

Healthwatch Bucks Quarterly Review and Annual Report

Date: 22 September 2022

Author/Lead Contacts: Zoe McIntosh, Chief Executive Healthwatch Bucks

Report Sponsor: Peter Miller, Chair Healthwatch Bucks

Consideration: **Information** **Discussion**
 Decision **Endorsement**

Please indicate to which priority in the Joint Local Health and Wellbeing Strategy your report links to:

Start Well	Live Well	Age Well
<input type="checkbox"/> Improving outcomes during maternity and early years	<input type="checkbox"/> Reducing the rates of cardiovascular disease	<input type="checkbox"/> Improving places and helping communities to support healthy ageing
<input type="checkbox"/> Improving mental health support for children and young people	<input type="checkbox"/> Improving mental health support for adults particularly for those at greater risk of poor mental health	<input type="checkbox"/> Improving mental health support for older people and reducing feelings of social isolation
<input type="checkbox"/> Reducing the prevalence of obesity in children and young people	<input type="checkbox"/> Reducing the prevalence of obesity in adults	<input type="checkbox"/> Increasing the physical activity of older people

None of the above? Please clarify below:

Healthwatch Bucks is your local health and social care champion we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

Purpose of report

Healthwatch Bucks is the Local Healthwatch for Buckinghamshire. We are one of 148 independent Local Healthwatch organisations set up by the government under the Health and Social Care Act 2012. Our role is to ensure that health and social care services put the experiences of people at the heart of their work. The report outlines our most recent project report and resident feedback from our signposting service and feedback centre. It also includes a summary of our annual report for 2021-2022.

Start Well

Live Well

Age Well

Healthwatch Bucks update

September 2022

This paper summarises recent project work we have undertaken in relation to health and social care services, as aligned with the priorities of the Joint Local Health & Wellbeing strategy.

This paper summarises recent project work we have undertaken in relation to health and social care services, as aligned with the priorities of the Joint Health & Wellbeing strategy.

Live Well

Social Prescribing

Social prescribing offers people support with their wider determinants of health. The support is non-medical and can have a significant benefit to a person's health and well-being. It can offer our residents a range of support that are typically provided by our voluntary and community sector. There are over 30 social prescribing link workers working Buckinghamshire at present.

We wanted to find out about awareness of social prescribing in Buckinghamshire, as well as whether people have made use of the service and know how to access it.

- We developed an online survey that was available for Bucks residents to complete between 12 May and 4 July 2022.
- We also went to four libraries – Chesham, Aylesbury, High Wycombe and Buckingham – so we could collect responses directly from members of the public.
- In addition, we researched what local GP surgeries said about social prescribing on their websites.

Key findings

- Most of the people who completed our survey had not heard of social prescribing. However, when given a high-level explanation of the service, the majority felt it was a good idea.
- Many people remained cautious about the idea of social prescribing because of a lack of knowledge.
- More women than men had heard of social prescribing.
- People aged over 56 were less likely than younger people to say they'd consider using the services of a social prescriber in the future.
- Many GP surgeries' websites did not provide much, if any, information about social prescribing or how to access the service.

Our recommendations

Although awareness of social prescribing is low, our survey showed people were very positive about the benefits it could offer.

We recommend that the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) works with local Primary Care Networks (PCNs) and general practices to raise awareness of social prescribing – both what it is and how to use it.

This could involve:

- Displaying more posters in general practice waiting areas
- Sharing information about social prescribing with Patient Participation Groups (PPGs)
- Encouraging the sharing and displaying of posters about social prescribing in community hubs
- Holding briefings for local councillors and other key stakeholders to increase their knowledge of social prescribing
- Targeting advertising to help reach specific groups, such as men or people aged over 56.

You can read the full report [here](#).

Annual Report 2021-2022

We published our annual report in June. As the local health and social champion for Bucks, we have continued to ensure the voice of Bucks' residents is heard and makes a difference in local health and social care delivery.

Our year in review;

- We heard from 2283 people about their experiences of health and social care services
- 224 people came to us for advice and information
- We published 18 reports
- Our volunteers gave 1728 hours of their time

You can read the full report [here](#).

Voices (pharmacy)

Since April 2022 we have seen an increase in the number of people reviewing pharmacies on our website. Over the previous 4 months we received 28 comments, which resulted in 58 feedback elements. The majority of these, over 80%, were negative.

The most common negative theme was “Service delivery, organisation and staffing”, which we use as a catch-all for non-specific feedback. The next most common was waiting/queueing time at the pharmacy. Then issues with dispensing particular medications.

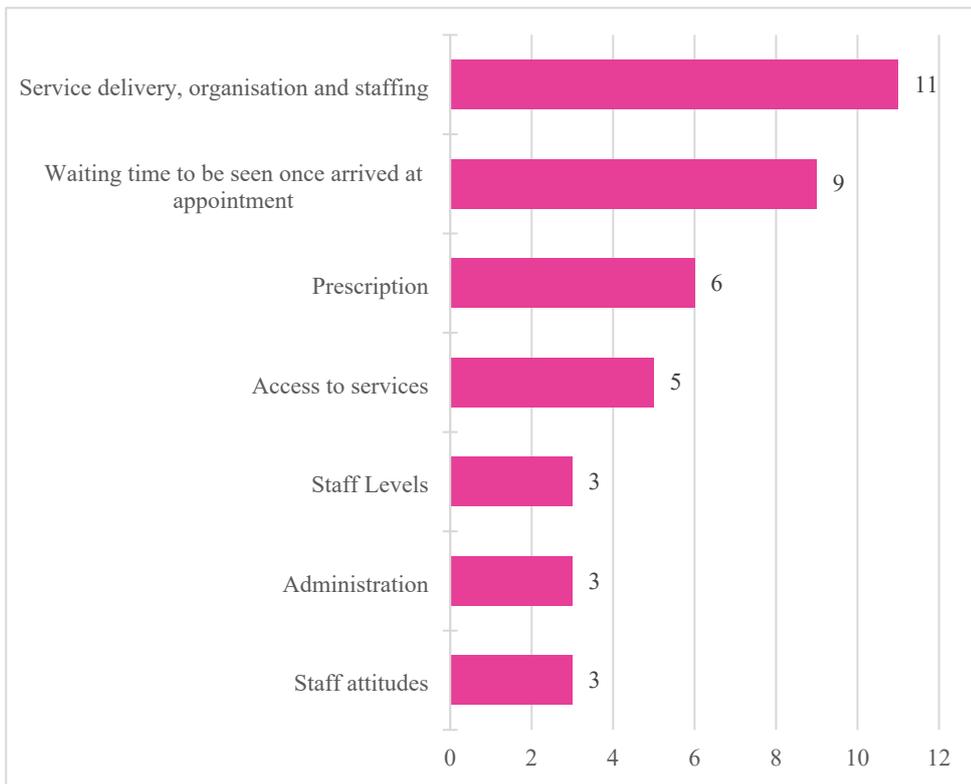


Figure 1 - Top 5 Negative Themes

On the positive side, general positive feedback was most common, followed by staff attitudes. We can't provide a top five because we only identified four themes in the feedback.

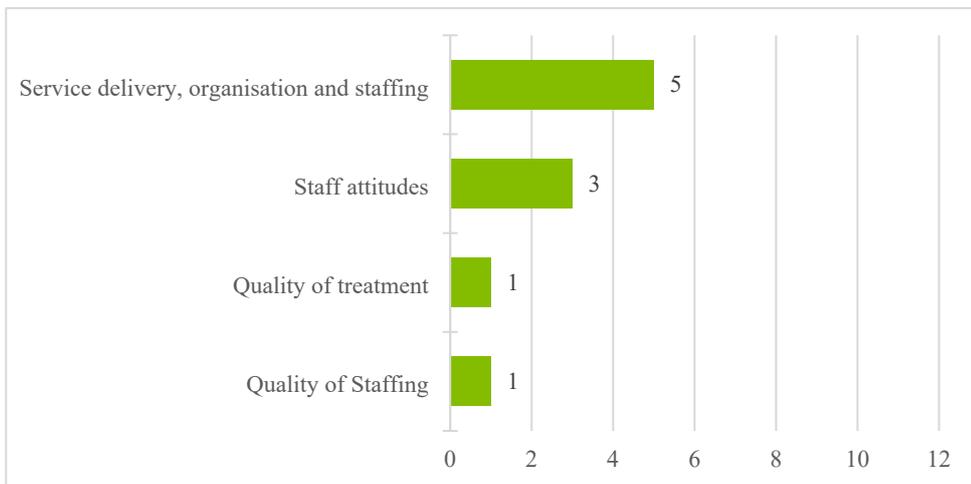


Figure 2 - Top 4 Positive Themes

We know that patients are being diverted to pharmacies (as appropriate) by general practice. Therefore, we think it is reasonable to expect the amount of feedback we receive in this area to increase.

We have already shared some of the feedback with the BOB ICB Quality Team (Bucks). We will continue to monitor and escalate this intelligence as appropriate.