

Value of Voice: Men's Health

Listening Event capturing Men's Health Feedback 2022

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STATUTORY REQUIREMENTS of a LOCAL HEALTHWATCH

1. To obtain the views of Luton residents on health and care service, to help shape the delivery and improve the quality of designing and commissioning services
2. To make recommendations to service providers and commissioners in developing, designing, shaping and improving the quality of service delivery
3. To support the involvement of Luton residents in the designing and commissioning of local services
4. Provide information and advice to inform Luton residents on choices available to them
5. To escalate findings to local commissioners, providers and nationally to Healthwatch England along with recommendations for service change.

Healthwatch Luton's Listening Events

How do we capture insights?

Healthwatch Luton have the statutory remit to gather resident views on health and care. During the COVID-19 Pandemic, Healthwatch Luton (HWL) moved some methods to online teams forums – called Listening Events. These forums allowed members of the public affected by certain topics a way of providing their experiences.

Listening Events are one method HWL use to gather Luton residents data.

If you would like to join one of our events – please visit our website www.healthwatchluton.co.uk or call 01582 817 060

Listening Events are run throughout the year and online, and are managed by our Communications and Volunteer Development Officers. They are forums in which HWL use Open question methodology and capture people's experiences. We then anonymise these views, and report on our findings. They also formulate into our wider data insight analysis quarterly and yearly on themes from Luton residents.

Men's Health Information

According to Public Health England, males living in the most deprived areas of the UK can expect to live 9 fewer years compared with the least deprived (women can expect 7 fewer years). They can also expect to spend 20 fewer years in good health.¹ Men also have lower levels of health literacy than women, and men are less likely to use Primary care, or to acknowledge their illness or seek help when sick².

Luton is one of the 20% most deprived unitary authorities in England and life expectancy in Luton for both men and women is lower than the England average. Men in Luton will expect to live 9.7 years lower than national average (women is 4.1 years lower) in the most deprived areas in Luton.³

There are many programmes of work and providers supporting male health within in Luton and nationally, as well as voluntary support either online or within the community

- [Men's Group – Mind BLMK \(mind-blmk.org.uk\)](http://mind-blmk.org.uk)
- [Men's physical health: physical health checks :: Keeping Well Bedfordshire, Luton and Milton Keynes \(keepingwellblmk.nhs.uk\)](http://keepingwellblmk.nhs.uk)

¹ [Chapter 5: inequality in health - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

² [Key data: understanding of health and access to services | Men's Health Forum \(menshealthforum.org.uk\)](http://menshealthforum.org.uk)

³ [E06000032 \(phe.org.uk\)](http://phe.org.uk)

- [Men's health - NHS \(www.nhs.uk\)](http://www.nhs.uk)
- [Advice centre: expert health advice \(healthspan.co.uk\)](http://healthspan.co.uk)
- [Home - \(menssheds.org.uk\)](http://menssheds.org.uk)
- [Andy's Man Club | #ITSOKAYTOTALK | Andy's Man Club \(andysmanclub.co.uk\)](http://andysmanclub.co.uk)
- [Men's Community: 7 Best Men's Community Support Groups \(mensgroup.com\)](http://mensgroup.com)
- [Asian Wellbeing Clubs List.pdf \(luton.gov.uk\)](http://luton.gov.uk)

General Feedback Information

- Individual was hospitalised for a long time due to a rare neurological condition, which is undiagnosed. Individual was moved to sheltered housing, where they have been residing with other residents.
- Individual suffered micro mini strokes and feels that paramedics have done excellent work but their hands are tied. Individual couldn't be accommodated in the stroke unit in Luton and Dunstable hospital and was referred back to the GP.
- Individual has since had to change their GP practice from Castle Medical/Kingfisher to Larkside as the former GP retired and the service levels dipped though their medical advice was good. Individual felt like they were just a number. However, current GP practice is very good.
- Individual stated that there is no financial support for sheltered housing. This is a big setback as there are no wardens and has had problems for over a year due to lack of an attendant. A remote switch is required and this hasn't been installed despite GP recommendation. It is a problem to let people in, when there is no warden.
- After chasing for over a year, individual was given a code and advised the suppliers of the code to be let in.
- There has been more than one occasion in the last 3 years that the individual has been completely isolated. They have been in contact with the ward Councillor who is pursuing this matter.
- It has been frustrating not being able to use the pendant and not being able to open the door where the individual lives. Individual described it as more like a fairy tale and a child's nursery.

What worked well?

- Consultant at Luton and Dunstable hospital was good.
- However, individual did not have a good experience in February 2022 as an inpatient. Healthcare practitioners were pushed beyond limits. There were only care workers. Individual needed to be hoisted and he came home in poor condition. Due to shortage of funding, couldn't employ anymore staff. Needed a scan and X ray for swelling. Stayed there for two and a quarter days, they were short of hoists so could not get a scan as it made a difficult job of scanning and doing an Xray.
- For nearly a year and a half during the pandemic individual didn't go out.

What did not what so well?

- Somebody to check on the individual once every 13 weeks – and see how he is doing – it should be someone from NHS, Social Care or Community Nurse.
- Just had 4th covid booster – could not go to pharmacy as individual is wheelchair bound. Arranged for him to go to Children's centre in LU4 for the booster. Nurse there was good, treatment was excellent. Individual went with dial a ride, security opened the door, went along with driver so full marks. Individual due to his neurological condition is unable to hold a pen or pencil, which causes a problem at times.

What could be improved?

- To have a Warden at sheltered housing.
- To repair a window that wouldn't close properly. Individual can't get hold of property services and can't hold on for more than 12 minutes on the phone. Fortunately gets medication delivered for free due to being in a wheelchair.
- Would like to be taken to the Community room and be with other residents

Recommendations

- Healthwatch Luton would recommend the ongoing support of developing more targeted approaches to appealing to men to come forward regarding their health and care
- Ensuring men feel heard and listened too is key in them engaging with health and social care; we would recommend more health and social care focus on men's health in BLMK
- ELFT – the mental health provider, have run some sessions for Men's Mental Health awareness and we would encourage more of these
- Isolation is referenced often when gathering men's feedback on health and care – and could be a focus for the ICB and local authorities to support men in becoming more engaged with services.

Men's health and wellbeing



Course covers a diverse range of topics relevant to men's physical and mental wellbeing. It is a safe space to listen, share experiences, and discuss.

**Starts Thursday 1st June @ 3pm - Online
Runs for 5 weeks**

Enrol
online



www.mindrecoverynet.org.uk/providers_profile/bedfordshire-and-luton-recovery-college/



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