



healthwatch
Dorset



Have health...

louder & clearer

Making more of Dorset's voices heard

Introduction

Healthwatch Dorset is the independent consumer champion for health and social care in Dorset.

We support local people to have a say in how health and social care services are designed and delivered. We take people's views and experiences to decision-makers (health and social care commissioners and providers) to show them what people think is good and what is not good. And we work with them to make improvements.

We also provide local people with information and advice, help them find their way round "the system" and make them aware of their rights and the choices available to them.

We particularly want to help to make heard the views and experiences of people, groups and communities whose voices may not usually be as loud or as often heard as others. So each year we support a number of local voluntary and community groups to make those voices heard, under the banner of our "Community Investment Projects".

The following pages give a summary of each of the projects in the year 2014-2015 - what they did, what they found out and what those voices had to say.

You can find more details on all of these projects in the document section of our website www.healthwatchdorset.co.uk.

Together with the groups that have been involved, we will:

- Share the findings with decisions-makers in our local NHS and local councils, focusing on what people have told us: both what they think is good and what is not good.
- We will make recommendations about how services could improve as a result.
- Follow up to see what changes have actually been made.

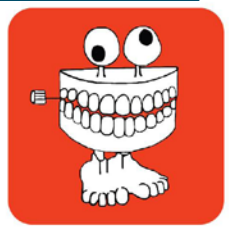
About Us

An animated film we made for Body Positive Dorset to use in their Community Investment Project in local schools.

**THE
HEALTH
AND
CARE
WATCHDOG**

moovly





“Things to improve: More beds in the hospitals. More nurseries. More training about disabilities for doctors. More doctors.”

“My doctor is AMAZING. Because she is always kind and makes me feel better.”

“The only Doctor who makes me feel better about my bipolar is ‘Doctor Who’; other Doctors makes me feel like a monster.”



The Chatterboxes

Chatterboxes Quilt - an art project gathering feedback on health and care services by a local group of children & young people with disabilities.

The Chatterboxes is a media project led by and for young disabled people.

They gathered feedback by running interactive workshops at 9 different youth groups with 100 young people.

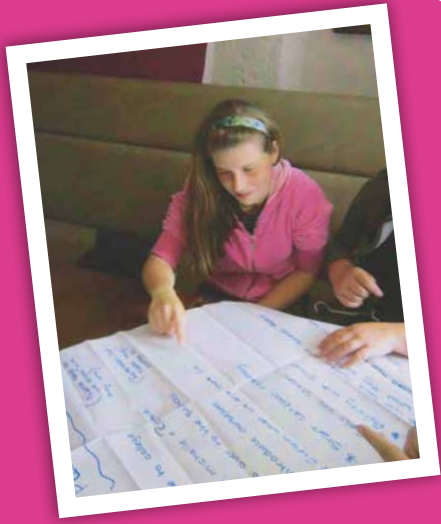
In these workshops they gave the young people square pieces of fabric in which they drew or wrote their opinions and experiences about services they had used as well as their suggestions about how to improve health & care services.

Poppy Sargeant, Disability Youth Volunteer Advisor for the Chatterbox group says:

“We’ve really enjoyed working in partnership with Healthwatch Dorset. This project has enabled us to collect the views of young people and display their thoughts in an interactive and creative way. Thanks, Healthwatch”.

The Chatterboxes quilt produced by all this feedback has been displayed at events like the Teen2Adult conferences & Diverse Dorset training workshops.

We plan to continue using the quilt as a tool for engaging children and young people by taking it on tour to school events this year. We’re also speaking to health and care commissioners to share The Chatterboxes’ findings and use them to make a difference.



Toby's Project

Toby's Project, based in North Dorset, exists to provide advice, information and guidance, informal education and signposting to other services for young people especially at disadvantage between the ages of 13 and 25.

For this project, they engaged with Gypsy, Roma and Traveller communities to gather their experiences of using health and social care services. The results show a common theme of mistrust of services and a real sense that young people from these communities feel discriminated against. A suggestion as to how this might be improved is the inclusion in equality training for staff of specific cultural mention to include the differences between Romany Gypsy, New Age Traveller, Fair People and Irish Gypsies. Often they are treated as one group but they have very distinct values and cultures and need more reassurance than most when using public services. The feeling of discrimination, real or perceived, is difficult and one of the ways in which Toby's

Project is tackling it is through their health champions project teaching young people good messages about health and getting them to spread the word. They have worked with 6 young people on a pilot Health Project on the Yeovil College Employability Skills Program Level One Students. They have produced a learning program that covers what it means to be a health mentor, physical health, healthy eating, sexual health and relationships, drugs and alcohol and how to resist peer pressure, and mental health and wellbeing. The aim is for this group to go into primary schools in the local area to cascade some of this information down. All 6 of the Young People will have achieved the Dorset Award for this work.

"I managed to sign on for ESA by using Toby's YPP as a care of address. But because my life and my mental health is so chaotic, I don't always make it in to Toby's to pick up my post. I was told that I would have to have an assessment of my health to be able to claim ESA. I unfortunately, due to my homeless status and my mental health difficulties around addiction, didn't make it to a meeting with DSS and so therefore my money was sanctioned. This unfortunately happened a few times, due to my problems and not having access to my post immediately. I also couldn't make it to where they were suggesting I had to get to. I have no income and can't drive. How am I meant to get to Yeovil or Salisbury for fortnightly meetings? My priority each day is trying to stay alive and finding some food, some drink and somewhere to stay for the night... so now my money has been completely stopped.

I can see no solution to my difficulties and sometimes think for every bodies sake that I would be better off dead."

Health Champions



Health Champions



Projects by Bournemouth People First, People First Dorset & Poole Forum providing support for people with learning disabilities to influence health & care services.

John



The Health Champions speak up for people with learning disabilities and promote equality in healthcare settings.

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Healthwatch Dorset supported the Health Champions to report on mystery shopping visits to The Royal Bournemouth Hospital, make a video for NHS staff on reasonable adjustments for people with learning disabilities, give a presentation to the Health & Wellbeing Board, provide training for GP surgeries in Poole, gather feedback

on GP services from over 40 people with learning disabilities and attend health and care meetings across Bournemouth, Poole & Dorset.

We have also worked with these groups to challenge our local hospitals to install Changing Places toilets (toilets with facilities for people with profound and multiple disabilities). At the time of writing, the Royal Bournemouth Hospital has already committed to doing so by the end of this year.

John



The Health Champions were funded by the Clinical Commissioning Group.



When this funding ran out Healthwatch Dorset gave us some money to carry on with some of the work we had been doing.

John and Shaun, from Bournemouth People First & Poole Forum, told us

‘We would like to say a big thank you to Healthwatch Dorset for their funding and ongoing support’.



Face2Face Dorset

A pop-up arts project run by Richmond Fellowship and Zoofish Arts, challenging mental health stigma.

In March 2015 one of our community investment projects won a national award - The Richmond Fellowship's Enrich Award 2015 for Excellence in Inclusion.

Face2Face Dorset tackles mental health stigma and discrimination by bringing together people who don't have mental health problems, and those who do, at pop up arts workshops across the county. Healthwatch Dorset

supported Face2Face by funding social media training for the staff & volunteers.

15 trained & supported volunteers have engaged over 1000 members of the public in meaningful conversations around mental health through this project. Comments from the public suggest this approach is working to create a clearer understanding of mental health issues.

"I like the way people are letting other people know, not everyone knows what it is like"

"I have gained so much. My confidence has increased. I am developing new skills and re-awakening old ones. This has had such a positive impact on me and my mental health."



“We are immensely grateful to Healthwatch Dorset, which generously gave us a grant to make the online survey possible and to promote it.”

Dr. Michael Halls, Executive Director, Intercom Trust.

Intercom Trust

A health & wellbeing survey with older lesbian, gay, bisexual and transgender (LGBT) people across Dorset.

Intercom conducted research around the life-profiles and experiences of LGB and Trans people aged 50 and above. The research focused on identifying to what extent there were needs or issues around social isolation, and if so, of what kind. Intercoms initial research was focused in Somerset, Devon & Cornwall so Healthwatch Dorset provided some funding and support to extend the online survey and promote the survey in Bournemouth, Poole & Dorset.

24% of respondents identified as transgender, 50% gay men, 23% lesbians and 3% other.

20% of respondents told us they didn't have anyone who could help them at home if they were to need

support after an illness or minor operation. The research also suggests that, overall, LGB and Trans people have far fewer contacts with family than the general population. This picture suggests that many of these respondents are de-socialised in a way that makes them vulnerable to health-related changes in their lives, and this to an extent which would certainly place added pressures on the acute care and community healthcare services.

43% of respondents said that having more information about local groups and services is the one biggest thing that would help them to develop a better social life.

In rural localities there is a lack of LGBT groups and activities and those that exist are few and widely-scattered, and many are not easily accessible to older LGBT people (either for reasons of transport, or because they are not held in physically-accessible environments, or because older people feel themselves to be less welcome). Isolation & loneliness are known to be significant health risks and 54% of respondents to this survey could not say that they “never” or “very seldom” feel “isolated or lonely”.



Mental Health awareness Among Black and Minority Ethnic Communities



A series of interviews with people from black and ethnic minority (BME) backgrounds, gathering feedback on their views and experiences of mental health services.

Jessica Akeb Dip. PCT (Person Centred Therapy), a CBT (Cognitive Behaviour Therapy) counsellor carried out some community engagement work, gathering views from BME communities about their experiences of using mental health services. This project explored perceptions and misconceptions about mental health in general, to find out what are the factors preventing people from BME communities accessing mental health and/or counselling services.

Jessica interviewed 32 people for the study. Participants filled in a questionnaire with multiple answers and had a chance to discuss definitions of mental illness while completing the form. All participants lived in

Bournemouth or Poole and were from different African countries and identified their ethnicity as African, Black British, Caribbean or from a Mixed/Dual Heritage.

Jessica's research discovered that people often don't feel they have service providers they can relate to in culture, experience or colour. Language barriers can sometimes make it difficult for patients to talk honestly and openly about their problems, especially if they are relying on a family member (for example a spouse or a child) or someone to interpret for them. Many of the people who took part in the study also weren't aware of local charities and support groups that provide free help.

"Services are available but I don't have the confidence to approach them, not knowing the confidentiality, talking to someone I can't relate to worries me that I will be misunderstood."

"Coming from a black ethnic background I kind of felt I could manage on my own because most people from my social group who are black as well were able to manage so it is my belief that if I got help I might come across as a failure. There is a need to decrease the high levels of ignorance people have from these groups".

'Hope, Strength and Life'

Two videos produced by Bournemouth University of people in Dorset talking about their own lived experience of eating disorders.



We have collaborated with Bournemouth University on two new videos aiming to raise awareness of the impact of eating disorders on those affected by the conditions and their carers.

The videos feature people from the Dorset area talking about their experiences of eating disorders such as anorexia and bulimia nervosa, and their recovery - alongside friends and family talking about how they were also affected.

Sarah Clark, a final year BU Occupational Therapy student, and her husband Andy, who is studying Mental Health Nursing at BU, appear in the video. Sarah is currently in recovery from anorexia.

Unveiled as part of Carers' Week, the videos were launched at BU's Talbot Campus to a packed audience of mental health professionals, service users and carers.

Among speakers at the event was Lorna Garner, Interim Chief Executive Officer of eating disorder charity Beat, who spoke about their work campaigning for better services and providing support - not just for people with eating disorders but also for their relatives and carers.



"What is important about the two videos is that they demonstrate really clearly that you can't look at somebody and say they have an eating disorder. These videos show that it's all ages, all ethnicities, both genders, and it affects everybody quite deeply.

"But what they overridingly show is that recovery is possible, and recovery is only possible if you speak out and seek help and if people give that to you and support you."

"I think it is just about raising awareness of eating disorders and giving hope to people that it is possible to recover and lead a normal life and there are people who can support you through that process."



Space Youth Project



Engaging with lesbian, gay, bisexual and transgender young people across Bournemouth, Dorset & Poole to gather feedback on health and care services.

A qualified, experienced LGBT+ youth worker travelled around Dorset, Bournemouth and Poole and engaged with a total of 45 young people who identified as lesbian, gay, bisexual or trans*. They built positive relationships with them, enabling open, honest dialogue in a safe environment. All participants were aged between 15 and 19. 2 were registered disabled. Nearly all participants felt that health and care professionals could do more to support LGBT+ young people.

“For young people who don't know where to turn and what to do, they go to those who they think should know (i.e. doctors) and then discover that they don't know either.”

“To be talked to with respect.”

“To listen and help more.”

“NHS could do more to be more publicly supportive.”

They also had lots to say about what they'd like to see happening in the future.

More gay sex education. (One teacher still thought it was illegal to talk about LGBT issues)”

“Be non judgmental.”

“Trans people treated with respect through training so that it is comparable with LGB respect.”

“Older generation of doctors need to be less discriminative, to have more equality training.”

“For there to be less political interest to 'cure' the LGBT community.”

“More teaching in the fact that using the word gay in a negative term is extremely wrong and that just because someone's gay it doesn't make a difference how u should treat them.”

“I welcome Access Dorset’s approach in giving voice to patients’ experience through their connection with their community and their innovative use of film.”

Olivia Butterworth, Head of Public Voice, NHS England.

Access Dorset

A series of short films produced by citizen journalists.

Access Dorset is a user led organisation and registered charity, run by disabled people, older people and carers. They work to remove the physical, attitudinal and communication barriers that exist and that they face daily.

We have supported them to produce a series of short films as part of their Citizen Journalism initiative, which trains and supports people to tell their own stories through the powerful medium of film.

One of them tells Dan’s story. Dan lived at home with his parents, but like many men of his age he felt the time had come to move out and lead his own life. Because he was safe and supported in the family home he wasn’t eligible for social services support. Dan took the plunge anyway and moved into a rented flat. There were problems at the flat that left Dan feeling unhappy and unsafe. Having moved away from the family home he was now eligible for supported housing and has happily moved into his new home. - but should the support have been right first time?

Another film is about supporting carers. In Bournemouth alone, only 12% of carers are accessing the range of local support and services available to them. This film raises awareness of those services and

encourages carers to use all the services on offer to support them in their caring role.

Healthwatch Dorset also took part in Access Dorset’s project to make a series of films called “Patients in Control”, supporting patients and carers to be more active in developing strategies to self-manage their own care. Healthwatch Dorset is featured in one of these films, “Having Our Voice and using our experience”.



Dorset Community Action

Developing a network across Dorset to develop the voluntary, community and social enterprise sector's ability to input to, and influence, the Dorset Health & Wellbeing Board.



Dorset Community Action (DCA) supports charities, community groups and social enterprises in Dorset to achieve their goals.

This Healthwatch Dorset Community Investment Project has supported DCA to work with voluntary and community groups across the Dorset County Council area to come together and develop a stronger common voice on issues affecting health and care. It's bringing the real-life experiences of people, through those community groups, to inform the future design and delivery of local services. It's enabling those experiences to exercise more influence with health and care commissioners, including through the Dorset Health and Wellbeing Board.

This project also supports Healthwatch Dorset's commitment to making the Health & Wellbeing Boards more open and accessible to the public.



“Support from the Healthwatch Dorset team has enabled us to both support and enable representation from the third sector in Dorset on the Health and Wellbeing Board and put in place a mechanism for sharing information on the issues that affect health and social care services in Dorset's communities. Healthwatch both challenged and supported us to do this and as a result we now have a framework to develop for the future in getting the third sector to work more effectively to address the issues that matter most to Dorset's communities.”

Alex Picot, Chief Executive of DCA



Healthwatch Dorset continues to invest in individuals and community groups wanting to improve health and social care services, through our Community Investment Fund. Last year over £20,000 was invested in community projects.

From September 2015 we'll be on the lookout for more projects to support. We're particularly interested in gathering feedback from carers this year and projects that will help our work on mental health crisis care and children & young people's mental health. Our community investment projects are all about hearing from people who don't always get heard and working with them to get their voices heard by the people who run health and social care services, so that services can improve. We give priority to projects working with minority groups.

If you have an idea for a project that would improve local people's health and wellbeing and get people's voices heard, we'd love to hear from you. You won't have to fill out lengthy application forms. Just get in touch for a chat.

Contact us on 0300 111 0102 or email enquiries@healthwatchdorset.co.uk

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This report is available to the public on the Healthwatch Dorset web site (www.healthwatchdorset.co.uk).

It has also been sent to Healthwatch England, The Care Quality Commission, NHS England, NHS Dorset Clinical Commissioning Group, The Overview and Scrutiny Committees (OSC) of Bournemouth, Dorset and Poole councils, Bournemouth Borough Council, Dorset County Council and Borough of Poole



Healthwatch Dorset

896 Christchurch Road
Bournemouth BH7 6BR

Tel 0300 111 0102

enquiries@healthwatchdorset.co.uk

www.healthwatchdorset.co.uk

