



healthwatch
Bristol

Cashpointers Project Evaluation and Engagement

Healthwatch Bristol engaged with the young people who were involved with the Cashpointers Project at their evaluation event. Healthwatch also heard some of the issues that were affecting the young people in relation to health services.

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Cashpointers

April 2017

Introductions

Cash Pointers: In Words and Numbers

Cash Pointers is a Big Lottery funded project delivered by 1625 Independent People to help young people improve their money skills and financial confidence.

The project was first set up in 2013 with an aim to provide advice and training to young people about how to budget and manage their finances. The project also signposts young people to relevant external agencies for help in relation to their financial stresses.

Cash Pointers invited Healthwatch Bristol to their evaluation event to speak with the young people, who have engaged with the project.

Healthwatch Bristol main aim was to engage with the attendees of the event and to find out about their experiences of accessing health and social care services.

Healthwatch also spoke with the young people who took part in the Cash Pointers project. Healthwatch also found out about their experiences of engaging with the project and the impact it has on their lives.

We also heard about some of the discussions around the project and the impact poor money skills had on the young people's mental health.

During the four years of the project, Cash Pointers have worked with over 2500 people in Bristol. Some of the ways in which the project has engaged with the young people are;

Drop in Sessions

Peer Support Sessions

Group Sessions

Cooking and Healthy Eating Sessions

Garden Renovations

Apprenticeships

One to One Sessions

Upcycling Session

Community Awards

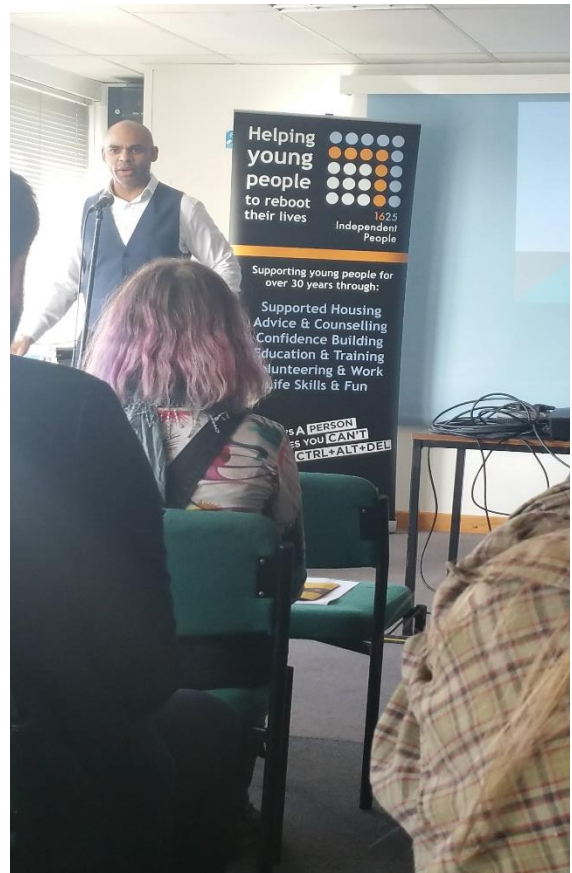
Room Makeovers

Advice Sessions for Refugee

Peer Education



Quotes From The Event



HEALTHWATCH BRISTOL

Healthwatch is the official framework through which local people can have their say about health and social care services. Healthwatch works on behalf of the whole of the community – children, young people and adults and needs people to tell it what's going on in the health and social care services in their area. Healthwatch can tell services about patient experiences of care and hold them to account; it can also enter and view services such as care homes and hospitals, observe what is happening and report back to commissioners.

People can feel excluded from services and we know that access to services and treatment is not always equal to all, so Healthwatch also has a signposting function to navigate the health and social care system. Healthwatch Bristol is independent, transparent and accountable and powerful, with the strength of the law and the national influence of Healthwatch England behind it. Healthwatch Bristol is provided by The Care Forum.

W: www.healthwatchbristol.co.uk

W: www.thecareforum.org

The engagement

You Said...

Comments received: 11



Primary Care Services

Horfield Health Centre

- The commentator stated that Horfield Health Centre has been their GP practice for several years and have had no issues getting an appointment at the practice. The commentator further stated that they are aware of other surgeries in the area where patients are not able to get an appointment even if they call before 8 in the morning. However, at Horfield Health Centre there are always same day appointments available. (P)

Gaywood House Medical Practice

- The commentator stated that they are very happy with the care and treatment they are provided with at the Gaywood Medical Practice. The commentator further stated that their GP is able to provide them with the relevant information about the medical conditions that they are diagnosed with. (P)

The Charlotte Keel Medical Practice

- Commentator informed Healthwatch that they are not happy with the service that they are provided with at Charlotte Keel Health Centre. The commentator further highlighted access to appointments and the availability of appointments a major issue at Charlotte Keel. (N)
- Commentator highlighted cancellations of appointments prior to their appointment commencing are known to have occurred to other patients without prior notification (we were unable to verify this statement with those affected). (N)

Nightingale Valley Practice

- The commentator stated that they are not happy with the quality of service or the quality of treatment that they received at the Nightingale practice. The commentator

also highlighted that practitioners do not explain to them what their condition is. The commentator also stated that appointments are a major issue. (N)

Monks Park Surgery

- Commentator commented on their experiences of accessing treatment at Monks Park Surgery. The commentator rated their experience as positive. Although they recently had a cancellation of a major procedure. (M)
- The commentator stated that when given an allocated appointment time slot, they always have to wait longer for the appointment but if they arrived late for their appointment by 10 mins their appointments are cancelled. (N)

Secondary Care Services

Bristol Royal Infirmary Hospital (BRI)

- The commentator stated that they recently were an inpatient on ward 15 at the BRI Hospital. The commentator further stated that upon admission to the ward, the information that information she was provided with about her planned procedure was very good. The commentator also highlighted that the treatment and care she received from the staff was also very good. (P)
- The commentator stated that they spent two weeks in a ward at the BRI Hospital in Bristol for investigation and treatment after a suspected Heart Attack. The commentator stated that their experience on the ward was very positive, although the time spent awaiting triage in the accident and emergency department was over 3 hours, which they believe was unacceptable. (M)

16 to 25 independent People

- The commentator stated that they became homeless and the project helped them to look after themselves. They were able to regain confidence and started studying, other young people got jobs as a result of the skills acquired from the project. The commentator further highlighted that as a result of the support they receive from 16 to 25 Independent people, their mental health and mental resilience has improved significantly. (P)

Key themes

Primary Care Service

Commentators commented on five General Practitioner's Surgeries in relation to Primary care services in Bristol, Horfield Health Centre, Gaywood House Medical Practice, The Charlotte Keel Medical Practice, Nightingale Valley Practice and Monks Park Surgery. The General consensus of the feedback received was a mixture of positive and negative comments. Of the seven comments received; 4 was negative, 2 positive and 1 was of mixed sentiments.

- Issues relating to 'administration; appointments availability' and 'appointment bookings' were highlighted as a concern by commentators, while other commentators highlighted their satisfaction with the administrative service that they are receiving from their practice.

Recommendations

1. The Charlotte Keel and Nightingale Practices should be aware that obtaining appointments has been reported to be problematic for some patients. Healthwatch would value hearing from the GP Practices in question about measures they are taking to resolve this.

Services included in this report:

Horfield Health Centre, Gaywood House Medical Practice, The Charlotte Keel Medical, Practice, Nightingale Valley Practice, Monks Park Surgery, Bristol Royal Infirmary Hospital (BRI), 16 to 25 independent People

Healthwatch will....

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

Looking forward...

Plans for future work between Healthwatch Bristol and The Cashpointers project. Healthwatch welcomes and encourages members of the Cashpointers project 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 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.

Tell Us Your Story...

Healthwatch Bristol 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 bris followed by your message to 07860 021 603



Email us at info@healthwatchbristol.co.uk



Call us: 0117 2690400



Write to us at Healthwatch Bristol,
The Care Forum, The Vassall Centre,
Gill Ave, Fishponds, Bristol, BS16 2QQ

Or visit our website to see more at www.healthwatchbristol.co.uk