



Shipston Health and Wellbeing Centre - views from the public

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Report prepared by Healthwatch Warwickshire
for South Warwickshire Foundation Trust
March 2021

Introduction

Healthwatch Warwickshire (HWW) in partnership with South Warwickshire Foundation Trust (SWFT) worked together to raise awareness of the proposed development of a Health and Wellbeing Centre in Shipston-On-Stour. HWW asked local people if they had heard about the development, how they felt about it, and what services they would like to see in the centre that could best help them support their own health and wellbeing. The information from this report will be fed back into the planning process for the Health and Wellbeing Centre.

HWW set out to gather views solely on the development of the Health and Wellbeing Centre in Shipston-On-Stour and not on the wider development of the Ellen Badger site, however during the course of the survey comments alluded to the wider development. This is reflected in the writing of this report. Any comments made by members of the public on the wider development will be made available to SWFT.

It is broadly understood that the Health and Wellbeing Centre is there to serve the local GP practice, Shipston Medical Centre, but also have services and facilities that are of benefit to all members of the community such as screening programmes, support groups, employment skills workshops, physiotherapy, outdoor space for exercise, as well as a café and shared meeting space.

HWW used several methods of engagement to try to reach as many local people as possible. The survey was available to complete both online and in paper format. In total we received 550 responses of which 47 were paper copies. Engagement methods were limited due to the ongoing pandemic (Covid-19) and this meant that we were unable to conduct any face-to-face engagement methods with the public. We accessed local meetings and groups online to ensure that the leaders or representatives of those groups were aware of the project and asked for their assistance in getting messaging and paper copies of the survey out to local people within the communities that they represent. HWW promoted the survey using online local platforms such as Facebook as well as using social media channels such as SWFT, Clinical Commissioning Groups, Shipston Medical Centre, and our own website.

The report shows that respondents were broadly in favour of the development of a health and wellbeing centre and outlines where people have prioritised what services and support, they would like to see.



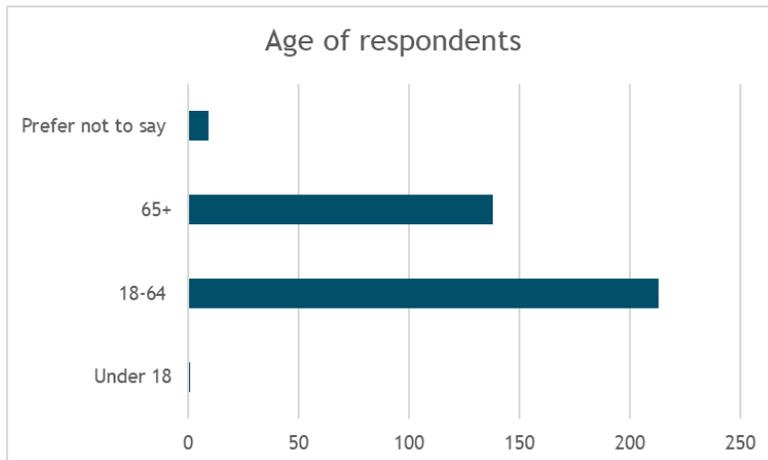
The report is structured around feedback from the public:

- Who responded to the survey?
- Sentiment towards the health and wellbeing centre and local health priorities
- Priorities for carers, people who provide support to family or friends, people with disabilities and those with long-term conditions
- Priorities for medical services
- Demographic priorities - age
- Café and meeting space
- Community groups
- Additional feedback from the public

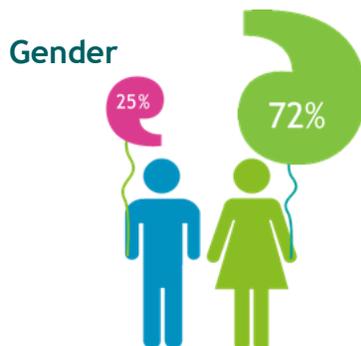
All the data was collected anonymously and will be passed on to SWFT if requested. We expect that the findings from this report will inform decisions about what services and support should be included in the plans for the health and wellbeing centre. We will keep those people who asked to be informed about the outcomes of this work updated based on the approval of this report and discussions with SWFT.

Who responded to the survey?

550 people responded to the survey.
47 of which were paper copies, the remainder was online.
Not everyone answered every question.



Majority of respondents were age 18-64 years of age (59%) with a slight overrepresentation from those aged 65 years + (38%) compared to local demographics which shows those aged 65 and over represent 30% of the total population. Only one person under the age of 18 responded.



Gender

3% preferred not to say

94% of respondents live in Shipston or the surrounding villages

99% of whom said they would be able to access Shipston

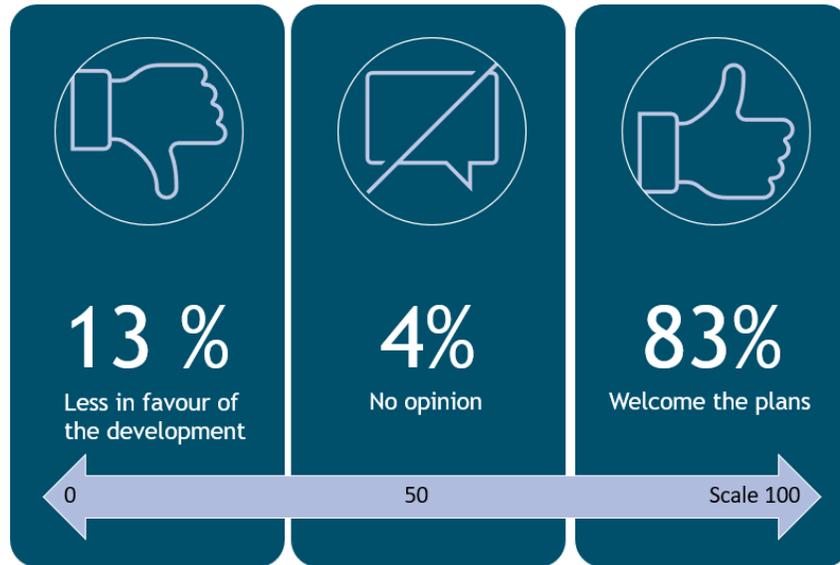
94% said they would go to the Health and Wellbeing Centre by car

76% of the people who responded to the survey were already aware of the development of the Health and Wellbeing Centre.

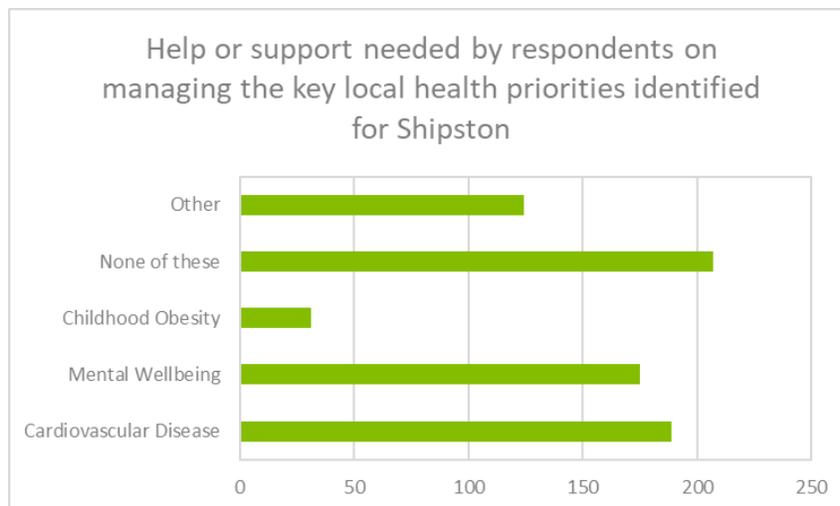
Most respondents (338) attended Shipston Medical Centre, but we did receive (108) from other local GP surgeries including but not limited to Hastings House, Meon Medical Centre, Kineton Surgery, Chipping Campden Surgery, Tysoe Surgery and Moreton-in-Marsh.

Sentiment towards the health and wellbeing centre and local health priorities

We asked people at the start and end of the survey about their feelings towards the planned development. At the start respondents told us:



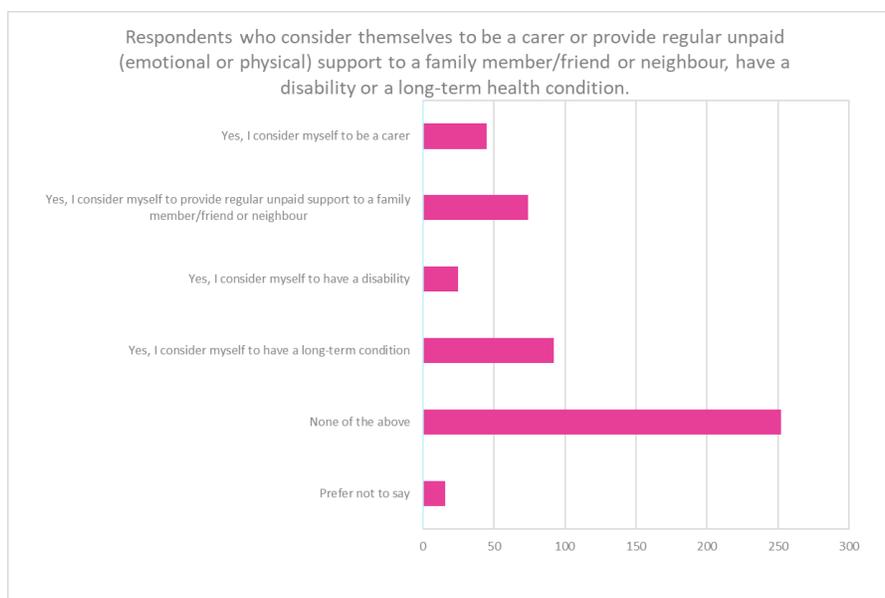
Whilst undertaking research about Shipston, we used local Joint Strategic Needs Assessment (JSNA) findings to identify what local health priorities there may be in that area, and asked respondents to tell us what mattered most to them.



Although a large number of people told us that they did not need support with any of the identified priorities we can see from the graph above that a large majority would like support with mental wellbeing and cardiovascular disease. When respondents selected 'other' they told us they would like support around cancer, pain management as well as access to services or professionals such as physiotherapy.

Priorities for carers, people who provide support to family or friends, people with disabilities and those with long-term-conditions

We asked if people who took the survey identified as a carer or provided support to a family member or neighbour (24%) or if they considered themselves to have a disability (5%) or if they have long-term-condition (18%).



When we asked what support could be provided at the health and wellbeing centre they told us:

How the respondent identified	Top 3 support services		
	1	2	3
Carer	Advice and information	Mental health support	Social support
Provide regular unpaid (emotional or physical) support to a family member/friend or neighbour	Advice and information	Mental health support	Social support
Have a disability	Social Groups	Accessible transport to and easy access at the Centre	Peer support/education and training
Have a long-term-condition	Advice/information on self-managing your condition	Specific clinics	Mental health support

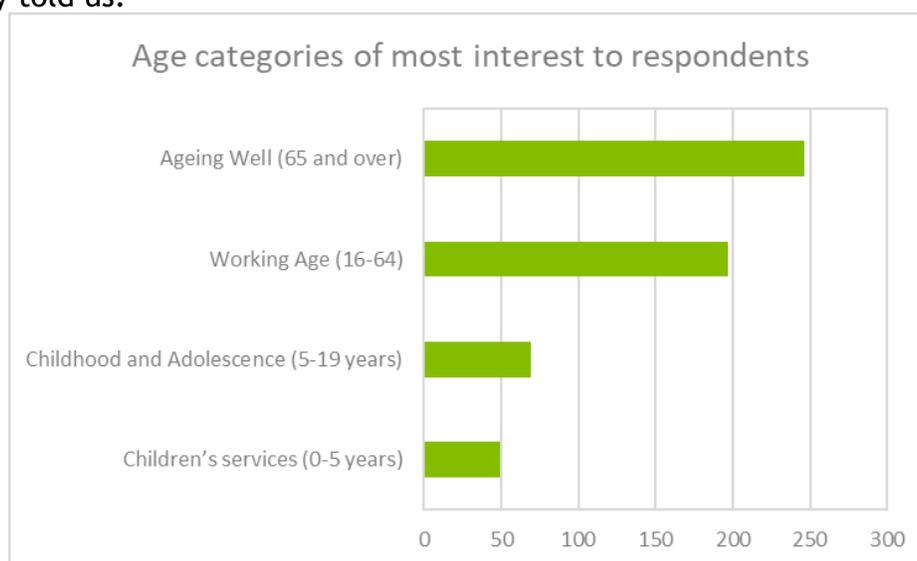
Priorities for medical services

When we asked respondents to rank which medical services they would like to see in the health and wellbeing centre they selected in order of preference:

1. 'Reablement services to maintain daily living skills - including physiotherapy'
2. 'Clinics for different specialities including orthopaedics and cardiology'
3. 'Clinics/support for children and families including maternity, antenatal and postnatal' and 'Mental health therapies for all ages'

Demographic priorities - age

When we asked respondents about which age categories were of most interest to them, they told us:



Respondents who were interested in the various age categories then told us the top 3 services they would like to see in the health and wellbeing centre:

Age category	Top 3 services they would like to see in the health and wellbeing centre		
	1	2	3
Ageing Well (65 and over)	Support groups for social interaction	Fall prevention classes	Outdoor space to encourage physical exercise
Working Age (16-64 years)	Screening programmes	Support groups to improve mental health and wellbeing	Physiotherapy
Childhood and Adolescence (5-19 years)	Mental and emotional wellbeing services and resources	Groups promoting healthy eating and physical activity	Vaccinations
Children's Services (0-5 years)	Community support groups for parents and their children	Health visitors and clinics	Vaccinations

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Prominent other themes included in the free text box told us that in the ageing well category 1 in 4 people were interested in healthy eating and exercise. With children's services over a third of people told us that they would like services around mental wellbeing.

Priorities for services and support - respondents from all age categories

We asked respondents to tell us what services they would like to see in the health and wellbeing centre, giving a choice of 15 (this was indeterminant of which age category they had chosen). The top 5 services were:

1. Physiotherapy
2. Vaccinations*
3. Mental and emotional wellbeing services and resources
4. Screening programmes
5. Health visitors and clinics

397 people responded to this question, making 1,102 choices - average of 2.7 choices each

**It should be noted that at the time of writing this report there was a mass vaccination programme underway for Covid-19.*

When asked to choose a maximum of 3 services and activities out of 6 that respondents would be most likely to access in the health and wellbeing centre, the top 3 choices were:

1. Health improvement advice and activities
2. Managing long term conditions; advice, peer support, self-management
3. Longer term care: mental health support

396 people responded to this question, making 820 choices - average of 2 choices each

Café and meeting facilities

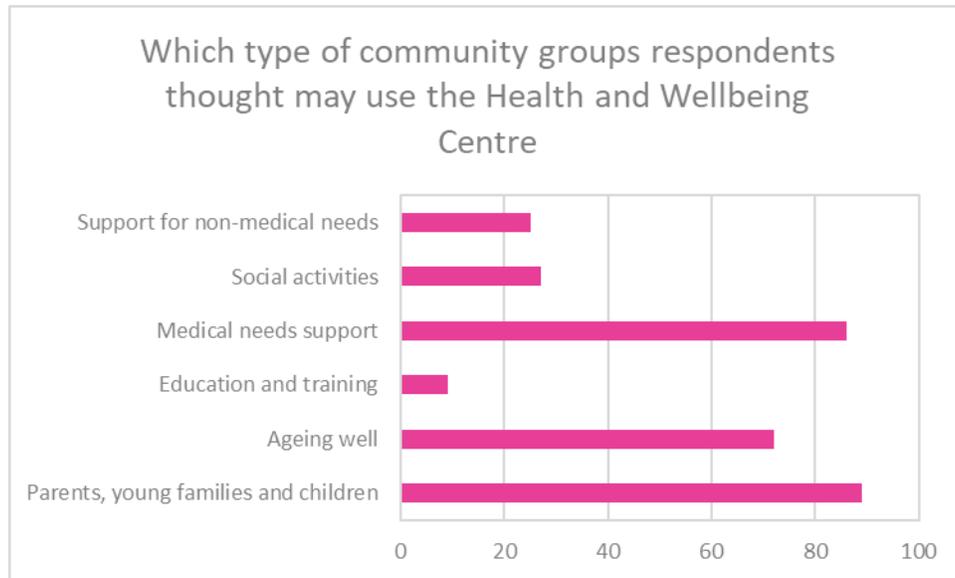
42% of respondents told us that they would use the proposed café in the health and wellbeing centre with 36% unsure and 22% saying that they would not use it.



33% of people said that they, or someone they know, would use the proposed meeting space with 45% being unsure and 22% saying they would not use it.

Community groups

We asked people what types of community groups would be of interest to the local community. They said that the following groups would be of most use:



We have chosen some quotes to represent the views of people who responded to the open text box:



“The elderly, young parents in need of support, young people suffering with mental health, working people dealing with stress and anxiety.”

“New parents and people with mental health problems. Also, elderly people for the social aspect.”

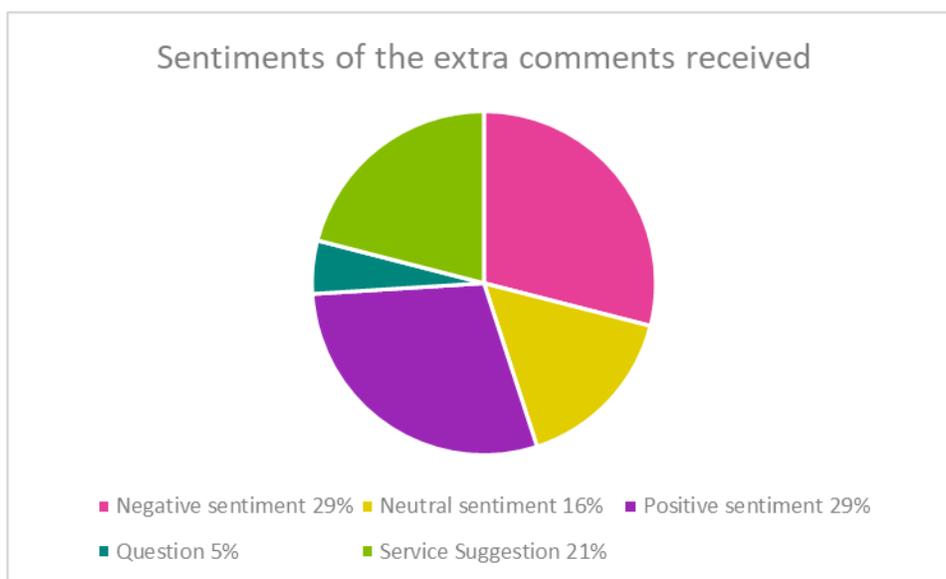
“Local charities, children’s centres, potential for guides, brownies, scouts etc to come into the building normalising health and wellbeing as part of life.”

“Support groups for health and well-being conditions. Possibly small health classes such as yoga. Educational sessions for all ages.”

“I think targeting youth work/substance misuse for teenagers/older adults might be important. Social groups for elderly people around the café and physical exercise groups like at Stratford hospital and general mental wellbeing groups.”

Additional feedback and comment from the public about the health and wellbeing centre

We received 175 additional comments from respondents on the plans for the health and wellbeing centre. Some of the comments received contained information about the wider development of the Ellen Badger site and we have chosen some quotes to represent the views given. One person analysed the sentiment of these comments to categorise them. More analysis could be undertaken and verified if needed:



When we looked at the categories outlined above, they broadly represented the following key themes or sentiments:

Negative sentiment (29%): Most comments made addressed concerns about the wider development of the Ellen Badger site. Other comments included concerns about the use of the space in the health and wellbeing centre, better access to GP services, better communications about the development, design of the building, environmental factors, pace of the development and economic value.

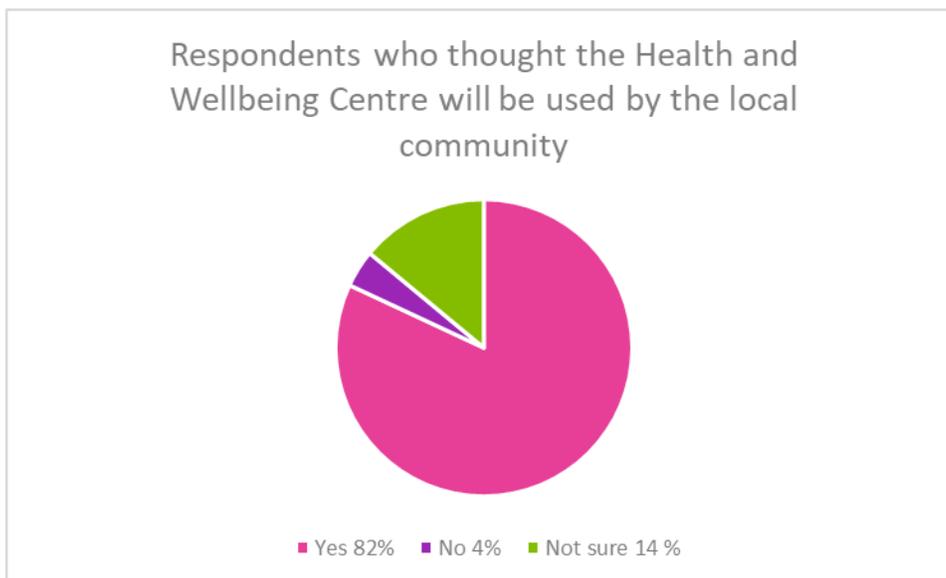
Positive sentiment (29%): Respondents told us that the health and wellbeing centre is needed in the community, that the needs of growing population meant it was needed and that there was a need to integrate services and support.

Service suggestions (21%): Respondents told us there were requirements for medical and social support at the health and wellbeing centre.

There were several questions in the open text box these will be passed on to SWFT for consideration but centred around the plans for the development and how that is being communicated as well as other considerations such as opening hours and services such as pharmacy and dental.

Conclusion and recommendations

In order to capture the overall feeling towards the development, we asked both at the start and end of the survey the individuals overall feeling towards the development of the health and wellbeing centre and whether they thought it would be used by the local community. 82% of people told us they thought the centre would be used, 14% were unsure and 4% thought that it would not be used.



Key themes from the report for consideration:

- Mental health support for all ages: this came up in all aspects of responses relating to services and support needed
- Support in managing long-term conditions: using advice and information, peer support and ways to self-manage
- General support for health and wellbeing initiatives: outdoor spaces, group activities and support for all ages
- Physiotherapy: was consistently requested as a way of supporting people in the community
- Support for parents, families, and children: would like to see services such as health visitors, support services and group activities that children could go to

Next steps

173 respondents asked to be kept informed about the development of the Health and Wellbeing Centre. Healthwatch Warwickshire recommends the following principles are used to promote good engagement with the public on this development:

- Be clear on why you are engaging with communities and how it will be used

- Continue to work with partners when engaging with communities, this ensures that you can include as many voices as possible
- Make sure that there is enough time to engage with the public to ensure that their input can affect change
- Use many different routes/methods for engagement, striving to be as inclusive as possible
- Be honest about what can be changed as a result of your engagement, including outlining why there might be constraints on decisions
- Make information provided accessible for all
- Provide regular and timely feedback on engagement, ensuring people are aware of timescales and how they can receive updates

Thank you

We would like to thank everyone who participated in this survey and would like to give special thanks to groups and individuals who were involved in helping us disseminate the survey (including 870 paper copies) and for all their support:

- Stour Health and Wellbeing Partnership (SHWP)
- Stour Health and Wellbeing Partnership - Healthy Ageing Workstream - Gillian Roache
- Stour Health and Wellbeing Partnership - Mental Health Workstream
- Shipston Medical Centre
- Meon Medical Centre
- Integrated Health Team, South Warwickshire Foundation Trust
- Sam Game, Clinical Lead Health Visitors, South Warwickshire Foundation Trust
- Father David Tams, Our Lady and the Apostles combined Parish
- Staff of Stour Court and Rainbow Fields Sheltered Accommodation

For more information about Healthwatch Warwickshire and what we do, please visit our website. <https://www.healthwatchwarwickshire.co.uk/>

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