

# Weston-super-Mare Central Ward Engagement Project Report

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# Weston-super-Mare Central Ward Engagement Project

Healthwatch North Somerset's statutory duty and function, which is laid out in The Health and Social Care Act 2012, is to provide a voice for people who use health and adult social care services, by:

## Influencing

- Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard
- Taking public views to the people who make decisions - including having a representative on the Health and Wellbeing Board
- Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC)

## Signposting

- Providing information about health and social care services in the local area
- Advising people on where to go for specialist help or information (signposting)
- Helping people make choices and decisions about their care
- Working closely with other groups and organisations in the local area.

## Introduction

Healthwatch North Somerset identified a small financial underspend from a previous year and determined that it be utilised in the Central Ward of Weston-super-Mare to undertake focused engagement work. The project aimed to determine any barriers to accessing health and social care services for residents in this deprived area of North Somerset.

This Engagement Project sought to collect information from local residents and community stakeholders about the health and wellbeing needs of the community. The Project took account of a needs assessment completed by North Somerset Council Public Health in early 2016.

The intelligence or 'data' gathered sought to recognise what assets already exist in the Central Ward of Weston-super-Mare, what gaps exist and what assets might benefit the community in the future. The project sought to build upon existing resources, which were identified by North Somerset Public Health with the aim ultimately to improve health and social care in Central Ward.

The Engagement Project helped launch a resident-led 'Heart of Weston' health and wellbeing forum as an important voice in the area. The aim is to ensure that the health and wellbeing concerns of current and future residents are given a voice and therefore influence the current regeneration plan for Weston-super-Mare Town Centre.

The provision of healthcare services in North Somerset's Central Ward has been under scrutiny for three years after the Boulevard Healthcare Practice run by Care UK closed and patients were transferred to surrounding services. The walk-in service had opened in 2008 with a remit to reach the most vulnerable patients in the centre of the town ('*Report to the North Somerset Health Overview and Scrutiny Panel 2007*').

The North Somerset Council Health Overview and Scrutiny Panel (HOSP) referred this closure to the Minister for Health Jeremy Hunt. The decision was upheld and the Government response was to recommend an action plan be drawn up.

The area has a number of rehabilitation and dry houses for drug and alcohol recovery. In the last census in 2011 13% of the residents were registered as long-term sick or disabled<sup>1</sup>. At the time of the Boulevard closure in September 2013 over 300 patients had yet to find alternative access to primary medical care.

A steering group was formed and coordinated by North Somerset Public Health to oversee the engagement work, to organise an engagement event in November 2015 and develop an initial map of local physical, organisational and community assets. This 'Building Community Capacity' event aimed to forge a stronger community and develop an ongoing action plan.

Members of the steering group included Healthwatch North Somerset, Cllr Mike Bell (Central Ward), Voluntary Action North Somerset (VANS), North Somerset Clinical Commissioning Group (CCG) and four Central Ward residents joined the group and renamed the project 'Heart of Weston'.



## Background

Healthcare is provided in two Central Ward GP Practices; Graham Road Surgery, which has two GP partners and a locum doctor, and Clarence Park Surgery with two

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<sup>1</sup> NOMIS Ward Labour Market Profile Economic inactivity, 2011 Age 16-64

full-time and one part-time GP. However, residents of Central Ward are registered at 15 different practices.

GP services provided by the **Boulevard Healthcare Centre**, closed in 2013.

In 2012 **New Court Surgery** and **Longton Grove Surgery** jointly relocated to a site one mile outside the ward at 168 Locking Road. The Longton Grove and New Court Joint Surgeries Development project 2011 mentions the potential disadvantage to people who had been able to walk to their own surgeries that could not walk the extra distance or could not afford to take a taxi or a bus to the new location.

In addition, Stafford Place Surgery, on the northern part of the ward has been reducing its service since 2004. It currently has one GP and opens for limited times on weekdays. Calls to the surgery go through to a receptionist at Locking Castle Medical Centre, 3.7 miles away and patients are encouraged to take appointments there.

In 2011 Central Ward area had just over 6,000 <sup>2</sup> residents and was home to 3.1% of North Somerset's population. A plan to build 2,500 homes in the Town Centre and possible student Halls of Residence would see the population expand. An increase in the provision of higher education opportunities at Weston College is underway utilising the Winter Gardens building in Central Ward.<sup>3</sup> The College's main campus sits on the northern border of the ward.

Central Ward have received an Index of Multiple Deprivation decile score of one in 2015, which puts them amongst the 10% most deprived neighbourhoods in England and the most deprived in North Somerset.<sup>4</sup>

Deprivation in Central Ward appears to have worsened when compared to most other areas in North Somerset. Indices of Multiple Deprivation (IMD) <sup>5</sup> combine information from seven deprivation domains; income, employment, education, health and disability, crime, housing and services, living environment. Further information can be found in the North Somerset Needs Assessment Report.

North Somerset has the third largest inequalities gap in the whole country.<sup>6</sup> Areas of deprivation are mainly in Weston-Super-Mare's Central Ward and South Ward. The health of any population is closely linked to levels of deprivation which in turn can be linked to access to healthcare services. The Central Ward has some of the worst health outcomes in the whole county.

This is notable in the lower life expectancy of people in this ward, which for men is 67.5 years, 12 years earlier than the North Somerset average of 79.4 years. Women

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<sup>2</sup> Census 2011 ([http://www.n-somerset.gov.uk/environment/planning\\_policy\\_and\\_research/researchandmonitoring/documents/ward%20census%20profiles%20\(pdf\).pdf](http://www.n-somerset.gov.uk/environment/planning_policy_and_research/researchandmonitoring/documents/ward%20census%20profiles%20(pdf).pdf))

<sup>3</sup> [www.n-somerset.gov.uk/community/regeneration\\_and\\_sustainability](http://www.n-somerset.gov.uk/community/regeneration_and_sustainability)

<sup>4</sup> [www.gov.uk/government/statistics/english-indices-of-deprivation-2015](http://www.gov.uk/government/statistics/english-indices-of-deprivation-2015)

<sup>5</sup> [www.gov.uk/government/statistics/english-indices-of-deprivation-2015](http://www.gov.uk/government/statistics/english-indices-of-deprivation-2015)

<sup>6</sup> The English Indices of Deprivation 2015 Malcolm Lane report, December 2015

in Central ward die on average at 76 years old rather than their counterparts elsewhere in North Somerset who die at 84 years old<sup>7</sup>.

62% of the population in Central Ward are in employment and 42% own their own property.<sup>8</sup> According to 2013 housing statistics from 'End Child Poverty', 36% of children in Central Ward live in poverty.<sup>9</sup>



Figure 1. Map of Central Ward showing Central Ward before boundary changes in 2015, which extends southern boundary to Quantock Road. © North Somerset Council

Therefore, the catchment area for the Central Ward Surgeries at Graham Road and Clarence Park draw from populations with some of the most deprived and socio-economically disadvantaged communities within North Somerset and within the country at large.

<sup>7</sup> [www.localhealth.org.uk](http://www.localhealth.org.uk)

<sup>8</sup> Census 2011 ([http://www.n-somerset.gov.uk/environment/planning\\_policy\\_and\\_research/researchandmonitoring/documents/ward%20census%20profiles%20\(pdf\).pdf](http://www.n-somerset.gov.uk/environment/planning_policy_and_research/researchandmonitoring/documents/ward%20census%20profiles%20(pdf).pdf))

<sup>9</sup> Percentage of children in poverty after housing Oct-Dec 2013 (<http://www.endchildpoverty.org.uk/poverty-in-your-area/>)



## Aims and Objectives

The Central Ward engagement project was set out in an action plan, which was developed by the Heart of Weston Steering Group in November 2015. An on-the-ground approach was considered to be the most effective way to gather information from the hard to reach demographics of Central Ward, through dialogue with the local population via existing groups and services.

This plan sought to access a range of settings where views, opinions and experiences of health, social care and wellbeing services could be evidenced. This method of engagement would enable access to hard-to-reach and seldom heard populations in the ward.

Vicky Marriott was recruited by Healthwatch North Somerset as a freelance engagement worker for 12 weeks to plan and undertake the engagement work and provide a report. An initial strategy was proposed by Vicky, and after consultation with the Steering Group and approval of the survey by the resident members of the group, the engagement strategy was adopted.

The objectives of the engagement project were:

- Create a database of contacts for groups which meet in Central Ward, and begin by contacting those that are hard-to-reach
- Design a questionnaire to gather intelligence that meets the project's objectives
- Create Heart of Weston branded questionnaires, posters and flyers
- Make contact with groups and plan meetings with group participants
- Conduct engagement to gather quantitative intelligence
- Conduct focus groups to collect qualitative data and record the conversations
- Engage with the public at major retail outlets in the area
- Provide drop-boxes and engage with PPGs (Patient Participation Groups) in the local GP surgeries
- Conduct presentations at meetings and events
- Create an online version of the survey and send the link out to contacts
- Identify and encourage residents to come to the Health Forum event
- Leaflet a sample of roads in the ward to raise awareness of the forum

## Methods

The project lasted 12 weeks from January to March 2016. In that time the information and feedback obtained was gathered through a questionnaire (see appendices) via the following engagement activities:

- Contacting and meeting people through groups, clubs and organisations
- Public engagement events at retail outlets
- Focus groups with key sectors of the wards' demographic
- Presentations or contact with GP Patient Participation Groups
- Drop-boxes in GP practices
- Presentations to students at Weston College
- Online survey provided for websites and twitter via a SmartSurvey link

The aim was to make the questionnaire as accessible as possible to ensure a wide section of the Central Ward population had a chance to respond.

Surgeries at Graham Road, Clarence Park and Stafford Place accepted drop-boxes for anonymous respondents to the survey who attended their surgeries.

Tesco and The Sovereign Centre in Central Ward provided access for full-day public engagement events on 14<sup>th</sup> and 30<sup>th</sup> March 2016.



Both quantitative and qualitative information was gathered in the form of a survey from residents, patients who use the local GP practices and people working in Central Ward.

In March 2016 the Steering Group recommended postcodes should be asked for in order to determine whether all the respondents were resident in Central Ward.



From then on questionnaires included a request for a postcode. Postcodes for 69 respondents were provided, of those 34 were located in Central Ward.

The collection boxes left at three GP surgeries (Graham Road, Clarence Park and Stafford Road) asked for views based on their use of the surgery and did not ask that respondents live in Central Ward.

All other face-to-face engagement emphasised the interest in gaining views from local residents. A map of Central Ward and a list of Central Ward postcodes were carried to every meeting and event so that people could identify if they lived in Central Ward.

The following groups, organisations and retailers, based inside or on the edge of Central Ward, took part in some way including promoting the project, distributing and collecting questionnaires, posting online surveys on websites.

|                           |                                  |  |                     |
|---------------------------|----------------------------------|--|---------------------|
| Foodbank                  | Lighthouse Project               | The Kings Table at St Pauls Church                     | DIAL                |
| The Firs Stay & Play      | Vision 4 Skills                  | Football for AWP* service users at Hans Price Academy  | Tesco               |
| Notaro Residence Serenita | Senior Community Link            | Children's Centre Thrive Group and Young Parents group | Salvation Army      |
| NSCP Community Nurses     | Chapter1 Gemini Project          | Health Visitor Drop-in                                 | Age UK groups       |
| Weston College            | SCL BME Group                    | St Pauls Community Choir                               | Health Trainers     |
| Strollers group           | Addaction groups                 | Multicultural Friendship Association                   | U3A                 |
| YMCA Pool Club            | World Parents                    | Somewhere To Go  | Voluntary Action NS |
| BME Network               | Weston Central Children's Centre | Weston Islamic Education Centre,                       | 1 in 4              |
| LGBT Forum                | Citizens Advice Bureau           | Happy House (Eastern European) Nursery                 | Curo Housing        |
| Crossroads Carers         | The Sovereign Centre             | Carlton Centre Work Club & Art Club                    | Job Centre          |



\*Avon and Wiltshire Mental Health Partnership NHS Trust

## Focus Groups

The project strategy included obtaining qualitative data of Central Ward residents' views of quality of life. Three focus groups were arranged and a total of 13 residents from the Central Ward attended them.

The settings providing the meeting space, promoted the focus groups by putting up posters and highlighting them to clients and service users. The focus group discussions were recorded using a table top microphone and are kept as a sound archive. Further information about the focus group responses can be found on Page 20 of this report.



## Findings of the Surveys

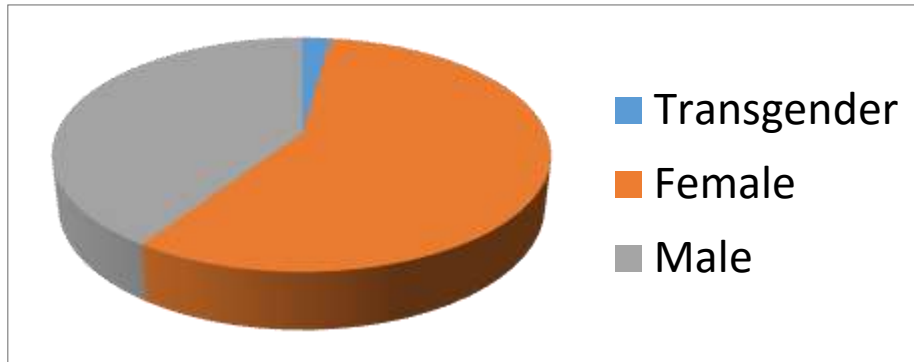
Questionnaires were collected and collated from 259 individuals.

### Demographic information about respondents:

#### Gender

Of the 226 respondents who answered the gender question, 5 were transgender, 129 were female and 92 were male.

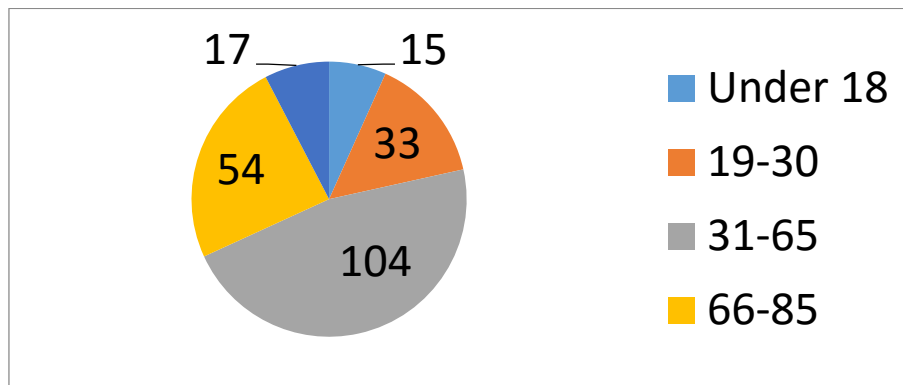
Figure 1 Gender



### Age

The ages of respondents were as follows: 15 people were under 18 years old; 33 people were between 19 - 30 years old; 104 were between 31-65 years old; 54 were 66 - 85 years old and 17 were 86 years or older.

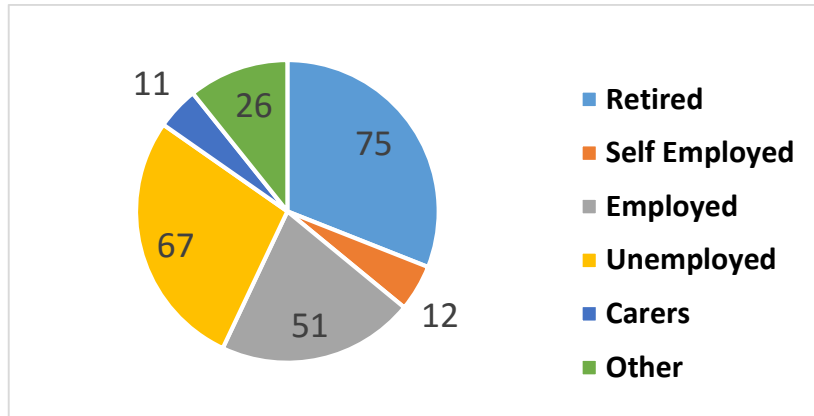
Figure 2 Age



### Employment

The employment statuses of the respondents were: 75 retired; 12 self-employed; 51 employed; 67 unemployed and 11 carers. The 26 respondents in the 'Other' category included students, at home mums and volunteers.

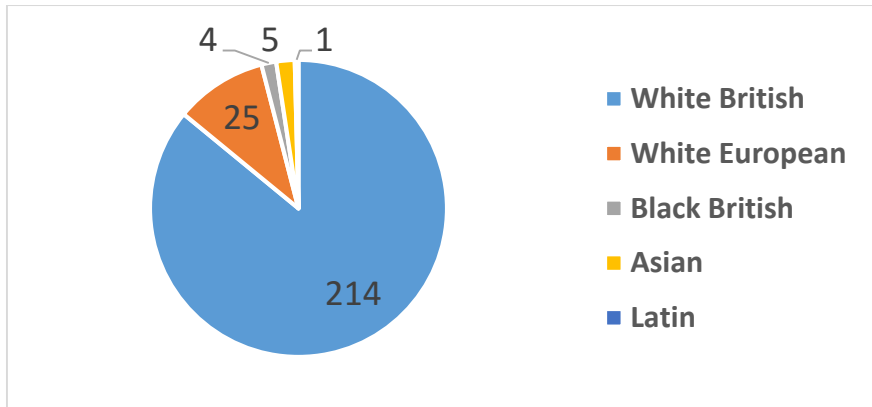
Figure 3 Employment Status



### Ethnic Groups

214 respondents described themselves as White British; 25 described themselves as white European; 4 were Black British; 5 were Asian and 1 Latin American.

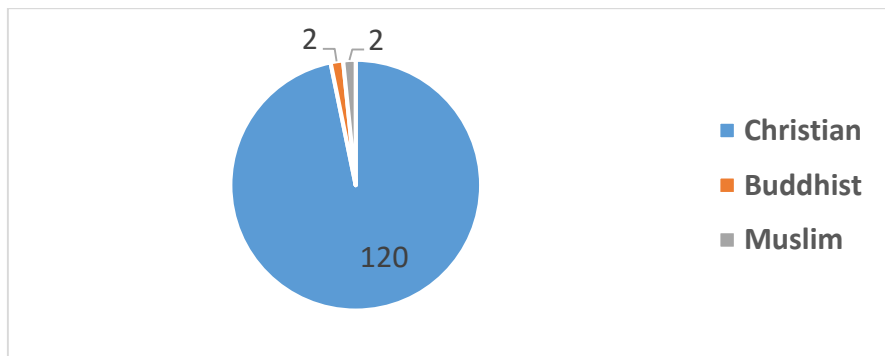
Figure 4 Ethnic Group



### Faith

135 respondents recorded themselves as having a faith. 120 said they were Christian; 2 Buddhist and 2 Muslim.

Figure 5 Faith



## Data

To the question *‘What in your community do you like most or feel most proud of?’* there were a variety of responses, including:

*“The Grove Park Multicultural Festival”*

*“Weston Hospital, good service”*

*“Town Hall and Library”*

*”Soup Kitchens”*

*“Events on the seafront in the summer”*

Answers were put into categories; the most common answers and in equal numbers were *‘nothing I’m proud of’* and that they *‘liked the beach area’*.

Ranked next were:











-  *the friendliness and kindness of the people;*
-  *support from voluntary sector groups in the area;*
-  *the parks;*
-  *the NHS/public services & staff at the children’s centre and library*
-  *the convenience of the town centre;*
-  *the multicultural nature of the town;*
-  *the recovery community;*
-  *the strong sense of community;*
-  *the churches and what they do;*
-  *the development and regeneration of the area.*

Figure 6 Feeling Proud

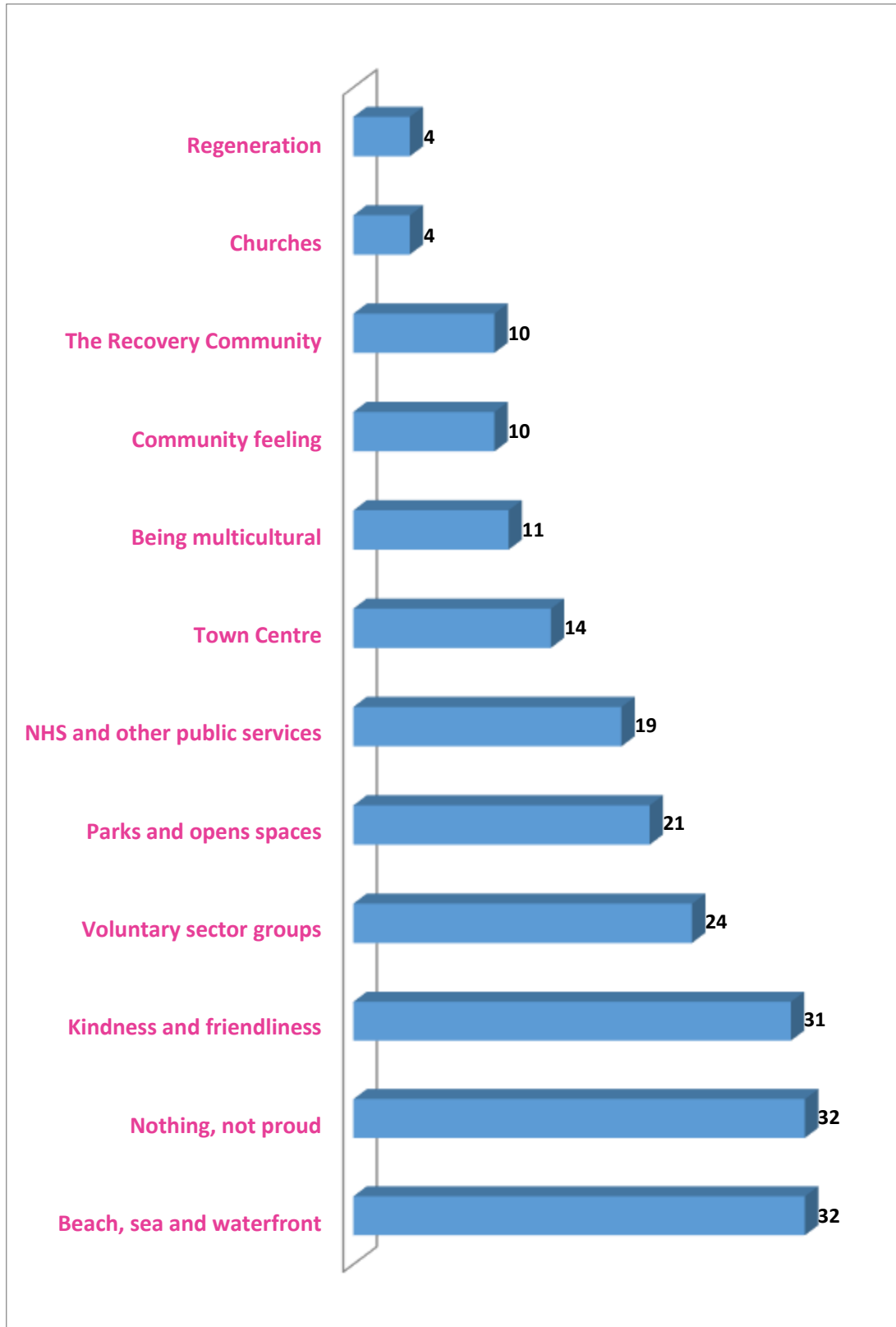
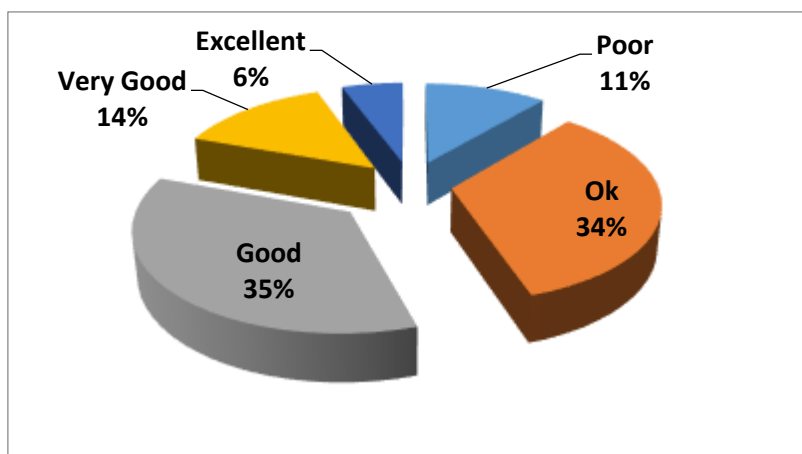




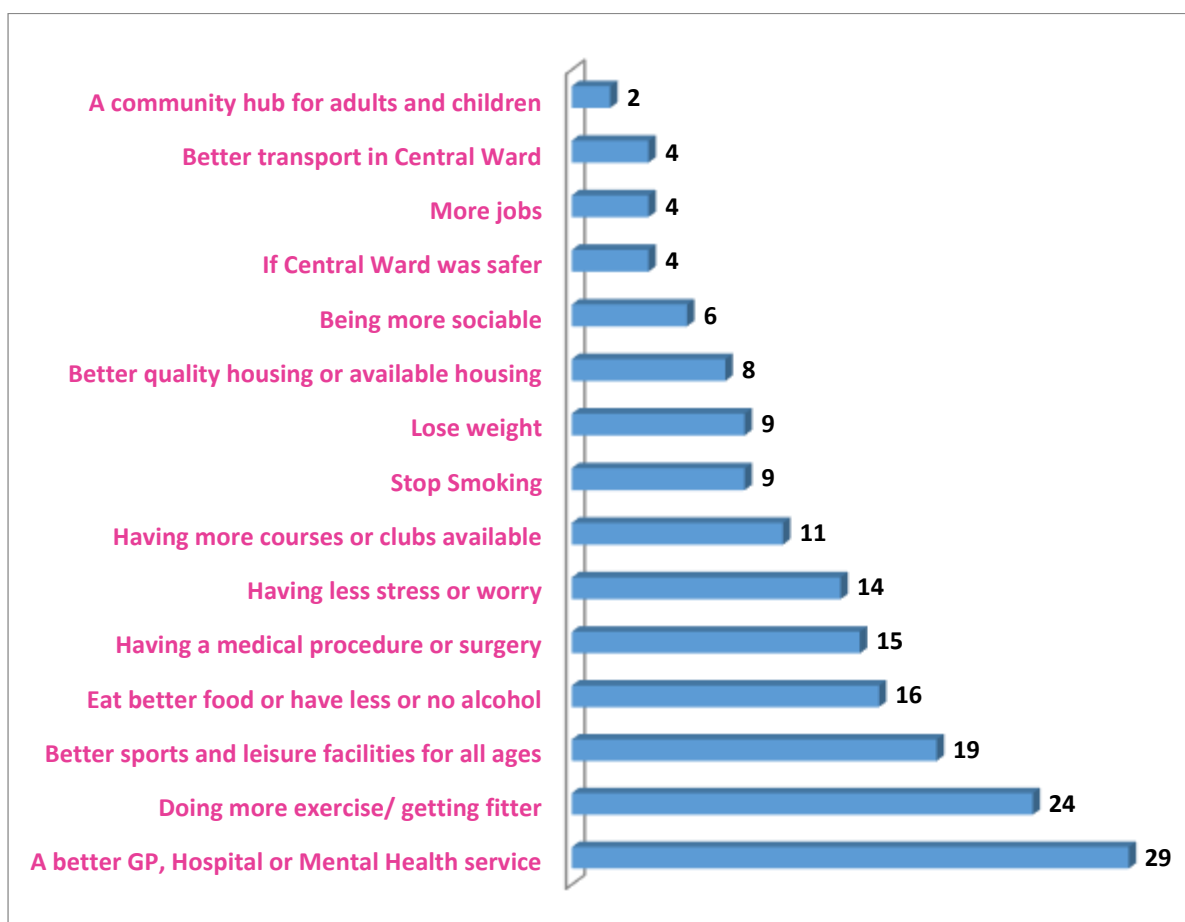


Figure 7 Rating Health



When asked *‘What would help improve your health or wellbeing?’* respondents replies were categorised as follows:

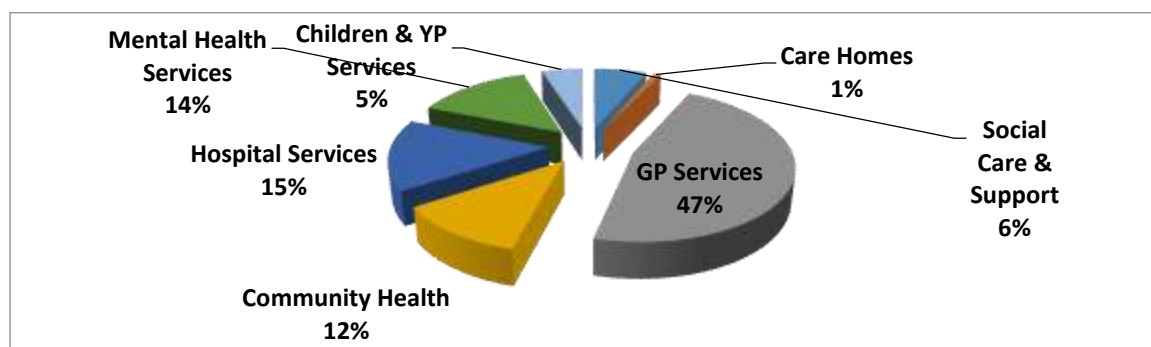
Figure 8 What would help improve your health and wellbeing?



Seven boxes listing services were provided and respondents were asked *‘Are there health and social care services which are unsatisfactory for your needs?’*

Out of 208 respondents who completed this question, 222 boxes were ticked: 104 ticks were for GP Services as unsatisfactory; 34 were ticks for Hospital Services as unsatisfactory and 31 were ticks for Mental Health Services as unsatisfactory.

Figure 9 Health and Social Care services unsatisfactory



Amongst the 12% of respondents who said Community Health Services were unsatisfactory, community mental health was cited as 'very poor'.

## GP Services in Central Ward

The survey provided one line for comments about 'Why the service is unsatisfactory for your needs?'

- 🌸 35 people (35%) said getting an appointment with a GP was their biggest issue. Respondents comments described the system as 'appalling' and 'useless'. One respondent said 'it's ridiculous, you can't get an appointment'. One mentioned queueing outside the surgery at 7.50am but not getting an appointment
- 🌸 15 (15%) of people said the distance to travel to a surgery was a problem. A comment said 'Closed down. Not seen the Doctor since. Too far away'
- 🌸 12 (12%) of respondents said they didn't like the fact they could not see the same GP or were offered a locum GP
- 🌸 7 (7%) of respondents had a problem with communication or staff attitude at a GP surgery
- 🌸 7 (7%) of respondents were unhappy as they said appointments were often late
- 🌸 5 (5%) of respondents felt appointments were rushed or too short.
- 🌸 4 (4%) of people said that referrals to specialist services particularly mental health services were inadequate

- 4 (4%) of respondents felt the surgeries needed more staff.

Some of these also emerged as themes in the detailed focus group. See Pages 20-22.

## Hospital Services in Central Ward

Of the 34 respondents who said Hospital Services were unsatisfactory, only a small number gave a reason why and these are ranked below;

- 8 were unsatisfied by the waits for the appointment
- 6 unsatisfied by the quality of care
- 3 by having to go to Bristol for care
- Others by low staff numbers, system and administration issues and access.

Some of these emerged as themes in the detailed focus group. See Pages 20-22

## Mental Health Services in Central Ward

Of the 31 respondents who ticked Mental Health Services and gave a reason:

- 14 (43%) mentioned the lack of access to treatments, with one specifically citing problems with accessing children's mental health services
- One person said *'mental health services are very poor in North Somerset and there needs to be an intermediate care service - as too many fall through the net'*
- 5 people cited poor quality of care
- 3 people said there was a long wait for a service
- 2 people mentioned lack of treatment for people with dual diagnosis (addictions and mental health problems)
- Others mentioned problems associated with lack of assessments, diagnosis, distance to services and information provision.

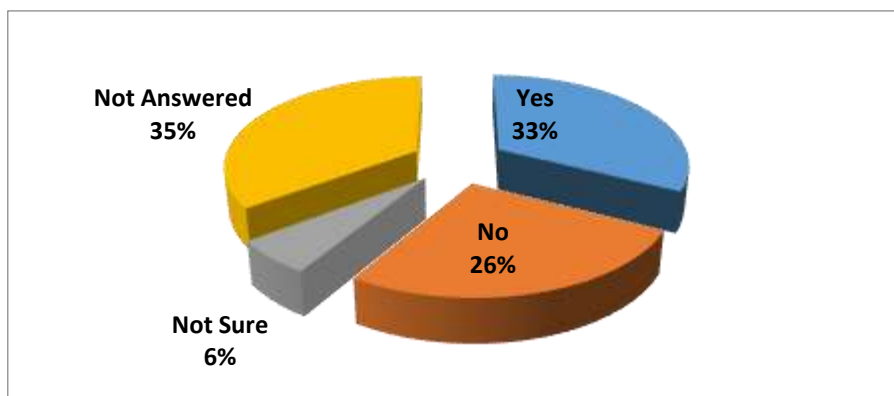
Some of these emerged as themes in the detailed focus group. See Pages 20-22.

## Involvement in the Local Community

In response to the question *'Are you willing to get involved in your local community to shape its future?'*

- 82 said they would be willing
- 66 were not willing
- 15 were not sure

Figure 10 Involvement in the community

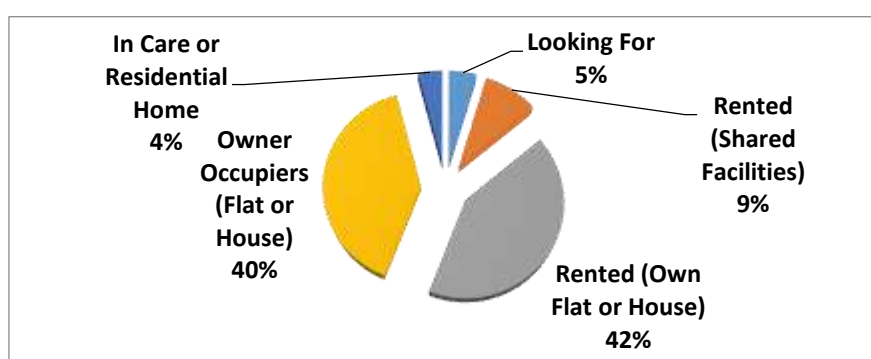


## Accommodation

In the *'Which best describes your accommodation?'* question;

- 9 respondents said they are looking for accommodation
- 18 are in rented accommodation with shared facilities
- 81 are renting their flat or house
- 77 own their flat or house
- 8 are in a care home or residential home.

Figure 11 Accommodation

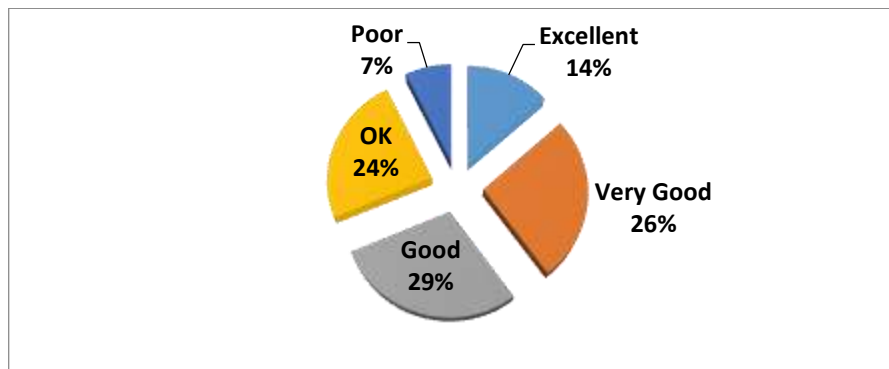


When asked *'How would you describe the quality of your housing?'*

- 22 said excellent

- 🌟 43 very good
- 🌟 47 good
- 🌟 39 okay
- 🌟 12 poor.

Figure 12 Quality of Accommodation



## Focus Groups

Three focus group meetings were set up. The groups, aimed at a cross section of the community, were held and respondents were recruited from three settings.

- 🌟 **1in4 People** (formerly called Friend) a mental health wellbeing organisation in Oxford Street, Central Ward. It was set up as a charity 30 years ago and now operates as a company offering holistic support, information and advocacy services. The Carlton Centre and AWP Engagement staff particularly helped with recruiting for this focus group.
- 🌟 **The Over 60s Lunch Club at the Salvation Army** in Carlton Street, Central Ward. The church building is used for lunch and a club for older people. This Christian Church and Charity helps isolated people by providing a space for socialising, relaxation and enjoyment.
- 🌟 **The Severn Road Hostel** run by **Curo Housing** provides emergency temporary housing for homeless singles. The housing is offered for six months as a stopgap.

The main themes came from 13 in-depth conversations about the assets in Central Ward and any barriers these individuals have experienced when needing health, social care and wellbeing services.

Contributors to the group at 1in4 had the following concerns:



- 🌱 Not getting information about events and activities in the ward
- 🌱 Public Transport connections to services are inadequate, especially COAST Resources Centre in Worle
- 🌱 Services are too far away
- 🌱 Accessing useful courses like Positive Step was difficult
- 🌱 Getting support for mental health issues such as anxiety was difficult
- 🌱 Accessing free or subsidised counselling services was difficult
- 🌱 Cycle routes absent in the ward which makes cycling dangerous
- 🌱 Attitude of staff in the job centre is bad
- 🌱 Lack of mental health services via the GP surgery is a problem.

Contributors at the Curo Hostel had the following concerns about services in the ward:

- 🌱 The attitude of the Emergency Team at AWP
- 🌱 That Mental Health Liaison Team policing access to mental health services
- 🌱 Lack of supported housing for people who can no longer stay in a hostel

Intelligence gathered at Salvation Army over 60s lunch club includes;

- 🌱 Good Weston Hospital experiences
- 🌱 Problems with access to appointments with GPs

*“I find Weston Hospital superb.”*

*“I saw the GP at 4.45pm one day about a skin complaint. Very next day I had call offering me an appointment at Weston Hospital”*

*“If you want to make an appointment with the surgery I’m the first person into the surgery. I don’t ring as ringing is a waste of time. You can’t get through. If you redial 20 times you often don’t get through and when you eventually do they say all appointments are full. However, now I turn up at the surgery. But even then, even when I’m the first person through the door, she tells me that the doctor has no appointments available. How can that be? They say he is totally full today. It’s totally unacceptable.”*

*“Very good experience with NHS. However I wait outside the surgery before it opens at 8am just the same. Don’t ever bother phoning as can’t get through.”*

*“Lack of Doctors is a problem. Building all these extra houses but not building more surgeries to go with them. “*

## Recommendations

Based on the information provided by residents of the Central Ward area of Weston super Mare of their health and social care and wellbeing experiences, Healthwatch North Somerset makes the following recommendations:

1. A review of access to GP services in the Central Ward area. This is a core issue within the community and was raised by more than a third of respondents. One respondent had not signed with a GP after the closure of the Boulevard citing access and distance as the barriers.
2. A review of access to mental health service in the Central Ward area including access to courses and non acute support services. The distance required to travel to access mental health services for residents was cited as a barrier to access.
3. Support to develop the community asset based work in the ward to enhance community cohesion. The majority of residents felt proud of one aspect of their local community although there was a significant minority who could find nothing to be proud of in their community.

## Distribution of the Report

The Central Ward Engagement Project Report will be distributed to North Somerset Council, North Somerset Public Health, North Somerset Clinical Commissioning Group, NHS England, Avon and Wiltshire Mental Health Partnership, Healthwatch England, all the people and organisations that are named in this report and through them it will distributed through the community, all HWNS members and contacts.

The report will be made available to download from the Healthwatch North Somerset website.

## Stakeholder Responses

### Graham Road Surgery

Central ward of WSM is one of the most socially disadvantaged wards and it contains 1% of the most deprived populations in the UK. Many individuals have drugs and alcohol dependency problems and many residents occupy houses in multiple occupation. In 2014 without consultation, NHSE closed the Boulevard Practice and the APMS Practice at WGH. Then the New Court Surgery and the Longton Grove Surgery both moved out of their Central ward locations.

As a consequence of these closures and relocations, Graham Road Surgery was challenged by a dramatic quantitative and qualitative increase in its work load without a substantial increase in resources from NHSE. Due to the patient workload pressures on staff working at the Graham Road Surgery, within a short space of time the surgery lost four clinicians who in every case gave as their reasons for leaving their inability to cope with the workload pressures. Despite this, the two remaining partners tried to keep operating the services of the surgery at the same level of quality and safety as previously. Having both worked there for more than 20 years, the partners have a deep respect for and empathy with their patients and the partners have tried to maintain business as usual. Since then, the two partners have put their energies into providing a good and improving service to their patients.

In February this year, the Practice underwent a CQC inspection. The findings of the CQC inspection were reported by the local press under the title headline of “CQC praises ‘skilful’ staff”. According to the report, patients told inspectors, “That they found the surgery’s appointments system had improved, it was easier to make an appointment with a named GP and that there was a continuity of care, with urgent appointments available on the same day”. The CQC reported that, “The practice had a clear vision and strategy to deliver high-quality care and promote good outcomes for patients”. CQC also said that patients told the CQC that they were involved in decision making about the care and treatment which they received.

Currently, GPs provide 80% of the care in the NHS and receive 6% of the NHS budget. Despite the recognised inadequate income of general practice, the partners of Graham Road Practice by their commitment and dedication try to provide the best standards and quality of care for their patients.

The Healthwatch survey has been very helpful in highlighting the needs of the patient population in Central ward in Weston super Mare. We all need to work together to ensure that our leaders, decision makers, and funders are aware of the difficulties and demands of the patient population in this area and we all need to make sure that this population group receives the most effective and appropriate care possible. It deserves nothing less.

Dr Miriam Ainsworth  
Partner, Graham Road Surgery

## New Court Surgery

I would just like to point out whilst we moved to our site here at 168 Locking road we still kept our patients in the central ward and still take on patients from this area. Our boundary did not change because we moved 1 mile.

Tracey Fitzpatrick

Practice Manager, Dr Clarke and Partners. New Court Surgery

## Appendix 1: Central Ward engagement questionnaire



### Heart of Weston - 2016 quality of life survey

*This questionnaire is anonymous. We hope to capture your personal views, ideas and concerns about living in Central Ward as it develops future health and social care. Want to know more? Come to the launch of Heart of Weston. Saturday 16<sup>th</sup> April 2016 at the Clarence Park Baptist Church from 10-2pm. Lunch provided.*

What in your community do you like most or feel proud of?

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What local health and social care services or community groups do you attend?

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How would you rate your health and wellbeing today?

poor                  okay                  good                  very good                  excellent

If your health & wellbeing could be improved, what would help improve it?

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Are there local health or social care services which are unsatisfactory for your needs? If so, how?

(Box) Social Care & support \_\_\_\_\_

(Box) Care Homes \_\_\_\_\_

(Box) GP Services \_\_\_\_\_

(Box) Community Health (podiatry, nurses, end of life, mental health, pregnancy and post-natal, occupational, speech, physio, specialist services)

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(Box) Hospital Services \_\_\_\_\_



(Box) Mental Health Services \_\_\_\_\_

(box) Children's and Young People's services \_\_\_\_\_

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**Have you used a local Health and Social Care Service recently? If so what tell us about your experience?**

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**Are you willing to get involved in your local community to shape its future? If so what form could that take?**

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**Tell us about yourself:**

Age                                      Under 18    19/30    31/65    66/85    86 or over

Sex                                        Male / Female / Transgender

Employment status      Carer/ unemployed / employed / self-employed/ retired/ other

What is your ethnic group? \_\_\_\_\_

Do you have a faith? If so what is it \_\_\_\_\_

**Which best describes your accommodation? (Circle one)**

Looking for permanent accommodation / rented room with shared facilities

/ Rented flat or house / Your own house or flat / care home or residential flat

**How would you describe the quality of your housing?**

Poor / okay / good / very good / excellent

other \_\_\_\_\_



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NS Clinical Commissioning Group

## Appendix 2: Useful information

- Longton Grove & New Court Joint Surgeries Development Project 2011  
[www.newcourtsurgery.nhs.uk/website/L81051/files/PPI\\_Report\\_July\\_2011\\_Version\\_6.doc](http://www.newcourtsurgery.nhs.uk/website/L81051/files/PPI_Report_July_2011_Version_6.doc)
- Report to the North Somerset Health Overview and Scrutiny Panel 2007  
<http://old.n-somerset.gov.uk/cairo/docs/doc14601.htm>
- Joint Strategic Needs Assessment (JSNA) [www.n-somerset.gov.uk/my-council/statistics-data/jsna](http://www.n-somerset.gov.uk/my-council/statistics-data/jsna)
- Central Ward Profile <http://old.n-somerset.gov.uk/NR/rdonlyres/8CAE3398-9D55-4E05-8B0F-A4C426780D88/0/WestonsuperMareCentralwardprofile.pdf>
- Cllr Mike Bell <http://westoncentral.mycouncillor.org.uk/>
- NOMIS Ward Labour Market Profile Economic inactivity, 2011
- North Somerset CCG Local Commissioning Plan  
[www.northsomersetccg.nhs.uk/library/commissioning/](http://www.northsomersetccg.nhs.uk/library/commissioning/)
- Independent Reconfiguration advice closure of Boulevard Centre from Jeremy Hunt <http://apps.n-somerset.gov.uk/cairo/docs/doc25869.pdf>
- Quartet community Foundation North Somerset Area Profile  
<http://quartetcf.org.uk/wp-content/uploads/2015/05/north-somerset-area-profile-final.pdf>

























## Appendix 3: Organisations and Individuals

### Thank You

Healthwatch North Somerset would like to thank the following for their contributions to this report

#### Organisations

- 1in4 People [www.1in4people.org.uk](http://www.1in4people.org.uk)
- Addaction 01934 427940 [www.addaction.org.uk](http://www.addaction.org.uk)
- Age UK [www.ageuk.org.uk](http://www.ageuk.org.uk)
- Avon Wiltshire Partnership [www.awp.nhs.uk/Services/Community services](http://www.awp.nhs.uk/Services/Community%20services)
- BME Network (North Somerset BME Network) [www.ns-bmenetwork.org.uk](http://www.ns-bmenetwork.org.uk)
- Carlton Centre [carlton.centre@n-somerset.gov.uk](mailto:carlton.centre@n-somerset.gov.uk)
- Chapter1 Housing [www.chapter1.org.uk](http://www.chapter1.org.uk)
- Children's Centre, Weston Central [westoncentral.childrenscentre@n-somereset.gov.uk](mailto:westoncentral.childrenscentre@n-somereset.gov.uk)
- Citizen's Advice North Somerset [www.nscab.org.uk](http://www.nscab.org.uk)
- Clarence Park Surgery [www.clarenceparksurgery.nhs.uk](http://www.clarenceparksurgery.nhs.uk)
- North Somerset Clinical Commissioning Group; Patient and Public Engagement [www.northsomersetccg.nhs.uk](http://www.northsomersetccg.nhs.uk)
- Community Connect [www.curo-group.co.uk/communityconnect](http://www.curo-group.co.uk/communityconnect)
- Carers Trust Phoenix [www.carers.org](http://www.carers.org)
- Clarence Park Baptist Church
- Curo Housing [www.curo-group.co.uk](http://www.curo-group.co.uk)
- DIAL (disablement Information & Advice Line) [www.westondial.co.uk](http://www.westondial.co.uk)
- The Firs, Children's Day Care Services Tel: **01934 427 615**
- Foodbank, Weston-super-Mare [www.wsmfoodbank.org.uk](http://www.wsmfoodbank.org.uk)
- Graham Road Surgery [www.grahamroadsurgery.nhs.uk](http://www.grahamroadsurgery.nhs.uk)
- Happy House Nursery [www.childcare.co.uk](http://www.childcare.co.uk)
- Health Trainer Service [www.nshealthtrainers.co.uk](http://www.nshealthtrainers.co.uk)
- Job Centre Plus [www.jobcentreguide.co.uk/weston-super-mare-jobcentre](http://www.jobcentreguide.co.uk/weston-super-mare-jobcentre)
- Kings Table at St Pauls Church/ Lighthouse Project [www.lighthouse-weston.org.uk](http://www.lighthouse-weston.org.uk)

-  Lighthouse Project [www.lighthouse-weston.org.uk](http://www.lighthouse-weston.org.uk)
-  LGBT Forum [www.facebook.com/North-Somerset-LGBT-Forum](http://www.facebook.com/North-Somerset-LGBT-Forum)
-  North Somerset Clinical Commissioning Group [www.northsomersetccg.nhs.uk](http://www.northsomersetccg.nhs.uk)
-  North Somerset Council; Development Management, Planning and Building Control [www.n-somerset.gov.uk/](http://www.n-somerset.gov.uk/)
-  Multicultural Friendship Association [chair@mfa-wsm.org.uk](mailto:chair@mfa-wsm.org.uk)
-  Notaro Residential Care Homes [www.notarohomes.co.uk](http://www.notarohomes.co.uk)
-  Public Health North Somerset Council [www.n-somerset.gov.uk](http://www.n-somerset.gov.uk)
-  North Somerset Community Partnership (NSCP) and NSCP Community Outreach Nurses [www.nscphealth.co.uk/services/community-outreach](http://www.nscphealth.co.uk/services/community-outreach)
-  Salvation Army [www.salvationarmy.org.uk/weston-super-mare](http://www.salvationarmy.org.uk/weston-super-mare)
-  Senior Community Link and SCL BME Email: [SCL@curo-group.co.uk](mailto:SCL@curo-group.co.uk)
-  Sovereign Centre [www.sovereign-centre.co.uk](http://www.sovereign-centre.co.uk)
-  Somewhere To Go [www.somewheretogo.org.uk](http://www.somewheretogo.org.uk)
-  Stafford Place Surgery [www.lockingcastlemedical.co.uk](http://www.lockingcastlemedical.co.uk)
-  St Pauls Community Choir [www.lighthouse-weston.org.uk](http://www.lighthouse-weston.org.uk)
-  St Pauls Church
-  Tesco Stores Ltd, Weston-super-Mare [www.tesco.com](http://www.tesco.com)
-  United Reformed Church
-  University of the 3<sup>rd</sup> Age [www.u3aweston.org.uk](http://www.u3aweston.org.uk)
-  Victoria Methodist Church
-  Vision4Skills [www.lighthouse-weston.org.uk](http://www.lighthouse-weston.org.uk)
-  Voluntary Action NS [www.vansweb.org.uk](http://www.vansweb.org.uk)
-  Weston College [www.weston.ac.uk](http://www.weston.ac.uk)
-  Weston Islamic Education Centre [www.mosquedirectory.co.uk](http://www.mosquedirectory.co.uk)
-  YMCA [www.ymca-sc.org](http://www.ymca-sc.org)

## Individuals

Alan Rice resident and PPG Chair Graham Road Surgery; Maggie Roberts resident; Neil Norton resident; Anne Bunn resident; Natalie Field Interim Director Public Health, North Somerset Council; Helen Yeo Health Improvement Specialist Advanced (Healthy Communities), North Somerset Council; Cllr Mike Bell Councillor for WSM Central Ward; Georgie Bigg Voluntary Action North Somerset; Rachel Lewis Regeneration Manager, North Somerset Council; Mary Adams Patient and Public Engagement Manager, North Somerset CCG; Angela Aspinall PA to Mary Adams, North Somerset CCG; Kay Sandy PA to interim Director of Public Health, North Somerset Council.

Wendy Dover, Bramwell Tout, Gill Flanagan, Angi Lewis, Martin Pickford, Michelle Harvey, Paul Davis, Connie Neale, Helen Warwick, Louise Brogan, Holly Law, Maxine Moss, Christine Perks, Stefania Rulli, Jacqueline Justice, Michelle Jacobs, Joan Urch, Tracey Fitzpatrick, Debbie Marriner, Aneta Moryn, Debbie Stone, Nigel Briers, Triliria Newbury, Nicky Tweedle, Kelly Smith, Rebecca Jeavons, Barbara Seaton, Margaret Fozzard, Sarah Tucker, Joan Eales, Richard Harrison, Ron Lewis, Jo Southard, Kevin Lilwall, Sarah-Jane Lewis, Julie Kefford, Richard Keen, Emma Westcott, Barbara Wood, Manuela Lopez, Stephen Budd, June Chainey, Dr Miriam Ashworth, Jane Towler, Judith Cullen, Jill Hopkins, Imam Ahmed.



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