

Over 65 Workshop Report



24th July 2019
Chiswick Pier Trust

Healthwatch Hounslow (HWH) is an independent organisation that gives people a voice to improve and shape services and help them get the best out of health and social care services. Hounslow Clinical Commissioning Group (HCCG) has commissioned HWH to organise and help facilitate several workshops throughout the year. Each workshop will focus on a specific strategic priority of the CCG. The first workshop is aimed at residents aged 65 or over.

Objective

The main objective of the workshop was to provide practical information and advice on better access to health and social care services and how to maintain independence during old age. Also, to gather patient experiences.

The first workshop took place at Chiswick Pier Trust on the 24th July 2019, 1 – 3PM. HWH invited various organisations to hold stalls.

- LBH Falls service
- Ealing CVS
- LBH Carers service
- Over 60's Activities
- Age UK (unfortunately did not attend)
- Alzheimer's society (unfortunately were not available)
- COPD Group
- One You Hounslow
- YVHSC
- HCCG

Talks were delivered from Lyn Hammond (LBH Carers service), Martha Flann (LBH Falls service), Gloria Koduah (YVHSC Social Prescribing service) and Charlotte Moriba (Over 60's Activities).

Engagement

Promotion and engagement activities for the workshop began two weeks prior to the event. This was delivered by staff and volunteers (HWH Operations Manager, HWH Engagement and Projects Officer and HWH volunteers).

The following was done to promote the workshop:

- Distribution of leaflets and posters at the CCG Locality meetings
- Distribution of leaflets and posters at GP surgeries, Libraries, Charity shops – British Heart Foundation and Cancer Research UK
- HWH website
- Social media – Twitter & FB
- We asked organisations to send information of the workshop through their contacts – COPD group, Carers, CCG, YVHSC & HWH volunteers.

In total 25 people attended the workshop, including stall holders, attendees, HWH staff and volunteers.

The following forms were prepared before the workshop:

- Registration form
- Over 65+ questionnaire
- HWH Patient experience form
- Monitoring form
- Evaluation form

All attendees (including stall holders) were asked to complete the registration form. Attendees were asked to complete the Over 65+ questionnaire, monitoring form and the evaluation form at the end. We collected 4 responses for the Over 65+ questionnaire.

Monitoring Form

Gender	No. of responses
Female	2
Male	2
Age group	No. of responses
65 – 74	3
85+	1
Ethnicity	No. of responses
White	3
Asian/Asian British	1
Locality	No. of responses
Chiswick	3
Brentford & Isleworth	1
Do you consider yourself to be disabled?	No. of responses
Yes	0
No	4
Do you consider yourself to have a long-term condition or health and social care need?	No. of responses
Yes	0
No	3
Are you a carer?	No. of responses
Yes	0
No	4
Religion	No. of responses
Christian	1
Other	3
Sexual Orientation	No. of responses
Straight/Heterosexual	4
Employment status	No. of responses
In unpaid voluntary work	2
Not actively seeking work – retired	1
Paid:16 or more hours/week	1

Over 65+ questionnaire

Have you been to the A&E department or the Urgent Care Centre in the past 12 months? If yes, which department did you visit and why?

All 4 respondents said no.

Have you used the Primary Care Hubs before? If not, why?

All 4 respondents said no.

Reason given was that they haven't had the need so far.

If yes, how did you find the experience?

Online consultations

Would you use online consultations, such as the below?

- 111 online – allows patients to get urgent medical help or advice online.
- NHS app – provides a simple and secure way to access a range of healthcare services on your smartphone or tablet. 111 Online, NHS website symptom checker, booking and managing appointments, repeat prescriptions, viewing of medical record.

3 of the respondents said that they would use online consultations.

'I use 111 often.'

'For NHS app, not enough room on phone.'

If not, why?

'wait in line" – would just get irritated.'

Do you use any Pharmacy services? If yes, which service do you use and why?

3 respondents said they use the Pharmacy for the following:

- Blood pressure
- Cholesterol
- Inhalant

Would you seek advice from a Pharmacist or other pharmacy staff? If not, why?

All 4 respondents said yes.

How could the service from the Pharmacy be improved?

'Quite satisfied with the pharmacy use.'

'There is no need.'

Access to information

How do you access information about health and social care services?

All 4 respondents said they use the following:

- Online
- Website
- Emails
- Local GP surgery

Transport

When attending appointments, what type of transport do you use?

All 4 respondents said that they use the bus, cycle or walk.

Do you pay for your travel?

All 4 respondents said no.

Any other comments?

'Have the freedom pass which I hope is not restricted.'

Access to classes

Do you attend any classes? Such as those run by Age UK (Learning how to use technology).

- 3 respondents said that they do not attend classes.
- 1 respondent said that they joined a walking group in Chiswick House.

How do you book your classes?

- 1 respondent said they book their classes through Facebook.

Online

As most services use online platforms, has this been an issue?

- 4 respondents said no.

How do you feel about the use of technology to communicate with you as a patient (for example text messages)?

3 respondents said:

- Varies
- Satisfactory
- Okay

Communication with Primary Care staff

How would you describe communication between Primary Care staff (receptionists, Practice Manager etc.) and yourself?

3 respondents said:

- Varies
- Satisfactory
- Okay

Flu vaccination

Have you received your flu vaccination?	No. of respondents
Yes	4
No	0

myCMC – Coordinate My Care

Have you heard of myCMC?	No. of respondents
Yes	0
No	4

Social Prescribing

Have you heard of social prescribing?	No. of respondents
Yes	2

No	2
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End of life care

What changes would you like to see in end of life care to help you live and die at home?
<p>4 Respondents said:</p> <ul style="list-style-type: none"> • I don't know. • Voluntary euthanasia • Better paid and trained end of life care for the ageing population.
Any other comments
<ul style="list-style-type: none"> • 'Not in the position of needing end of life care, but I'd like to think it would be readily available to me.'

Workshop Evaluation Form

Did you understand the aim of the workshop today?
All 4 respondents said yes.
Did you feel you were listened to and understood?
All 4 respondents said yes.
What did you enjoy or what worked well about the workshop?
1 respondent said there was lots of new information.
How could the workshop be improved for next time?
<p>2 of the respondents said:</p> <ul style="list-style-type: none"> • Better advertising • Find a way to get more attendees from the Hounslow area, to maximise the benefits and services being offered.

Areas to be improved

- We received feedback from the CCG and charity shops suggesting the poster should be in a landscape format with bigger font and less content.
- We received feedback from patients at the locality meetings who said the workshop is too short notice and this should be promoted weeks in advance.

- We received feedback from attendees at the workshop who felt the timing wasn't appropriate, especially for adults during the heatwave. Some also felt that the venue should have been more accessible for the rest of the borough.
- Attendees suggested better advertising of the workshop throughout the borough.
- We received several calls after the workshop from people across the borough who had seen the poster in the GP surgery or library but didn't want to attend the workshop as it was held in Chiswick. They felt that the workshop should have been held closer to their locality.

Next steps

- We have asked the CCG to allow more time for the workshops to be held and help us set dates ahead to promote the workshops well. This will give us an opportunity to advertise all the workshops throughout the year.
- Our Engagement and Projects Officer will have 2 volunteers who will help promote the workshops amongst faith groups and community groups.
- We will ask organisations to disseminate information through their contacts.
- We will look at promoting the workshops in corporate companies (e.g. Sky and Heathrow Airport) as many employees live in the borough as well.