

# Accessing Support Services

July 2022

**healthwatch**  
Nottingham & Nottinghamshire

Made with VISME

Between March and April 2022 Healthwatch Nottingham and Nottinghamshire conducted a survey across Bassetlaw to find out if people are accessing the local health and social care support services, how they are using them and what support services they would like to see.

The survey was commissioned by Bassetlaw Place who have identified an absence of rich insights into local behaviour and awareness of certain cohorts, which includes parents of pre-school and school age children (who are frequent attendees to A&E) and potential and actual users of Mental Health Services.

# Demographics

We targeted the most deprived areas of Bassetlaw and the proportion of respondents from the areas identified as more deprived were as follows:

- Worksop South East - 23.4%
- Harworth - 21.3%
- Worksop North West - 8.5%
- Carlton - 2.1%
- Langold - 2.1%

We also reached the following groups:

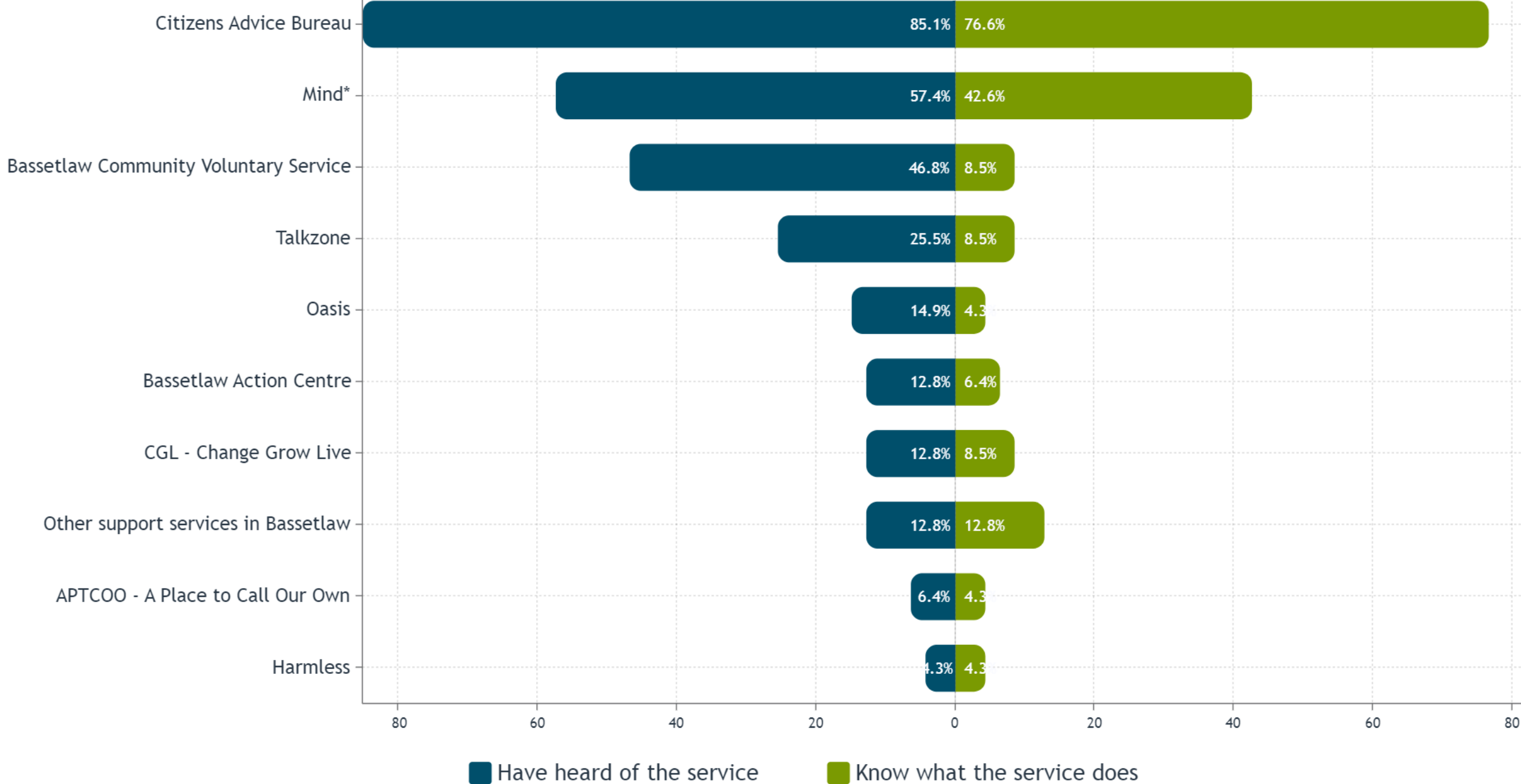
- 42.6% of people had one or more long-term health condition or disability.
- 34.0% were pregnant or had children under five.
- 29.8% described their nationality as Polish.
- 21.3% were unemployed and 8.5% were unable to work.

There are a wide range of support services on offer to the Bassetlaw community. Nottingham & Nottinghamshire ICB have recognised that it is unclear whether people are fully aware of these services and if they are accessing the support which may avoid unnecessary use of other services but, more importantly ensure patients get the most appropriate care quicker. There is also a significant proportion of the population who are termed frequent attendees at Emergency Department whose needs could be met by alternative services.

The target was to reach at least 40 responses to this survey and we received 47 responses.

People were asked to tick what support services they have heard of and if they know what they do.

We looked at the comparison between the proportion of people who said that they have heard of the service and the proportion of those who said they know what the service does.



\*It is possible that the recognition comes from the services provided by Mind nationally and may not necessarily be related to the services provided by the local Mind.

We asked people if they know about other services in Bassetlaw and the following services were mentioned:

Children's  
Centres

Insight Care

Hope for the  
Homeless

Food Bank

Framework

**Only 8 people have used one of the listed support services in the last 12 months.**

Of those people:

- Four used the support services weekly
- Two used the support services monthly
- One used once every 6 months



# The support services that were used by people in the last 12 months

3

people used Children's Centre

1

person used Mind

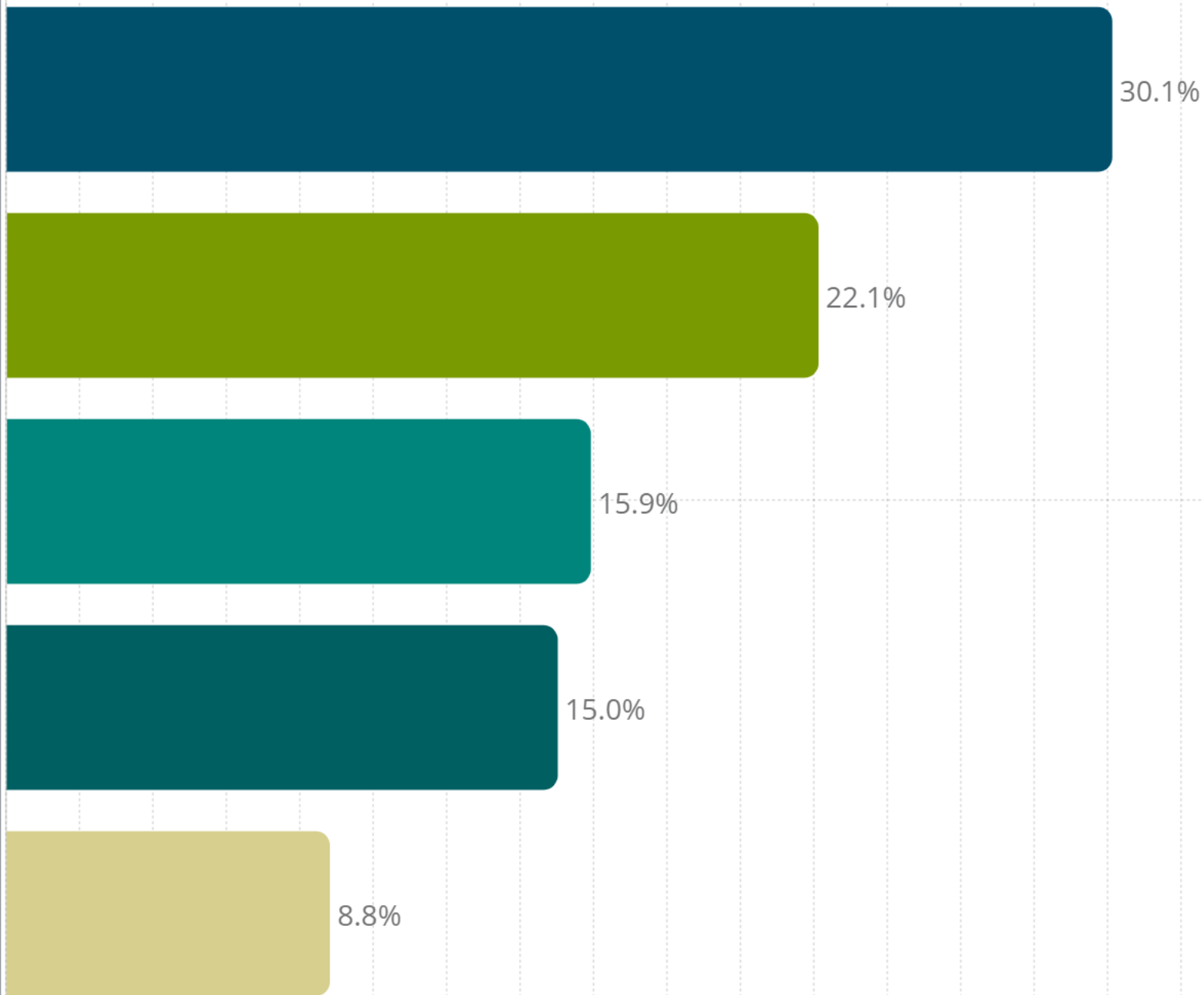
1

person used Change Grow Live

1

person used Citizens Advice Bureau

We asked people what would be the best way to find out about the support services in Bassetlaw and here are the responses we received...



- Social Media
- Posters in community venues
- Single website for Bassetlaw
- Adverts in free-post magazines and newsletters
- GP reception staff

## Other said they would like to find out about the services in the following ways:

Using  
nextdoor.co.uk  
website

"Children's centre services  
could be made known to  
people from midwives,  
health visitors, GP staff"

"Internet  
search"

"Leaflets delivered  
to home letterboxes"

# We asked people what support services would help them to stay as healthy and well as possible and we received a total of 17 responses:

**5** people mentioned services for Polish community

**4** people mentioned GPs / pharmacies

**3** people mentioned healthy eating / food

## Other services that were mentioned included:

- Mental health support and support in various languages
- Free support services for people who are not on benefits
- Support for specific age groups
- Social Media

## Here is what some people said:

"Mental health support in different language"

"Polish community organisations to help Polish people with many issues"

"Free things to do for everyone"

"Support services for food issues to eat as healthy as possible"

# Conclusions

The survey findings have shown that whilst people have heard of some of the local services in Bassetlaw, there was lack of awareness and understanding about what those services did. In addition, whilst many people have heard about Citizens Advice Bureau, Mind and Bassetlaw Community Voluntary Services, other services in Bassetlaw were much less known. Only eight people said that they have used support services in Bassetlaw in the past 12 months and of those, three said that they used Children's centres. This shows that there is a lack of public awareness about these local services in Bassetlaw and that not many people are using the services that may be available to them.

When asked about how people would like to find out about the support services in Bassetlaw, nearly a third preferred social media (30.1%). This was followed by posters in community venues (22.1%) and single website for Bassetlaw (15.9%). This indicates that whilst more people would prefer to find out about services online, it is also important to promote them through printed materials.

When asked about what services would help people stay as healthy and well as possible, five people mentioned services for Polish community and one person mentioned mental health support in a different language. Whilst this is a small sample size and therefore conclusions cannot be generalised, it shows that there is a potential gap in meeting the needs of diverse communities living in Bassetlaw.

# Recommendations

**HWNN recommends that Bassetlaw Place work with organisations on supporting them to:**

- Develop public awareness about the local services and what they do and increase the visibility of services through a wide range of platforms.
- Investigate how services could be tailored for the diverse communities living in Bassetlaw and ensure that they are given a more visible profile throughout the district.
- Ensure that GPs and pharmacies are offering more support to stay healthy, combined with healthy eating advice or information.



# Appendix

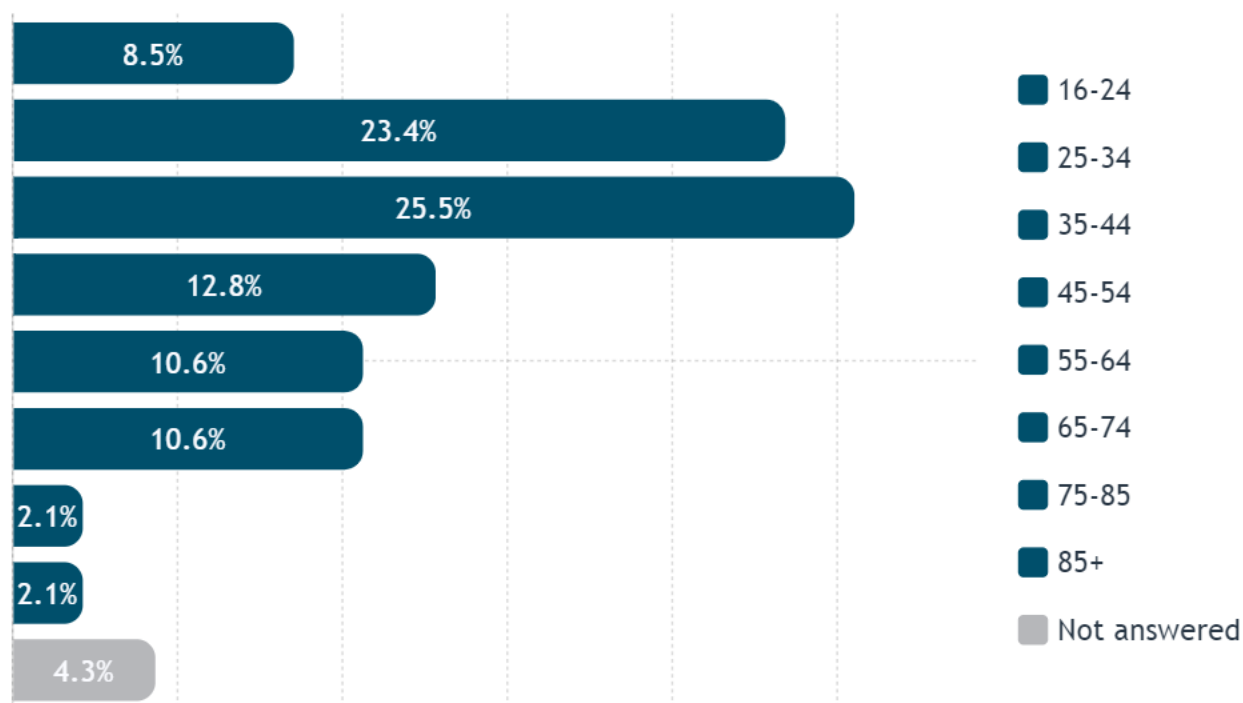
# Who answered the survey?

In which ward do you live?	Number	%
Worksop South East	11	23.4%
Harworth	10	21.3%
Worksop North East	4	8.5%
Worksop North West	4	8.5%
Worksop East	3	6.4%
Worksop South	3	6.4%
Blyth	2	4.3%
Ranskill	2	4.3%
Worksop North	2	4.3%
Carlton	1	2.1%
East Retford East	1	2.1%
Langold	1	2.1%
Retford	1	2.1%
Sturton	1	2.1%
Sutton	1	2.1%
<b>Total</b>	<b>47</b>	<b>100%</b>

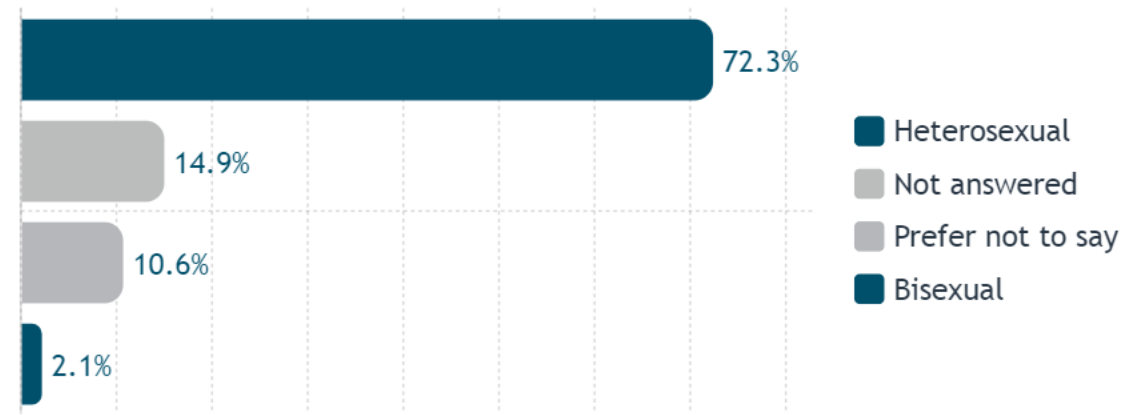
Sex	Number	%	Census 2011*
Female	36	76.6%	50.4%
Male	9	19.1%	49.6%
Not answered	1	2.1%	-
Prefer not to say	1	2.1%	-
<b>Total</b>	<b>47</b>	<b>100%</b>	



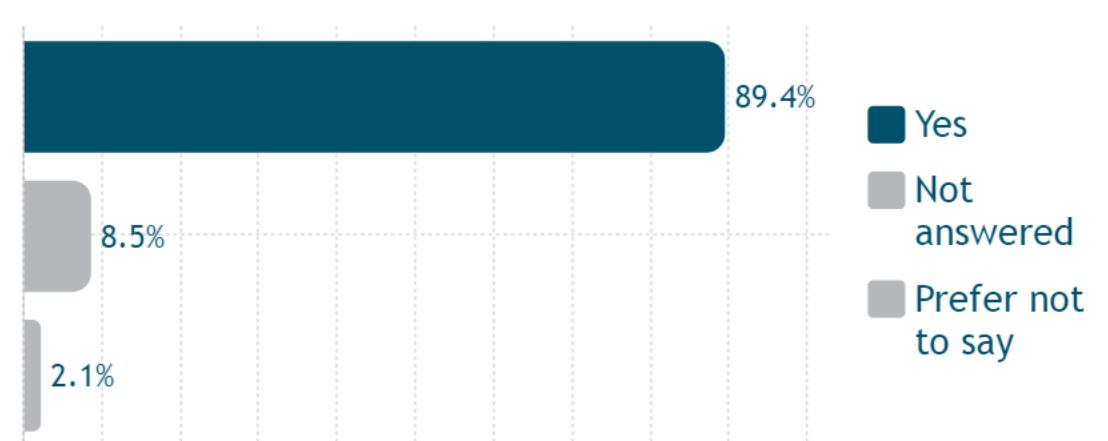
Age Group	Number	%	Census 2011*
16-24	4	8.5%	10.3%
25-34	11	23.4%	24.4%
35-44	12	25.5%	28.8%
45-54	6	12.8%	10.2%
55-64	5	10.6%	6.06%
65-74	5	10.6%	10.2%
75-84	1	2.1%	6.06%
85+	1	2.1%	2.2%
Not answered	2	4.3%	-
<b>Total</b>	<b>47</b>	<b>100%</b>	



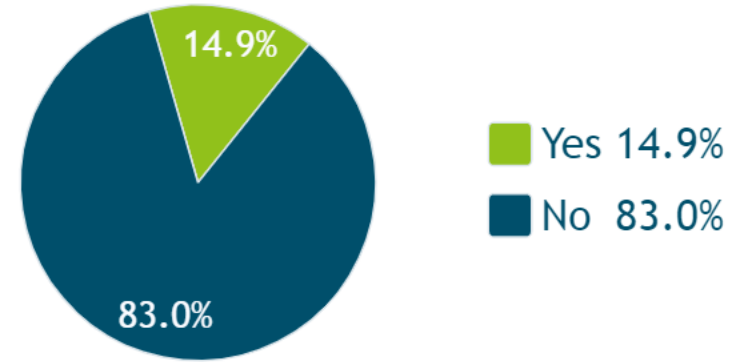
Sexual orientation	Number	%
Heterosexual	34	72.3%
Not answered	7	14.9%
Prefer not to say	5	10.6%
Bisexual	1	2.1%
<b>Total</b>	<b>47</b>	<b>100%</b>



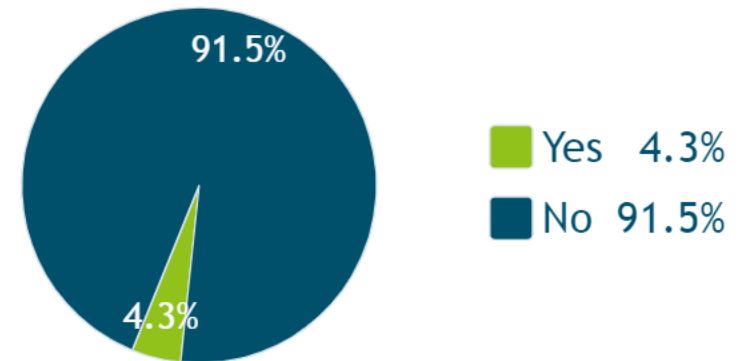
Is your gender identity the same as you were assigned at birth?	Number	%
Yes	42	89.4%
Not answered	4	8.5%
Prefer not to say	1	2.1%
<b>Total</b>	<b>47</b>	<b>100%</b>



Are you a carer?	Number	%
No	39	83.0%
Yes	7	14.9%
Not answered	1	2.1%
<b>Total</b>	<b>47</b>	<b>100%</b>



Are you cared for by anyone?	Number	%
No	43	91.5%
Yes	2	4.3%
Not answered	2	4.3%
<b>Total</b>	<b>47</b>	<b>100%</b>



Religion	Number	%	Census 2011*
Christian (all denominations)	31	66.0%	70.8%
No religion	11	23.4%	20.9%
Atheist	3	6.4%	-
Prefer not to say	1	2.1%	-
Not answered	1	2.1%	-
<b>Total</b>	<b>47</b>	<b>100%</b>	

Ethnic group	Number	%	Census 2011*
White	46	97.9%	97.2%
Not answered	1	2.1%	-
<b>Total</b>	<b>47</b>	<b>100%</b>	

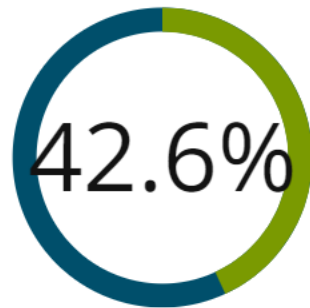
How would you describe your nationality	Number	%	Census 2011*
British	24	51.1%	73.9%
Polish	14	29.8%	1.9% (EU)
Not answered	9	19.1%	-
<b>Total</b>	<b>47</b>	<b>100%</b>	

What is your main language	Number	%	Census 2011*
English	31	66.0%	97.4%
Polish	14	29.8%	1.5%
Not answered	2	4.3%	-
<b>Total</b>	<b>47</b>	<b>100%</b>	

Employment status	Number	%	Census 2011*
Full time	14	29.8%	38.1%
Not employed	10	21.3%	3.9%
Part time	9	19.1%	15.3%
Retired	6	12.8%	17.1%
Unable to work	4	8.5%	7.8%
Prefer not to say	2	4.3%	-
Not answered	1	2.1%	-
Student	1	2.1%	3.5%
<b>Total</b>	<b>47</b>	<b>100%</b>	

Are you pregnant or have child under 5	Number	%
No	25	53.2%
Yes	16	34.0%
Not answered	5	10.6%
Prefer not to say	1	2.1%
<b>Total</b>	<b>47</b>	<b>100%</b>

Do you live with any of the following impairments	Number	%
A long-term health condition	15	31.9%
Mental health illness	5	10.6%
Physical impairment	4	8.5%
Prefer not to say	3	6.4%
Visual impairment	2	4.3%
Hearing impairment	1	2.1%



**20 respondents (42.6%) have got one or more of the above impairments**