



healthwatch
Swindon



Engagement summary

New College: Student Health & Wellbeing Day 7 / 8 February 2017

Purpose of the event:

New College Swindon invited Healthwatch Swindon to attend their annual health and wellbeing week again in February 2017. The invitation is extended to a range of organisations including those promoting safer drug and alcohol use, safer sexual behaviour, healthy eating, carer support and recognition, and awareness of mental health issues. 2017 was the third year we attended and we staffed our stand from 11am to 2pm on two days. Stands were set up in the student restaurant where a large number of students meet, eat and talk.

Who attended?

- We spoke to 100 students (across two days)
- 2 Healthwatch Swindon: 1x staff and 1x volunteer attended

What did we do?

We created a simple questionnaire on SurveyMonkey which we used as a means to start talking to students. We used both a tablet to collect responses and hard copies, the responses on which were later input. Our objective was to test out students' awareness of the local alternatives to a GP appointment should a friend become unwell or injure themselves. We introduced an incentive to respond by offering a prize draw with two ten pound shopping vouchers as prizes.



Teresa Tuffin (College Nurse) and Pam Forde (Healthwatch Swindon Volunteer)



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What did we hear?

Comments/Feedback from people attending:

We spoke to 100 students over the two day/six hour period. We were often talking to a whole group or table of young people, who all joined in the wider discussion even though not all of them may have completed the survey individually. This meant that we reached a larger number than the survey figure suggests. One survey form was sometimes completed as a group exercise. In general there was awareness of most of the options available in the absence of a GP appointment and no surprising answers. Undertaking the survey gave us the opportunity to have a brief discussion and to distribute information about Healthwatch Swindon and about the local healthcare options.



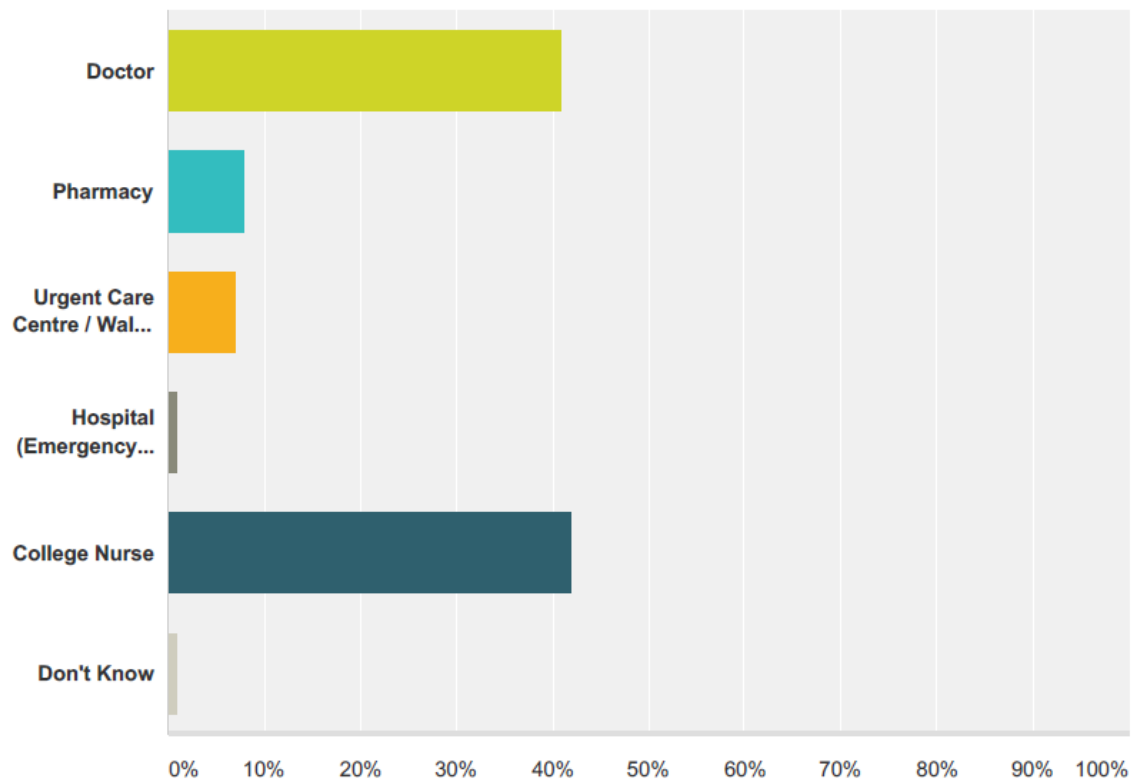
New College Business studies students – February 2017



This is the result of the survey:

Q1 Where would you take a friend who was feeling unwell?

Answered: 100 Skipped: 0

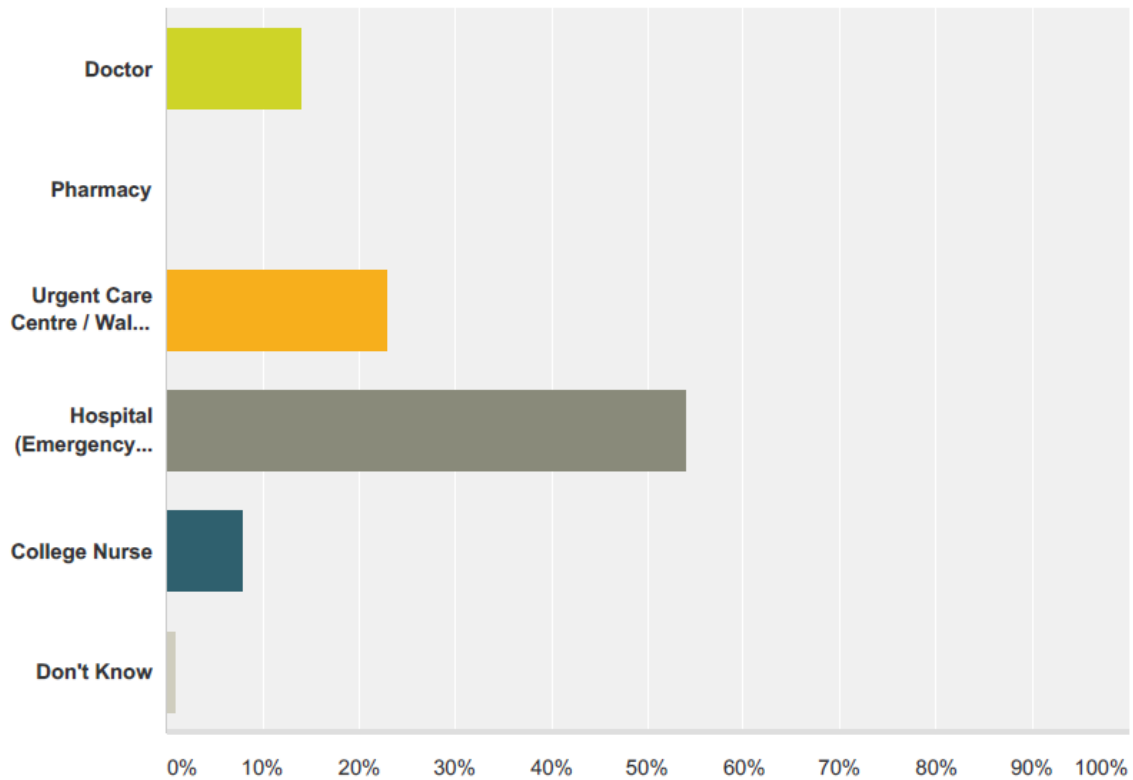


Answer Choices	Responses
Doctor	41.00% 41
Pharmacy	8.00% 8
Urgent Care Centre / Walk in Centre	7.00% 7
Hospital (Emergency Department)	1.00% 1
College Nurse	42.00% 42
Don't Know	1.00% 1
Total	100



Q2 Where would you take a friend who injured themselves?

Answered: 100 Skipped: 0

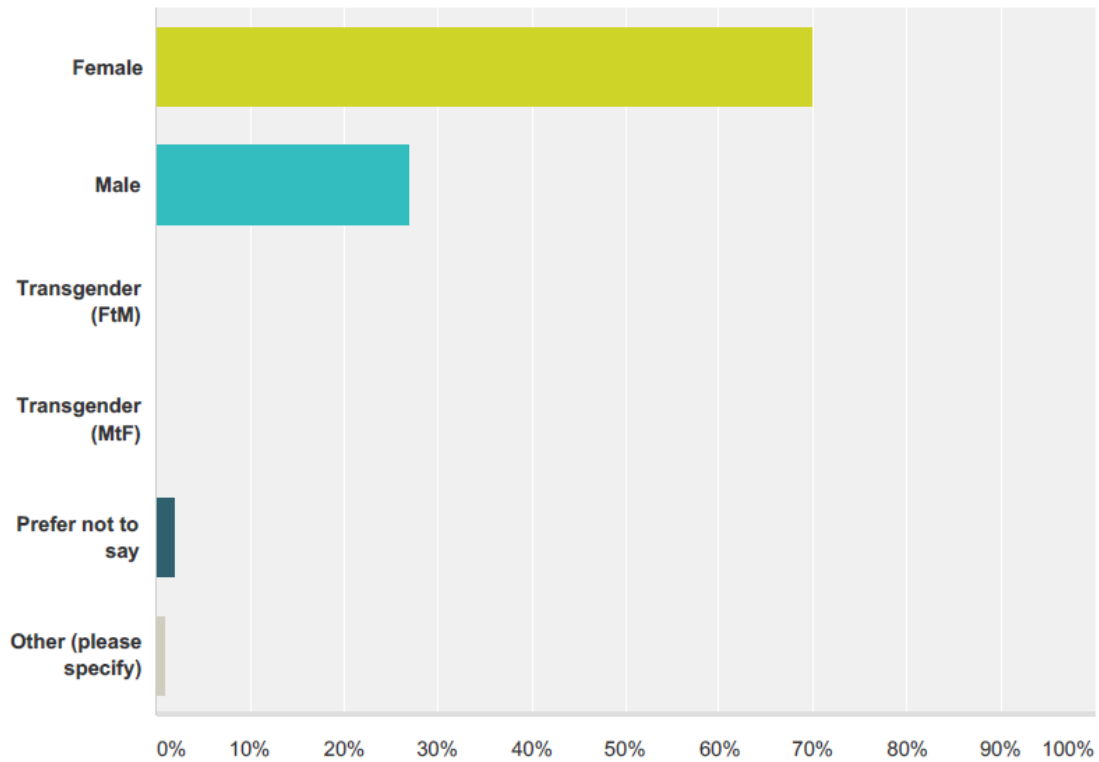


Answer Choices	Responses
Doctor	14.00% 14
Pharmacy	0.00% 0
Urgent Care Centre / Walk in Centre	23.00% 23
Hospital (Emergency Department)	54.00% 54
College Nurse	8.00% 8
Don't Know	1.00% 1
Total	100



Q3 What gender do you identify yourself as?

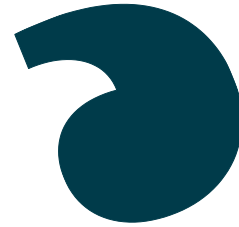
Answered: 100 Skipped: 0



Answer Choices	Responses
Female	70.00% 70
Male	27.00% 27
Transgender (FtM)	0.00% 0
Transgender (MtF)	0.00% 0
Prefer not to say	2.00% 2
Other (please specify)	1.00% 1
Total	100



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Recommendations:

In this and other Healthwatch Swindon engagement, we have found that there is growing awareness of the pressure on emergency departments as well as the need for and availability of the non-urgent alternatives.

We will continue to recommend that accessible and widely distributed publicity about them is available and kept up to date.

Healthwatch will....

All the feedback Healthwatch Swindon gathers is analysed and used to inform the Healthwatch Swindon quarterly Feedback Feed Forward reports which are shared with Healthwatch Swindon partners including Swindon Borough Council, Swindon Clinical Commissioning Group, the Swindon Health and Wellbeing Board, the Care Quality Commission, NHS England and Healthwatch England. The quarterly report is also presented to the Healthwatch Swindon Advisory Group to propose further uptake of the issues identified in the report. The report will be available on the Healthwatch Swindon website (www.healthwatchswindon.org.uk) and circulated to our mailing lists via the e-bulletin.

Looking forward....

Plans for future work between Healthwatch Swindon and New College

Healthwatch welcomes and encourages both students and members of staff of New College to continue to contribute their feedback to us using the communication methods included at the end of this report.

Healthwatch also supports members of community groups to become Volunteer Healthwatch Champions so that they can represent the experiences and needs of their community group. If you would like to find out more about volunteering with Healthwatch, please contact us using the details below.



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Tell Us Your Story...

Healthwatch Swindon wants to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text SW followed by your message to 07860 021 603



Email us at info@healthwatchswindon.org.uk



Call us: 01793 497777



Write to us at: Healthwatch Swindon,
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Sanford Street, Swindon, SN1 1HE

Or visit our website to see more at: www.healthwatchswindon.org.uk