

# The Working Well

NHS Business Authority Employee's opinions on health services  
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This work was carried out by Healthwatch Bolton

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# Background

Healthwatch Bolton is the local consumer champion for health and care services. Its core function is that of gathering comment from its resident and transient populations, aiming to influence local health and care services.

Historically access to the 'working well' of Bolton has been difficult due to problems accessing this group in day to day engagement activity. This study aimed to address this by gathering comments on workplace health and views on local health services.

Our proposal was to work with staff from 'NHS Business Services, known locally as 'Prescription Pricing' who have a large service centre in Bolton. Employees used allocated annual volunteering time to gather interview responses for this report from their colleagues.

There are three reports from this piece of work, this one covers the ***views of the working well on local health services***. The other two reports cover topics related to ***workplace health*** and ***access to NHS dentistry***.

# Methodology

We recruited and supported a team of staff from 'Prescription Pricing' to record conversations with colleagues about their views of health and care services.

A proforma was prepared by engagement workers at Healthwatch Bolton with agreed questions. The questions were devised by Healthwatch Bolton, to provide a picture of the issues their working population are facing.

Participating staff were introduced to the prompted questions at a session facilitated by Healthwatch Bolton staff. Data was gathered anonymously.

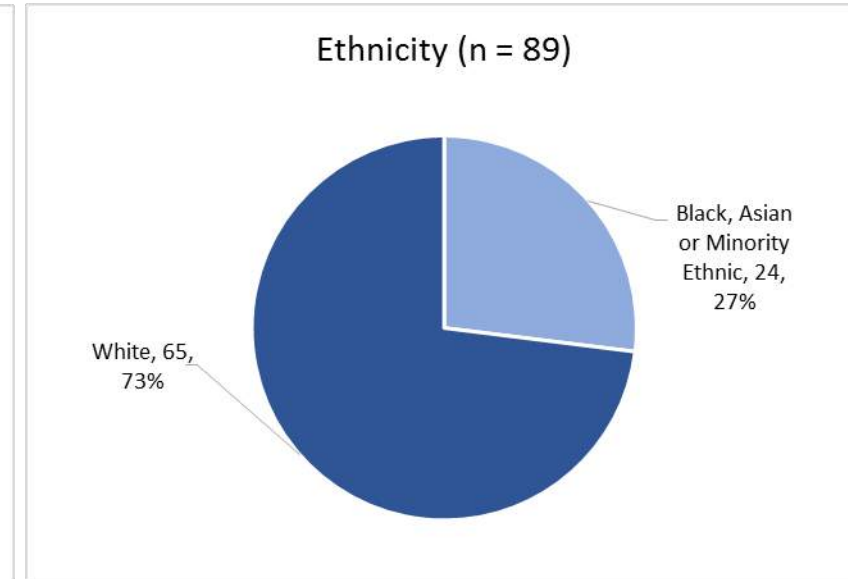
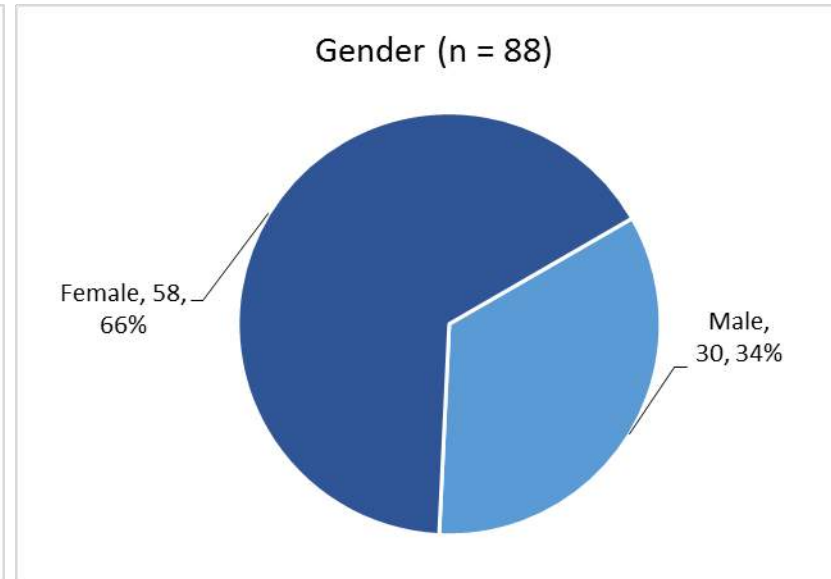
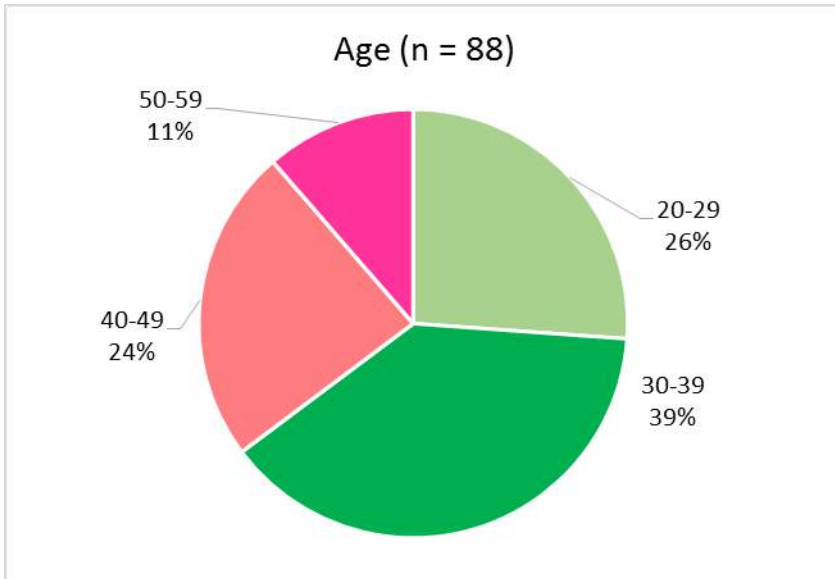
Comments were collected over a month and then supplied to Healthwatch Bolton for analysis by the Healthwatch Bolton Research team; with this resulting report produced to identify key themes.

# Key findings

## Opinions on local services in healthcare

- Overall, respondents did not think local health services should do more to support most respondents.
- However medical appointments could be more flexible; regarding availability after typical working hours.
- There was support for increased access to fitness spaces, and also support for local people at a community level.
- Employees were keen to see more information and service availability in relation to healthy lifestyles activity such as exercise and in relation to accessing community based activities.

# Who we spoke to



We gathered the views of **89** people during this engagement. Responses were uploaded to Survey Monkey to help with later analysis.

Those taking part were mainly from three **age** groups – 20-29 - 26%, 30-39 - 39%, 40-49 - 24%.

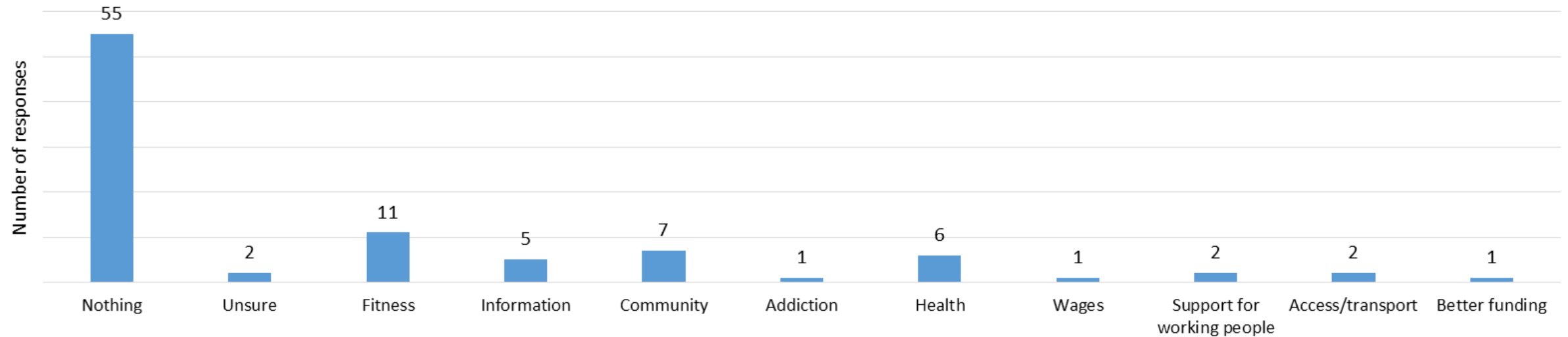
Regarding **gender**, there were more female than male participants – with 66% females and 34% males.

A majority of the participants said their **ethnicity** was white - 73%, with 27% identifying as BAME.

# The working well: views on health services

Is there anything local services could do to improve your health and wellbeing?

Is there anything local services could do to improve your health and wellbeing (n = 93)



Majority did not feel local services could do anything to improve health and wellbeing. For those that did have suggestions, fitness, information, community support and support for health services were mentioned.

# The working well: views on health services

Is there anything local services could do to improve your health and wellbeing?

## Fitness Activities

'Provide more accessible services to those who work during the week. Health Classes after work time. Gym classes after work time e.g. swimming.'

'Plenty of gyms, places to swim, do many other hobbies as well.'

'Better parks, out door gyms.'

'Free exercise or health classes.'

'Possibly offering more physical activities at a reduced rate or give more advice on financial issues.'

'Have more affordable services that can be access to improve physical activity. '

## Community Activity

'More recreations for the community for free.'

'Organise activities/ clubs for young children and women in the communities where they can have access to having fun and making friends.'

'Provide opportunities to meet and engage in local activities (within walking distance) throughout the week (including Sundays - a day when it seems to be assumed that people have family things to do and so either nothing is provided or only child/parent activities - try to find a language class or a writing group that meets on a Sunday afternoon!).'

# The working well: views on health services

Have you any other comments about local health or care services?

## Health services are doing OK

'The NHS have always been supportive and there when myself or my family have needed them. They just need more funding.'

'I think, in the main our local health services do a good job. In an ideal world, there would be more resources and funding available to them to do what they want to do. I personally would like to see more activities for those who struggle with simple exercises. For example, a good starting point to get people thinking healthier may be a "walking club", light exercise that most people can do. However, a lot of people who need help with exercise and health, may struggle to walk. This sort of thing happens a lot.'

## GP issues

'Getting appointments with the GP practice can be tricky for a GP appointment but they are more difficult to get with nurses or phlebotomists. You can sometimes wait weeks for an appointment.'

'Not being able to see the GP on the same day as no appointments available due to working think should be more worker friendly.'

GPs open on the weekends! If I catch a cold that results in a chest infections which only gets going on a Friday, I have to suffer all weekend before I can provide a sample on a Monday afternoon (my earliest opportunity with working full time) as well as the additional days to get it tested before I can get the correct antibiotics...'

## Wider NHS issues

'I am concerned about the plans to combine the current doctors surgeries in Horwich into one 'super practice' on the site of the current leisure centre At the moment, I find it straightforward to book an appointment at Kildonan House, and if I need one today, 90% of the time I can get one. I worry that with the 'super practice' there will be fewer doctors and nurse practitioners and we will end up with a lesser service. Currently the staff both on reception and the nurses I have seen are helpful and efficient.'

'Waiting times are terrible to see anyone. You have to suffer for weeks/months before you see anyone and then appointments get cancelled and then its pushed back another month or so.'

'More services should be available for those who can't attend the ones due to being at work. There is quite a lot available but nothing at the appropriate times.'