Bolton Neighbourhood Engagement 2017
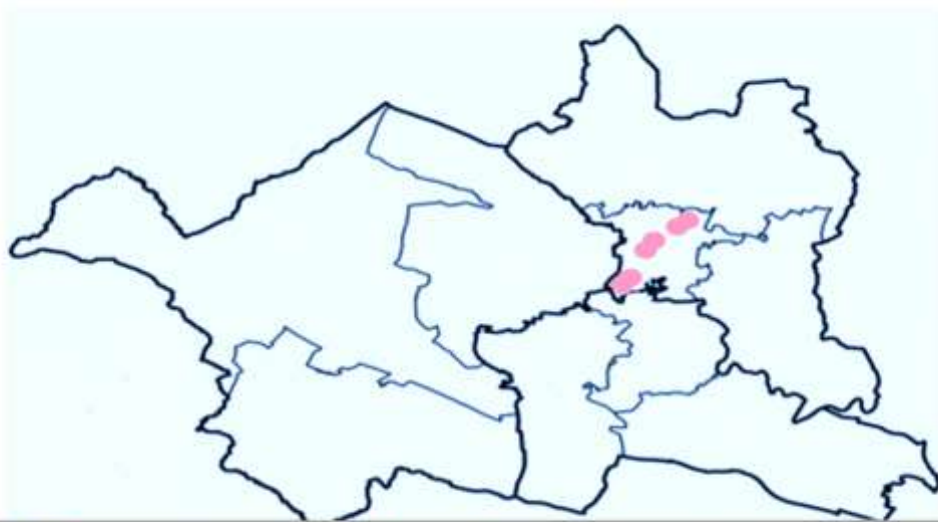
Bolton Locality plan and Greater Manchester Health and Social Care Devolution

Crompton/Halliwell

Context

341
Responses collected

41
Respondents

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85 comments about existing 'assets'

- **Community assets**
  70%
- **Neighbourhood assets**
  20%
- **Personal assets**
  10%

We have...

"Halliwell has a strong sense of community and is quite diverse."
**Halliwell UCAN centre
Salvation Army drop in
Pay what you feel Café
Ambition For Ageing
Voluntary Groups
St Luke's Church- ESOL class
Over 60's Lunch Group
Tots Group
Venue for groups to meet; Tyskley society (??); Saxophone Group;
Hungarian weekly service**

We would like these assets and services developed...

...Out of door days...... Better care for the elderly.....Improve bus service 501 ....Family planning clinics at the UCAN ......Fund leisure provisions for the young ....Fund life coaching ..... Fund community groups that promote healthy eating

Theme 2-
Challenges to managing health and wellbeing

Residents of Crompton and Halliwell recognised underlying health conditions and communication issues as challenge but were most frustrated by inconsistent and unhelpful behaviours by service providers.

Challenges

Limited technology use

Language of communication (jargon)

Lack of awareness of local services

Communication and Technology

Inadequate communication by professionals

Conflicting processes and guidelines

Fear of being passed around

Inconsistencies between practitioners and diagnosis

Standardised services (one size fit all)

Receptionists-unqualified gatekeepers

Competition in wanting to 'the best' - little room for sharing information

Unhelpful Behaviours

Health conditions such as dementia

Conditions such as deafness and blindness

Underlying Conditions

Theme 3 – Residents' perceptions of new roles in primary care

Residents were generally supportive of additional roles in primary care. They suggested however additional primary care roles should provide a platform through which community agency could be better utilised to support local services.

Mental Health Practitioners (MHPs)

- Be based in the community
- Provide sign posting and referrals to more specialised mental health teams

GP Pharmacists

- Be open to all
- Provide non-appointment based services
- Be placed in surgeries
- Offer health awareness
- advice

Health Improvement Practitioners (HIPs)

- Be more accessible in the community
- Raise awareness about health and care more generally
- Provide advice on healthy living and eating

Community Asset Navigators (CANs)

- Be placed in community or GP settings
- Provide support in the community
- Offer advice on technology for health
- Support community and self-help groups

Musculoskeletal Practitioners (MSKs)

- Be referred to by doctors
- Relieve pressure off doctors
- Offer drop in sessions
- Be located in GPs and surgeries

'People need different approaches, we are not all the same'

'All these roles need to link up together'

Theme 4-
Ways in which residents can support local services develop

For residents to support local services and participate in their own health and wellbeing, practitioners and decision makers should:

Enable residents to have a say in how services should be designed and delivered

Regularly engage with residents and build relationships

Grant some health and social care roles to residents and provide them with continuous support and assistance

Fund existing community and voluntary groups to deliver community service engagement works

Be honest about what can or cannot be achieved with residents. People are more likely to support local services when they are made aware what is at stake and what difference they can make.

Theme 5-
Working towards outcomes that work for all residents

Support individual communities differently

Have people in specialist roles go to ESOL classes and explain what's available

Grass roots engagement- trust people to engage with their community in a way that they know works

Have information in different languages

Develop community leaders to do research

Education not just in schools but in specific communities by members of that community and families. For people who are unaware of local culture

Explain the decision making around the Neighbourhoods

Residents need to be better informed about the neighbourhood approach and the decision making behind it so as not to be put off. People do not understand why, when they live in Halliwell their services are in Crompton, and vice versa.

"I live in the Halliwell neighbourhood but I access services in Crompton which is also called Halliwell."

"Why does the map of Halliwell not include within its boundaries the area marked as Halliwell on the map?"

People want to know how to get things done!

'The walk through path from Vallets Lane through to Oxford Road primary- half of it is rocky and unstable for the kids as it is a walk through to the school. Also the dogs they walk through leaving dog muck and the owners just leave it especially for me as I have a 5 year old and a buggy and it is really a nightmare. I have been told it is not a council property and that is why it won't be done but when the workmen were digging up a hole in the road on Vallets Lane they actually used some of the tarmac on the first part of the path and it's really good. I and many others have said it should all be like this my son has fallen so many times as it's a muddy mess and I have also fell before. Something needs to be done please!'

Conclusions

These conclusions represent the views and experiences of Crompton and Halliwell residents.

- Crompton and Halliwell has a strong sense of community and values its diversity.

- There is a strong sense that different approaches are necessary for different people and communities

- There is a desire for mainstream services to recognise, value and utilise grassroots leadership to mobilise all the people of the Neighbourhood.

- Residents welcomed new roles in primary care, they are looking for these practitioners to be more active at community level and link with community leaders and resources.

- Residents of Crompton and Halliwell value transparency and openness, they want to be informed regularly and they respect honest answers about what is being proposed.

- Residents articulated a number of unhelpful behaviours in services, they want to know how feedback, how to report issues and how to get things done.

- The Neighbourhood geography caused confusion for some, more explanation about this approach and decision-making will help people to understand and engage with the neighbourhood concept better.

Thank you
to the host agencies
and to the residents
for their participation
in this project