



healthwatch Bristol



FILTON LIBRARY **15 AND 22 MARCH 2016**

Healthwatch Bristol visited Filton library to gather services users' feedback on health and social care services to hear their opinions on the potential of the library reducing its hours and if this was to happen, how it would have an impact on people's health and wellbeing.

FILTON LIBRARY

15 AND 22 MARCH 2016

Healthwatch (HW) visited the library service users attending a singing and rhyme time sessions and also spoke to other service users exchanging books, using the computers and reading magazines to gain their feedback on health and social care services and opinions on the risk of the library reducing its opening hours and the impact it would have on their health and wellbeing.

Many events take place at Filton Library such as:

- Memory Café
- Victim Support
- Bookstart Bear Club – stories and rhymes for under fives
- Free school holiday story and craft sessions for children aged from three to 10 years old
- Chatterbooks – a monthly reading group for eight to 12 year olds on Saturdays
- IT Sessions – computer support volunteers for one-to-one basic IT sessions
- Help tracing your family tree
- Adult Reading Group
- Volunteer Centre

The aims of the focus group were for Healthwatch to:

- speak to children and people with different experience of using the library services to support their health and wellbeing;
- ask whether engaging in these groups or using the facilities has had an impact on their health and wellbeing;
- explore what services people are engaging in and their benefits;

- discuss people's experiences of using the services and how if these were no longer running would it affect them.

Key themes in feedback gathered

HW gathered 18 pieces of feedback from people using the library's range of services. The feedback identified ways in which the services at the library benefit people's health and wellbeing. For example:

- parents and grandparents attend the library with their children/ grandchildren. The library provides an opportunity for families to socialise and support each other and for children to develop their reading ability;
- the library helps to reduce social isolation;
- the library provides computers which people use for learning and job seeking;
- the library's resources enable people to improve their skills, including learning to speak English;
- many people commented that they walk to the library as it is near to where they live. Walking will increase that person's physical activity and wellbeing.

You Said

All the comments gathered during the engagement session are included in this section:

- Commentator attend the story time and rhymes session with his three year old son and said "the singing sessions are very good." He also attends the library regularly to get books for himself as well as his son. He said it is a good place to go and his wife is expecting their second baby and he was hoping they could attend with their two children in the near future. He said the library provides a great free service and it would be a shame if the hours were reduced as it would mean two days which he would have to find other

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social means of entertaining his son. He added he would definitely attend on the days they were open.

- Commentator enjoys attending Filton library story time and rhymes sessions with her two year old son and has been coming for the last two months. She also attends the read books session with her son and finds that both groups are enjoyable and a great opportunity to meet other parents as well as children.
- Commentator enjoys attending the library story time and rhymes sessions with her two year old son and has been coming for the last two months. She also attends the read books session with her son and finds that both groups are enjoyable and provide a great opportunity to meet other parents and a chance for her son to get to know other children. She finds that being able to come and read to her son in the library is good and it helps him to learn English too as he is from an Israeli background. She said that she would be sad to see the library reduce its hours as she feels it is a great service.



People have commented how the library is well situated within walking distance with the shops and the park nearby, making it easier to access for people with young children and elderly people with disabilities.

- Commentator said that the library is a great service and a social place where she and her friends and family attend for free. Commentators said that if the library service was to be reduced in hours she would be sad as it is a great community place which is local for her to access.
- Commentator informed HW that the library service is a good place which she attends to get books for her as well as her mother who is house bound. She finds it is nice and local and accessible to come to by walking. She said that if the library reduced its hours it would make it less accessible to her as she attends the library on her days off from work every week.

- Commentator said that the library service is a good service and he attends the singing and rhymes session with his two year old son twice a week. He said, “it is a great social activity which is local, easy to access, convenient and free!”
- Commentator has been attending the rhyme times session for five years now with her eldest son and now her two year old daughter. She has also attended the English and computer course at the library which she said “was really helpful and I met friends and gained knowledge.” She also commented that it is a great social place in which she can learn. She visits regularly to get books to help her and her children’ with their reading.
- Commentator said that the library is a great service as she comes in every week to the rhyme and story time activity and other days to come and change books. She said “it has a positive impact on my health and wellbeing and the children as we all enjoy reading! It is a difference from looking at the screen, television, computer and it would be sad to see the library reduce its hours!”
- Commentator said “the library is a good place to come with both my children who are one and three years of age.” The commentator and her children have been using the library service for over a year now and they come to the singing and rhymes session every week and sometimes the messy play sessions on Saturday. The commentator said it provides a good social place to come and meet other parents and children which she feels that the children really enjoy attending. She informed Healthwatch that other services only allow certain age children to attend some groups like for under twos and groups for over twos, but with the library these groups are accessible for all under five years of age so are great for her to bring both her children to. She said it would be very sad to see these services cut.
- Commentator informed HW that if the library would were to close or reduce its hours it would have an impact on her and her two year old son’s social activities as they regularly attend the singing and rhymes sessions. She has been attending for two years and said that it is a really great service when the weather is bad it is a good place to come and provides an opportunity to meet other parents and other children. She said that if the

library was to reduce its hours it would be a shame to lose the resource of singing and rhymes as the children and parents equally enjoy coming.

- Commentator comes to the library with his granddaughter and her grandmother takes her to the nursery rhymes and songs group. The commentator can sit back and read the magazines whilst his granddaughter and wife are in the group. They come every week as this is when they look after their granddaughter. They all enjoy coming to the library as it is local, easy to access and within walking distance. He said that he would miss the service if it was to close or to have its hours reduced.
- Commentator said, “I think the service is brilliant and the staff are lovely”. She uses the library once a week to come to the singing and rhyme times and on other occasions with her sons to change books. Commentator feel’s that it would be a shame if the library was to close on some days as she and her children attend regularly because it is easy to access by walking and well located by the park and shops.
- Commentator attends the library twice a week to use and change her talking books resources which she said she really enjoys using. Commentator said “I can do other things whilst listening to the books as I don’t like watching TV and it is different than reading a book myself”. She said that she would be sad to see the library close as she feels it is a great service and facility which she would miss greatly. She added that staff are always helpful.
- Commentator attends the library to get books as well as use the computer service. He said, “the computer access is very good as it helps me to search for jobs”. He spoke about the library service as being great as he said sometimes when he is lonely and feel’s isolated he can come down to meet people from the community or sit and read a book in a safe and friendly environment. He said he would be really sad to see the library



Welcoming entrance at the library.

hours reduced as he has have been attending for many years and knows that it has had a positive impact on his health and wellbeing as it is his outlet and way of meeting others. He informed HW, “I would be isolated if it wasn’t for the library service as I know it’s a place where I feel comfortable and at ease to go.”

- A member of the group informed HW that she has been attending the rhyme and story time sessions for a year since her son was eight months old. Saying that it is a part of their weekly routine and they both love coming. She said that it is a great service which is local and in walking distance and added that she would be sad to see the service go as it was the only regular social activity she attended with her son since he was a baby. She is pregnant and was looking forward to bringing both her children to the sessions. She commented if the hours were reduced it would affect her and both her children as the group provides a great social outlet for them.
- Commentator would be very disappointed if the library’s hours were reduced as she is a grandmother and has been attending regularly with her grandson, who really enjoys playing the music and rhymes. He is four years of age now and his grandmother has been taking him since he was a baby. She feels that it is beneficial to them both and a good activity for them to engage in and hope that this service will not be overlooked.
- Another member of the group has been coming to these sessions with her daughter since she was 16 months old. She thinks the story and rhymes times are great and has been attending over a year now, saying that it is a free service and helps entertain her daughter helping them get out of the house adding her daughter like it better than soft play. She hopes the library does not reduce its hours as Tuesday is the only day she is able to attend as she works the rest of the week.

Healthwatch will.....

All the feedback provided by the group has been inputted to Healthwatch Bristol’s database of issues and concerns. It will be included in the Healthwatch Bristol Quarterly Report. Healthwatch will be sharing this report with Healthwatch partners including Bristol CCG, Bristol City Council, the Care Quality Commission, NHS England and Healthwatch England. The report will also be

presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in this report. The report will be available on the Healthwatch Bristol website (www.healthwatchbristol.co.uk) and circulated to our mailing lists via the monthly e-bulletin.

Healthwatch will also share this report with Filton Library and with the Bristol Network for Equality in Early Years Health and Wellbeing Health Integration Team ([BoNEE HIT](#)) for their consideration and to contribute to their own work.

Looking forward....

Plans for future work between Healthwatch Bristol and the Filton Library

Healthwatch welcomes and encourages members of Filton Library to continue to contribute their feedback to us using the communication methods included at the end of this report.

Healthwatch also supports members of community groups to become Volunteer Champions so that they can represent the experiences and needs of their community group. If you would like to find out more about volunteering with Healthwatch, please contact us using the details below.

Tell Us Your Story...

Healthwatch Bristol want to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text bris followed by your message to 07860 021 603



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Or visit our website to see more at: www.healthwatchbristol.co.uk