

# Big Conversation Survey 2016/17

## Theme Analysis

### Healthy People



April 2017

Feedback and Insight Team, Commissioning Support, Shropshire Council

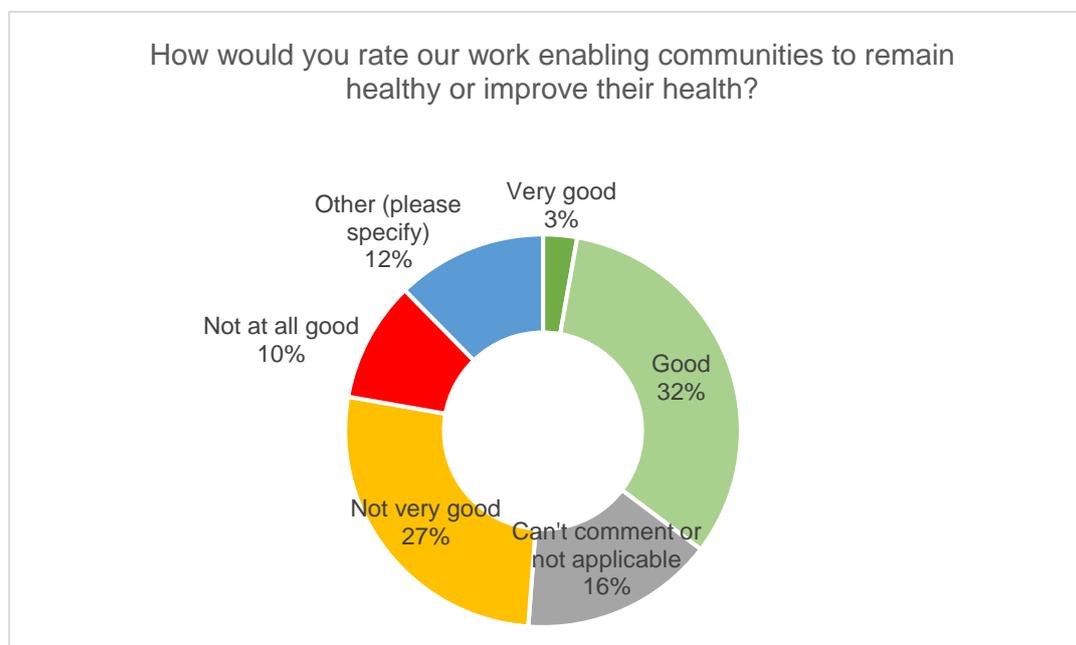
This paper summarises the Big Conversation 2016/17 results for the theme Healthy People or 'Your Health'.

The work undertaken on the Big Conversation 2016/17 is reflected in a number of different reports. The reports include a full report of all the survey feedback, reports on the work undertaken to engage with specific groups and communities of interest (those who were not as well engaged in 2015/16) and a short summary of the main issues raised. Please use the website and contact details at the end to find out more.

## Your Health

In total 276 respondents completed the survey and their responses to the Your Health theme are shown below. The section on page 3 named 'Targeted Engagement by Project Partners' is not reflective of the on-line survey but summarises the focused engagement undertaken with key groups.

**How would you rate our work enabling communities to remain healthy or improve their health?**

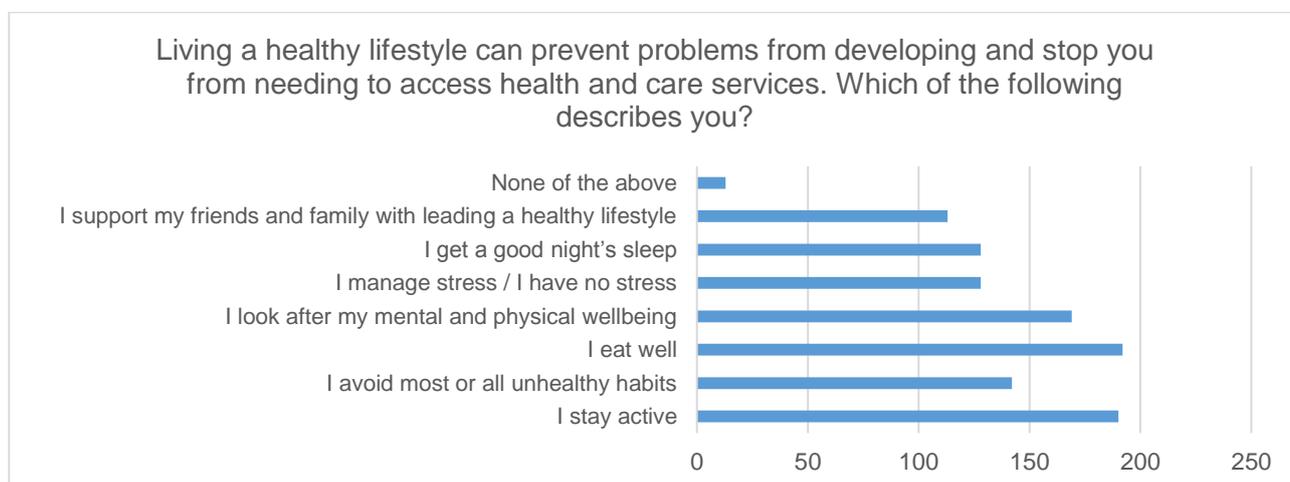


- There were mixed comments in response to this question but the issues raised by more than one survey respondent included:
  - That not enough communication work is undertaken by the Council to enable people to understand what the Council is doing and its responsibilities for health.
  - A concern that any investment in public health promotion is not effective unless supported by national campaigns.

- The importance on focusing on the needs of the most vulnerable.
- The importance of reaching out to everyone (all ages, all communities rural/urban etc.)
- Comments that media coverage suggests bed blocking is a problem.

**Living a healthy lifestyle can prevent problems from developing and stop you from needing to access health and care services. Which of the following describes you?**

- The Big Conversation survey listed some activities and asked survey respondents which they participate in. The most common activity was eating well (70%), followed by staying active (69%), and looking after mental and physical well-being (61%).
- 142 of the survey respondents said that they avoid most of all unhealthy habits (over 51%).
- 46% of the survey respondents do not have stress or manage it well and the same proportion get a good nights' sleep.
- 41% support friend and family with leading a healthy lifestyle.
- Only 13 of the 276 survey respondents said they do not participate in any of the activities listed.
- Overall the survey respondents appear fairly conscious of the importance of leading a healthy and active lifestyle.



**What are the main things Shropshire Council and local health and care providers can do to maintain or improve your health and the health of your community?**

The common issues raised with the comments were:

- Prevention of social isolation and improved access to health services through access to public transport.
- Retain the services that encourage people to be more active – leisure and sports facilities.
- Promote the facilities and groups that are already in place (example walking for health groups).
- Enable walking and cycling through provision of infrastructure.
- Better integration and more effective working across organisations and services including pooling budgets.
- The NHS needs to lead the way in finding solutions in the community – the Council could support by lobbying central government but needs to focus on its areas of responsibility.
- Concerns that public health information will not have an impact without significant nationally led communication and culture change and that the money could be better used within community led services and community hospital provision.
- Support services provided by community hospitals and bring more services around them to develop community provision.
- A focus on solving the discharge from hospital challenges with more community beds available.

- Focus on enabling people to stay in their own homes
- Support for dementia.
- Development of mental health services.
- Educate people to use the most appropriate services so that they don't go to emergency services if they are not required.
- Educate children to lead healthy and active lives to reduce pressures longer term.
- Consider the needs of all ages – young people and older people.
- Invest in preventative services and technologies.
- Support community led local services, activity and networks.
- Improve and simplify information - ensure people have access to the information they need to look after their own health and support others.
- A lack of knowledge of existing services and calls to communicate the services and information resources that are in place more effectively.
- Invest in a community workforce – people who can generate action.

## Targeted Engagement by Project Partners

In addition to the survey, targeted engagement took place in early 2017 with the following groups:

- Children and young people under the age of 25.
- Carers and people using services likely to be most impacted by future changes (including those over the age of 75).
- People who either do not have the skills and equipment to complete online surveys or choose not to engage online.
- People with a disability that make the completion of online surveys and engagement more difficult.
- People on lower incomes likely to find the self-funding of services difficult.

The targeted engagement work was undertaken by:

- Carers Trust 4All (Carers)
- Shropshire Housing Support Group with Shropshire Council's Adult Social Care (People on lower incomes, those who would find self-funding services and people who find online surveys difficult).
- Taking Part (People with a disability or find the completion of online surveys difficult).
- Shropshire Council's Community Enablement Team and Business Design Team (Young people aged under 25).

722 participated in the targeted engagement work and within that, the Your Health theme, and they commented:

### Positive Findings

- The importance of good health and how to achieve it is well recognised.
- Generally people are physically active, visit the gym, go for walks and take part in a wide range sporting activities and clubs. The exception are carers for whom finding time for themselves is difficult and have health issues that prevent them from being as active as they'd like.
- Carers also reported issues with managing stress, sleep and diet.
- Some groups note that there are fewer activities in rural areas.
- Being able to socialise and learn new skills was highly valued.
- On the whole people eat well (although sometimes forget) and get information about food from staff, apps and the internet.

## Areas of concern

- People would like to see more information on disabled facilities at Market Drayton swimming pool.
- More information from the local authority about healthy eating.
- GP services in Whitchurch and Market Drayton are proving difficult to access (appointment waiting times and public transport) causing concern for personal safety and welfare.
- Money is seen as important in making it easier to achieve good health e.g. sugary snacks are considered cheaper than healthier options.
- Whilst there are plenty of opportunities for physical activities in towns, people with a disability highlighted that there are not so many activities available in rural areas.

For more detail concerning all the issues raised, please find the full reports written by the Big Conversation 2016/17 Project Partners on the Big Conversation website.

## Summary of main issues: Your Health

- Avoid cutting too many services that encourage people to be active.
- Focus on what the Council can do well and the environmental and protection services that contribute to health.
- Work more closely with health services and pool budgets.
- Invest in prevention and community based services.
- Do not cut the services that are most needed to reduce longer term costs.

## Example Comments

“There is currently a large program of house building in and around Shrewsbury, I'm not complaining, people need homes, BUT where are the children going to be schooled, which doctors surgeries will the sick attend, where will patients and visitors to the hospital park, indeed where are the beds for these extra patients?”

“I've seen that many older people have mobility challenges and that many of those are linked to lack of exercise, which results in wasted leg and hip musculature. Friends and neighbours can help alleviate loneliness but aren't able to help with this problem”.

“Health savings could also be made if medical equipment was recycled instead of being put to landfill”.

“Keep investing in cycle lanes, promoting walking routes and groups who deliver healthy activities”.

“I feel that one of the biggest issues in age is isolation and lack of friends or simple support - I do not mean care. Having recently retired I am still struggling to find ways and activities to get involved”.

“The financial melt-down is delaying the much needed investment in tele-care and tele-health, essential in this rural county”.

“Adult Social care should be moved from Councils to NHS so the GP's, hospitals all work better together. At the moment none are coping as they do not work as one”.

“There is too much overlap and duplication of work by services. Shropshire Council should focus on what they do well rather than try to do everything for everyone. Other health services are better placed to provide some services and the council should move aside and let them”.

“Services need to be designed from the bottom-up, not the top down. Basing provision on budgets, and on needs at the population level (obesity, dementia etc.) rather than clear evidence of the root causes of those problems and what residents' actual needs are, means that contributory causes ranging from eligibility thresholds to public transport get overlooked and the problems persist regardless of the number of costly campaigns generated”.

“Valuable work in the community takes place on a daily basis and health and care providers need to make the time to work with these activities and groups. Healthcare professionals need to embrace the community, be more open to contact from partner agencies and not work in their own silo”.

“Community Hospitals are becoming more essential than ever and not investing in their long term future is extremely short sighted, they are essential in maintaining a viable NHS.”

“For my personal health, I think you are doing a good job, I am happy with the health advice and care I get. With regard to communities; seeking, training and supporting new and existing volunteers to do more helps sustain good communities”.

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### Contact Us

For more information concerning the Big Conversation Survey results please contact Shropshire Council's Commissioning Support Unit.

🖥️ **Website:** <https://www.shropshire.gov.uk/big-conversation/>

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