determinants – parks and safe spaces, communities which foster a sense of belonging. This is despite media links consistently to negative outcomes (think smoking) rather than how they foster good health (think exercise). Perhaps the biggest challenge for the Health and Wellbeing Strategy is how to harness this positive sense people have into a compelling narrative, focussing on the positive rather than negative.

People are already thinking beyond health as medical and medicalised. But perhaps wouldn't have articulated that in response to a draft strategy which focusses on ill health rather than health.

Next Steps

We will continue to gather views around the strategy, through a mix of targeted activities, and by drawing out relevant feedback gathered in the course of other Healthwatch work. Targeted activities planned include a stall in Meadowhall, a survey to be circulated to Meadowhall staff, and sessions at the city's Adventure Playgrounds. These different activities reflect a continuation of the approach we have taken so far, using a mix of both smaller groups to gain more detailed qualitative information, and bigger sample groups providing snapshots across a wider audience. We acknowledge the current gap relating to engagement on the 'end of life' part of the strategy, and will consider how to ask our questions differently to try and elicit views on this.

In the work so far, 21 of the people involved in the detailed group discussions have been from BAME communities; we will seek to ensure future work continues capturing BAME voices and experiences. We will also consider some focussed geographical work in organisations in the North and East of the city, and undertake some gap analysis to consider which voices have not been heard.

Additionally, we will take direction from the Health and Wellbeing Board on next steps. We hope that the work done so far, will feed into and help inform the upcoming workshops on each of the life courses; equally, the actions and intentions which come out of those workshops, may highlight a need for some specific engagement focus. We hope that the engagement work will be actively used and embedded in the next steps for the Strategy.

HEALTHWATCH COMMUNITY ENGAGEMENT

Title of event: Sheffield by the Sea

No's reached/spoken to: 24 recorded feedback, plus others verbally / in discussion

Overview of the event

The event was to attract families with young children to the city centre. We used the event to speak to people about the Sheffield Joint Health and Wellbeing strategy and what is important to the health of them and their family, targeting pre-schoolers. We focused on the priority Starting Well.

Consultation Strategy

The Starting Well priority has three area which we focused on:

- Every child achieves a level of development in their early years for the best start in life.
- Every child is included in their education and can access their local school.
- Every child and young person has a successful transition to adulthood

To make these questions accessible to everyone we used the frame work of what do you love? What are your concerns? What's your vision?

The specific questions we asked were:

- What do you love about: having a young child (pre-school)? Your/your child's school?
Being/becoming/having a teenager?
- What concerns you about: having a young child (pre-school)? Your/your child's school?
Being/becoming/having a teenagers?
- Vision: What could be different/better about having a young child? What would you like education to be like in the future? How could being/becoming a teenager be different/better?

Cloud	Heart	Glasses
Don't judge a person by how they look or what they have, look at how they feel and how they can help you	I like to go to school trips	Cheaper bus fares
I am concerned that my child's school does not deal with bullying	Friendly City	More access to toilets in town
I am concerned that my teen is safe at night	Events like the beach. Watching a movie, seeing friends at school, good for families	I'd like a park
A lot of bad press about teens in Sheffield. You're not old enough to do everything yourself but too old to do stuff with parents.	Good teachers, great school, feel safe	Getting more independence
What concerns me about being a teenager is that mental health is mainly overlooked. For the majority, people who need help don't get it.	Feels safe. Communities are connected everyone smiles	Having a space to 'be' in the city centre. Without having to pay. Somewhere you can go and feel safe. Don't want to stay home all the time.
Pre-school care during the summer	It's hard to get lost. Easy to get around. I like that everyone knows each other. Freedom for kids and teens	Cure Downs syndrome
I am concerned about the fact that mental health problems amongst children and teens are overlooked.	Community and warm welcome. Sporty weeks at school. My brother will be at high school with me	Starts after school clubs at year 7 to reduce bullying. From a school governor
Concerned by friend's attitudes changing as they grow up.	Nursery Play parks	Create roles community ambassadors for each community made up of young people from each area
Traffic when its busy	Sheffield Grand Prix and school	Make it harder for people to get knives
Exclusions from school BAME students worry about stereotyping	Watching her develop into a rounded healthy person	The roads could be better
I worry about cyber bullying, social media and my kids not being supported	Graves park is great and has chicks!	Better public transport
The CaMHS service and support is good but there needs to be more support in school	The people and the weather	It would be better if I could spend more time with my child

Splash parks not open when they said they will be (Riverlin)	Children's hospital and A&E	I would like education to be less focussed on SATs and exams and more focused on holistic needs
Graffiti rise in Hillsborough in 4 years.	I love spending day time in the park	Swimming access
No toilets in parks	Shopping and swimming, going walking in Riverlin and Loxley	I want my grandchild to have a safe place to live – my daughter is having a baby and I want be nearer to her
Literacy – don't like writing	Like school – learning, teachers, close to school to can walk and feel safe.	More open information and updates about events on in the city
	Going to Old House School. I have all my friends	Invest in Hillsborough Park play area and update the leisure centre in Hillsborough
	The best thing I like about school is my amazing friends!	Less exam pressure for teenagers!
	Carter Knowle School – its old from Georgian times	
	Playing football in the park	
	Night life hanging out	
	I love being outside at nursery and going to the park and learning Spanish	
	I can walk to school with my child	
	School, maths, friends, food and being safe	

HEALTHWATCH COMMUNITY ENGAGEMENT

Title of event: ICDH Session 1

Date of Meeting: 26/09/2019

No's reached/spoken to: 17

Overview of the event

The ICDH course is designed to teach individuals about the wider determinants of health and build capacity in communities.

The participants are a mix of male and female and speakers of other languages. During this session there were 2 men attending and 15 women. The geographic demographics are:

- White British, 1 male 2 female.
- Female, India
- Female, Yemen
- Male, Sudan
- Female, Libya

Are there any key issues that Healthwatch should be aware of that may impact on public and service users?

The topics covered are discussed in a broad sense and will provide themes for exploration. The group discussed what health means to them, the positive and negative aspects and the wider aspects of health (physical, emotional, mental, social and spiritual)

What are the opportunities for Healthwatch?

The purpose of the sessions is to build awareness in preparation of the wider determinants of health, how these translate on an individual and community level. Participants are encouraged to relate topics to their life experiences.

What do you love? What keeps you healthy?

- The innocence of a baby and being a mother.
- My sister at home in Sudan, she's my best friend, caring and supportive
- Music, it's soothing and a positive reaction on my life. I play the bass guitar.
- Children, keeping them safe and their belief in something make believe like Santa.
- Flowers, happiness, colours, love
- Nature, peace and a holistic view
- Nature

- Sport
- Football, it's a universal language and brings strangers together
- Eat healthy, be active
- Family
- Family and communication, love one another
- Environment, support nature
- Celebrations, relationships with family and the stories behind festivities
- Family history
- Being creative and loving a job
- Playing with kids, it's exercise and away from devices
- Caring for each other, family and everyone
- Having someone who cares about you
- Strength and confidence and survival
- Love cooking, it's my only hobby. It reduces stress and healthy food
- Cooking
- Healthy food
- Having an active mind, I have ADHA. My body can be still but my mind is racing. This means I have to be disciplined to keep my mind busy. Sometimes I can spend hours doing something and not realise.
- Being happy with family and positivity
- Sleep and being relaxed
- Relaxed
- Ice cream, it's the smell of happiness and family.
- Being proud of who you are
- Walking
- Walking with friends and family. Walking and talking, sharing stories and getting out
- History and sharing knowledge
- Friendship and laughter. You can laugh at the good and the bad stuff. Support each other in 'our way' using humour
- Quality time with the kids
- Time with the kids
- Having fun with family, partner, learning about yourself
- Sharing with others
- Happiness, having an open mind that puts you in the right thinking (positive outlook). It makes you a happy person who is productive to community.
- Travelling
- Healthy cooking
- Making new friends
- Having a happy baby who absorbs new things
- Happy, healthy
- Traditional things and new communities
- Patient people
- Nature, gardening and being active

What are you concerned about? What is negative to your health?

- Stress
- Family stress, how to raise teenagers
- Language barrier

- Comparing certificates (comparing to English qualifications)
- Language barriers
- Ice cream, putting on weight and struggled to lose it
- Having a sweet tooth
- Worry – I walk/get out and it relieves this.
- Having an angry mind, it makes the mind closed, your thinking becomes destructive, you're not able to learn something new
- Negative thoughts
- Cats – they are unhealthy in a home with a baby
- Judgement based on the colour of your skin and culture
- Home sick
- Homesick gives me happy and sad feelings
- Disappointment, life is not easy and I need support from my family and friends
- War, it changes lives
- An angry person is isolated, could be depressed and is not adding to community
- Sedentary lifestyle, sitting for a long time lost in a book or crossword
- Unrealistic body image from media pictures and it concerns me about the younger generation
- Migraines
- Abusing people, the strong abusing the weak and I feel useless about this.

What would be good to try? Make things better?

- Kids and dads spending time together, dads don't because they are seen as the 'protectors'; mums or seen as 'nurturers'
- To be in a safe place away from drugs
- Improve my English to go to university
- To be well physically and mentally
- Good images for family and other people (role models)
- More experiences, grow and family and get to know families, friends and job
- Finish my study (PHD)
- Be perfect in English
- To have value in my community to support others and have a healthier family
- I was a doctor in Libya; I'd like to return to medicine
- I'm happy not knowing where life will take me
- To be more confident, I'm quiet in classes and people might think I don't want to talk to them
- To be perfect in English. I lost my English whilst raising kids. I'd like to study (FE)
- To develop my English
- To develop my English, get a career in pharmacy. I have to a qualification to get (undertaking at present)
- Care for my kids, help children with homework and to help children.
- Do everything, more cooking (learn recipes for desserts) and for communities to happy way.
- More healthy lifestyle, secure financially and have a job
- War to end in my city (Syria)
- Time to improve ability
- Experience to do hobbies but family stops this (family demands on time)

HEALTHWATCH COMMUNITY ENGAGEMENT

Title of event: Sheffield Wellbeing Festival

Date of Meeting: 24/07/2019

No's reached/spoken to: 32

Overview of the event

The event was to promote mental health and wellbeing. We used the event to speak to people about the Sheffield Joint Health and Wellbeing strategy. We focused on the priority area Living Well. This was because we anticipated the people attending the festival would be the right age range for this priority.

People spoken to were Older people (50+), People from BME community, People with a disability (e.g. physical, mental, learning).

Consultation Strategy

The Living Well priority has three areas which we focused on:

1. Everyone has access to a home that supports their health
2. Everyone has a fulfilling occupation and the resources to support their needs
3. Everyone can safely walk or cycle in their local area regardless of age or ability

To make these questions accessible to everyone we used the framework of:

What do you love? What are your concerns? What's your vision? For each question we focused on:

- **Your home and community**
- **Your daily life**
- **Travel around the city**

What we learnt

We recognised not everyone is in employment making area 2 difficult to answer hence a broader question was asked, however we discovered this did not provide specific comments relating to occupation and support.

The trails for the Invictus games had taken place the same morning with a cycle event. This influenced some of the comments regarding travel around the city.

<p>Your home and community</p>	<p>LOVES</p> <ul style="list-style-type: none"> • Multi-cultural • Friends, for the young, enjoy! • Have my health, nice friends. Happy with life. • I love the general togetherness of Millhouses. • Hillsborough has everything I need. • Sense of community, cultural mix. • I love how all of the neighbours all know each other, S2. • I have a girlfriend • Sheffield always feels local • Friendly people • I love the friendly people • I love how safe it is, my school, how many buses go everywhere. • Sense of community and friendliness • Sheffield is cheap to live, I moved from Oxfordshire. I have a brother here. • My house, how friendly everyone is • Friendly and good sense of community, parks and cafes. • Clean, nice neighbours, good park, shops. I love where I live. • I love the countryside. Nature. • Fresh air, memories of animals. • Lots of trees, friendly neighbours, lots of cafes. • Friendly city, countryside • Love: greenness in and around the city. • The views are brill and the parks are nice. • Everyone worked in steel, there was a community feel – Local History • Quiet where I live – no cars and speeding, nice polite people, friendly (Swallownest) <p>CONCERNS</p> <ul style="list-style-type: none"> • Poverty in our communities • Rubbish on the streets • Stabbing in Southey • Manor Park doesn't feel safe at night – intimidating motorbikes • Your safety in the neighbourhood • Amount of drug users in the city centre • Safety, drug dealers, police not acting on information, not supported by services • Drug dealers, screaming kids and bad language • Doesn't feel safe at night • Lack of police, Meadowhall is naff • The smokers. • Filthy, rubbish shops, council has monopoly, harassment • People don't talk, less of a community. Expectation of computer literacy • Kids throwing stuff at my door, S9 • Getting mugged/homophobic attacks • Kids on street, it's not quiet
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	<ul style="list-style-type: none"> • Lack of freedom. Homophobia/transphobia • Wouldn't like nasty neighbours (violent, snatch bags, speeding) <p>VISION</p> <ul style="list-style-type: none"> • That we don't ever lose that sense of community • A supportive city • Decisions about the city being made by all councillors, not a few. • More festivals to bring people closer together • More youth services • Feel safe in our city • A new home that is safe and a nice place to live • Having a sense of community – Gleadless • To get married • A house that I own with my husband but in this economy it's not too likely • I'd like to see more homeless people off the street e.g. shelter/with hope • Would like to move and have my own flat. Kids off streets and doing something • Nice world, no stealing.
Your daily life	<p>LOVES</p> <ul style="list-style-type: none"> • I enjoy my job • Walking through the park to work (in the daytime). <p>CONCERNS</p> <ul style="list-style-type: none"> • Can't get doctor appointment for 3 weeks • The GP not effective at treating patients, Sky Edge • Long waits for GP Greystones Medical Centre (for before and after work). High numbers of homeless people • Matthews Practice – Can't get appointment, can't get through for urgent appointment that's Dr asked for. • Handsworth medical centre – tried to book appointment, they said 3 weeks or could phone after 8:30 to see if they could see me. • Pharmacist changing supplier – confuses with changing look. Colour coded tablets would be better • Lacking respect for authority. Handing down skills person to person. • Waiting time for mental health services, people on streets. • Money cut from voluntary sector support services • Health service and Doctors notes – patient should be able to see and agree to avoid miss management • Universal credit. Job Centre bringing me in every month for an appointment and give me nothing. Makes me feel like an idiot • I'm worried about discrimination based on my appearance e.g. scars, clothes and weight. <p>VISION</p> <ul style="list-style-type: none"> • A good job I enjoy

	<ul style="list-style-type: none"> • More accessible public toilets and drinking water in the city centre • Better support for teachers, instilling manners, better youth services, better support for older people
<p>Travel around the city</p>	<p>LOVES</p> <ul style="list-style-type: none"> • Good buses • How often the buses arrive • Good transport (Arbourthorne) trams and buses • Love Sheffield, vibrant and up and coming. Great and easy access from railway station. • I love walking • Countryside on the doorstep! • The bike ride event was great • Bus gets me out of the house • Ride bike on railway lines • Bus drivers wait for you to sit down before driving. • Feel safe on crossings, drivers stop (Swallownest) <p>CONCERNS</p> <ul style="list-style-type: none"> • Bus services • The buses not arriving at 10pm • Public transport variable – geared towards student areas more • Cuts to buses • I hate bus 51 it's not on time • Run down buses • Bus cuts, less pollution from buses • The buses are on strike, not reliable • Transport not joined up • Pollution, littering. Lack of pride • Pollution • Climate change is always a problem. • The hills are an issue. The bus fares are very expensive. It takes too long to get to places. Tramlines on roads (with cars) slows trams down. Manchester has a better system. • Can't get a bus, too expensive to pass driving <p>VISION</p> <ul style="list-style-type: none"> • Suitable buses for older people • Transport links could be better to Outibridge • Better, cost effective travel • Better buses • I would change the parking because there's not any spaces, S2 • More cycle lanes • More pedestrian crossing and pelican crossings which reliably work (so many don't) • More cycle/vehicle free zones and better buses and cycle lanes outer path of Sheffield • More cycle routes everywhere and traffic free areas

	<ul style="list-style-type: none">• Bus stops with up to date info on it• A cycle route that is safe and free of obstruction throughout the city• Easy bus system• More accessible and cheaper public transport
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HEALTHWATCH COMMUNITY ENGAGEMENT

Title of event: Listening hub – What is health - Session 1

Date of Meeting: 18/09/2019

No's reached/spoken to: 6

Overview of the event

This session was to introduce the following 8 sessions to the participants, team building and hopes and fears of working together. All of the participants are female and speakers of other languages. English is not their first language. The majority are accessing services through New Beginnings. The geographic demographics are:

- Pakistan
- India
- Ethiopia
- Zanzibar
- Nigeria

What are your hopes ? (aspirations, expectations)	What are your fears ? (concerns, barriers)
<ul style="list-style-type: none"> • Explore my potential – strengths, weaknesses • Increase my confidence in learning and coping • To work on my abilities • To know my career, strengths, to further studies • To learn how to deal with difficult situations • To know about general health and wellbeing • Build my skills and knowledge • Will know more people and make friends 	<ul style="list-style-type: none"> • English not being good • Childcare – sickness, creche • If I miss a session or 2 what will happen? • If I am unable to finish the course how am I going to catch up or finish the course? • Feeling confusion • Speaking too fast and confusing people • Make sure you look at the person you are talking to • Losing concentration • Bad spelling – ordering sentences that are written • Confidentiality – what is said in the room stays in the room

<ul style="list-style-type: none">• To communicate better with people in my community• To know my how to overcome my anxieties• A purpose to get out of the house and new hobbies• To know how to help myself to be healthy• To learn and how to use in community, to help others• Learn more skill to communicate with different people in the course• Become more confident in my physical look, appearance.	<ul style="list-style-type: none">• Confidence in speaking in front of people and how to keep people engaged• Respect other people's ideas – no idea is too small• Problem to start speaking at first in front of people• If my knowledge is not enough or related to the course• If I can get transportation• Lack of confidence with conflict – shouting, aggressive, when people don't understand me well.
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HEALTHWATCH COMMUNITY ENGAGEMENT

Title of event: Moor Market

Date of Meeting: 11/09/2019

No's reached/spoken to: 6

Overview of the event

Burton Street Foundation is a day centre that provides activities for adults with physical and/or learning disabilities. We spoke to a group of 10 adults of 8 women and 2 men, 3 of the women were support workers who were present to facilitate communication. The group meet weekly to discuss topics of their choosing.

Present from Healthwatch Sarah Fowler and Rosie Priestnall-Birkett

People spoken to were older people (50+) and people with a disability (e.g. physical, mental, learning).

What we learnt

We only spoke to a handful of people. This was mainly due to the length of time people wanted to speak to us. Often conversation was at length and not always about the questions we asked. A number of people digressed which we used as an opportunity to ask about other questions on the H and WB Strategy.

White lady aged 76

I go to the doctor but spend so long on the phone; they won't let you make appointments face to face so I try to keep healthy. I keep going and my son says, "mum will you slow down", but I won't while I can. I've been on my own for 30 years. My husband died at 52, the house was paid for so I quit my job, sold the house and bought a bungalow, cash. It was what we were going to do. I was left well enough off.

I can now look after my grandchildren. I've looked after all my grandchildren and now my great grandchildren. They all live local. I do my own shopping and decorating.

I look after 8 grandchildren I don't have enough free time. I come out to see my friends on a Monday, Wednesday, Friday and Saturday morning

The buses feel like a young person who sits behind a desk and drives a car has designed the service and doesn't understand older people.

White Gentleman, middle aged +

I have mental health problems. It's taken 8 years to get some support. I was in Northland, Southey. They said they didn't want me. I first went to the GP and they couldn't offer another option for support for 6 years. I still feel rocky (shows scars from self-harming) I've just got a support worker from Rethink.

When asked about community groups: I go to SAGE Green fingers. I go once a week all year round. I don't cook, the volunteers do.

White lady aged 80 and a resident on the Sutton Estate

There's nothing on the estate for older people anymore. The community meal on Fridays is now £7 it used to be £2.

I don't see my grandchildren because my daughter hasn't spoken to me for 9 years. There are no repairs happening on the Sutton Estate or help happening (there used to be a handyman on site).

I use the bus to travel. The bus stop is close to me.

White man aged 50+

I think there needs to be more support for carers such as respite. They often have to give up work and care full time which causes stress and anxiety. They could do 3-4 days caring and then alternative support the other days.

White man 70+ with learning disability (individual specified as having learning difficulties due to Chronic Hyperthyroid)

I walk, I used to run as a kid but I walk now. I feel safe to be able to walk but my friends have had trouble with jobs on the Manor, throwing things. Neighbours destroy things (Heeley Bank flats) and there's problems with music and littering. There was a stabbing. It doesn't stop me walking around. There's no discipline, that's what they need. I was raised as a Catholic but I don't go to church anymore, it's for hypocrites.

I talk to homeless people and buy them food and a drink. I believe it how you're raised, to respect and help people.

My talent is playing the piano, it calms me down. I can play for hours. My friend runs a CD stall and prints rock and roll memorabilia for me. I make the covers for tape cases. I volunteer at the book shop on Shoreham Street, have so for 24 years, 6 days a week.

My sister comes and does my washing and comes on Sunday, invites me for dinner.

White lady 80+ uses a walker

I like to sleep. I go to TLC at St Pauls Church (Norton Lees). I don't go to church I just go for tea and a chat. I use the Door to Door service which costs about the same as bus fare. I use this to help with the shopping when my daughter can't take me. I go where it's easy to get around (Morrisons and Moor Market) I feel safe doing journeys I need to but can't walk long distances.

I don't have a Post Office near enough to get to. I rely on my daughters for help. It's easy to get around on buses but I don't want to use public transport in case they set off before I sit down and I fall. I have a fall medallion and know who to call.

My family bought me a mobile phone but I get annoyed by it. I can't use it. I 'throw' it to one side and call my son on the land line. My son comes once a week, I give him his tea and he asks if anything needs fixing/doing. My daughters come once a week to take me shopping and bathe me.

I go to chair aerobics at St Pauls too. I get out as much as I can. I have a cleaner to help as I couldn't do the cleaning anymore.

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