

# Bristol and Avon Chinese Women's Group

## What is Healthwatch?

Healthwatch is here to **demonstrably influence commissioning, service provision or strategic decision making...** and this impact report outlines how we will achieve this following engagement with Bristol and Avon Chinese Women's Group. (BACWG)



5 February 2018: Healthwatch worked in partnership with BACWG organising an emotional health and wellbeing event to find out from the Chinese community - how do local services support their health and wellbeing?

We use our Wellbeing questionnaire <http://bit.ly/2BYqmxH>

## What did we do?

Healthwatch Bristol was delighted to work with BACWG amplifying the voice of the Chinese community outcomes by holding an event for their service users and families to enjoy, to find out which services and activities they use to keep emotionally well. HWB facilitated two workshops

discussing emotional health and wellbeing also Tai Chi, massage and a delicious lunch to enjoy. Two interpreters were available to translate and help break down language barriers. The event was very well attended with 45 people and 26 people participating in HWB emotional health and wellbeing survey.

"At Emerson Green health Centre there are no interpreters available and this is a barrier as I do not always understand what the GP is saying!"

Service user

Emerson Green Health Centre "we need an interpreter and these are not provided so it is difficult to explain ourselves, this is very unhelpful!"

Service user

"My GP was very good at supporting me with medication for my depression and also tests for memory loss, which I also suffer from. I would have like more help with understanding this condition."

Call: 0303 303 0023  
Text: 07592 787 533  
[healthwatchbristol.co.uk](http://healthwatchbristol.co.uk)

Healthwatch Bristol worked in partnership with BACWG group to organise and facilitated an event for their service users about emotional health and wellbeing.

# Follow up

They told us several valuable pieces of feedback about services, and also how support could work better for them - this will be part of our overall report which will be published in May 2018. Here is an extract of our findings from the event.

## What did we hear?

### Q.1/2 Which voluntary or community groups provided support?

The majority of the 26 participants said that they attended BACWG for peer support and social element to meet other people and participate in activities like Thai Chi, ESOL and trips, stating how it had a positive impact on their emotional health and helped reduce isolation. One person stating, "I join in different activities, chat with my friends and socialise together." Over half were involved in regular exercise, walking, yoga, gym, table tennis and Thai Chi.

### Q.3/4 Which health services provide support?

Seven out of 26 felt that their GP supported them very well. One stated "very good service and help support my husband with his dementia." Ten out of 26 stated that they felt their GP supported them quite well. Many said that lack of provision

was a problem when attending their GP some saying that the support they received was not very good. A small minority accesses services from a social worker a counsellor, as well as Princes Trust and said these services had helped them greatly with their emotional wellbeing and provided a good support service.

### Q5 Was there anything else they wanted to see?

The majority were happy with the services they received but there was a clear indication that some were experiencing communication barriers due to limited availability of interpreting services.

## Summary.

This report articulated well the importance of community groups, people socialising and overcoming isolation through attending local services and participating in regular exercise helped people feel emotionally well. We found out which health services people accessed to help them with both their physical and mental health.

## Recommendations.

Through doing this event it help empower people from the Chinese community to talk to

Healthwatch in a safe, open environment about the benefits, as well as the lack of support from services they accessed. The report also highlighted the lack of interpreting services available.

## Healthwatch will.....

All the feedback Healthwatch Bristol gathers is analysed and used to inform the Healthwatch Bristol quarterly 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](http://www.healthwatchbristol.co.uk)) and circulated to our mailing lists via the monthly e-bulletin.

We're asking the same questions of a range of stakeholders as part of our mission to

*demonstrate breadth of community reach by developing relationships*

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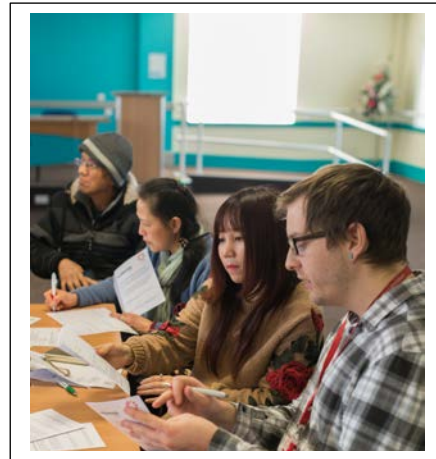
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# Follow up

## with stakeholders

Healthwatch will continue to work with BACWG on joint

outcomes related to Mental Health.



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