



# Healthwatch Thurrock For Thurrock In Thurrock Report





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## 1. Introduction

**Healthwatch Thurrock was recently commissioned by Thurrock Clinical Commissioning Group (TCCG) to do a piece of work titled “For Thurrock in Thurrock”.**

The TCCG produced an engagement document about the new vision for Health and Social Care delivery in Thurrock. The vision will see a new model of health care that would place greater emphasis on neighbourhood based care in communities which would mean health and social care delivered closer to home, a move away from the current more complex system.

The main aim of the new vision is to ensure that Thurrock funds and resources will be used to pay for health and care for Thurrock people within Thurrock. For example, at the moment Thurrock adults who do not need to be in a hospital bed, but are not fit to be discharged home (intermediate care) can find themselves in any one of six locations across South West Essex. Part of this transformation is to ensure that Thurrock residents in this situation are looked after in Thurrock. Not only does this ensure that care is closer to home, it also supports those after-care services that are only able to work with Thurrock residents.

The next part of the vision is to have four Integrated Health and Wellbeing Centres around the Borough. These will be purpose built developments that will be fully integrated with health and social care teams delivering co-ordinated care closer to, or at home. This new model means that district nursing, pharmacy, dentistry and domiciliary care team will work in partnership. Care will be co-ordinated around the patient and not the other way around.

The vision is to help communities support and maintain their independence.

Healthwatch Thurrock were happy to be involved in such a monumental piece of work which is looking at changing the way our health and social care system is currently being run throughout the borough.

The Healthwatch Thurrock Mission is about enabling individuals and community groups to influence the planning of all local Health and Social care services.

This report shows how, where and with whom contact was made to share the TCCG engagement document with the community. We were commissioned to deliver 800 of these documents across the Borough. Healthwatch Thurrock far exceeded these expectations and deposited over 4,000 of these documents to various groups, forums and people living in the community.

We also completed a small survey to gather the views of the communities we spoke with and you will find the results of these in this report.



## 2. Executive Summary

The time frame for the engagement process was six weeks, scheduled to take place from February 25th till March 31st 2016. Healthwatch Thurrock was originally commissioned by TCCG to engage with the local community with 800 information leaflets, however at the end of the engagement process, Healthwatch Thurrock had distributed over 4,000 of the leaflets. The engagement plan was Borough wide and included many of the organisations in the community such as Community Forums, Community Hubs, Education Centres, Children Centres, the Libraries and Sheltered Housing complexes to mention a few.

The *For Thurrock in Thurrock* engagement documents were deposited at the different places outlined in section 4 (Places we visited) and members of the community were listened to for their views. Surveys were also conducted at the various places to ensure a maximum number of voices were heard. Where surveys could not be done because of time constraints, a group vote was conducted to ask what the opinions of people were on the piece of work. The survey was also available online and shared using the Healthwatch Thurrock social media and also the Thurrock CCG social media. We were able to engage with a cross section of the Thurrock population using various networks to reach a range of people living in the Borough.

Furthermore, all the Drop in Sessions conducted by Healthwatch Thurrock within the six weeks was themed around *For Thurrock in Thurrock* and three public events were also organised in support of the engagement process.

Overall, the majority of peoples comments made were in support of the vision with few negative comments made. This report shows that there is a palpable anticipation of how health and social care services in Thurrock will improve to meet the current challenges faced in the overall health and social care service provision in the Borough.



## 3. Methodology

### 3.1 Spreading the word

Over the period 25th February to 31st March 2016 Healthwatch Thurrock was able to inform the public in various ways:

- 3 events were organised by Healthwatch Thurrock: Stroke Awareness Event, Public Meeting for Health in Thurrock, and The Children's Easter Event
- 7 community forums
- 16 Drop ins: at Community Hubs and Children's Centres
- 2 Healthwatch stands: Grays Market Stall and South Essex College in Grays
- Various visits to community organisations
- Social media: Twitter and Facebook

For a more detailed description of the engagement plan see **Section 4 (Places we visited)**.

### 3.2 Delivery of leaflets

Leaflets were delivered and handed out at the various Healthwatch Thurrock monthly drop ins, alongside leaflets were also delivered to pharmacies, GP surgeries and community venues such as halls and libraries. Records of the numbers of leaflets given out were kept, as shown in **Section 4: Tables 1-11**. In total we handed out over **4000 leaflets**.

### 3.3 Surveys and group votes

Surveys were completed at Healthwatch Thurrock drop ins, events and the two stands. The drop ins are at both community hubs and children's centres. The purpose of drop ins are to provide an opportunity for the public to speak to us directly, to provide information and news about health and social care services and to promote Healthwatch itself. The 2 Healthwatch Thurrock stands, the first being at South Essex College in Grays, was to provide younger people with the opportunity to give their views. The second stand was held at Grays Market where we gave out a large number of the *For Thurrock in Thurrock* documents and spoke to many people.

The survey was created to gather peoples views on TCCGs vision using a combination of closed and open questions. Surveys were completed online and in paper format.

- Total of **99** surveys completed—75 in paper format and 24 online

Group votes were used as a method of gathering views quickly. This was used in place of individuals filling out surveys which in some settings worked better. This proceeded by providing each member of the group a *For Thurrock in Thurrock* document, then we would deliver a short talk describing TCCG's vision. After this a group vote would be carried out asking only the first two questions of the survey. Lastly, we held Q&A sessions and kept records of individuals views and comments.

- Total of **206** group votes

## 4. Places Visited

The following tables show the various locations across Thurrock that Healthwatch visited and provided the *For Thurrock in Thurrock* Engagement document to.

**Table 1: Chadwell-St-Mary**

Organisation type	Name	No. of leaflets dropped
Children's Centre	Chadwell Children's Centre	40
Pharmacy	Riverview Pharmacy	20
Library	Chadwell Information Centre and Library	50
Medical Centre	Chadwell Medical Centre	30

**Table 2: Chafford Hundred**

Organisation type	Name	No. of leaflets dropped
Children's Centre	Beacon Centre - All Saints Church	75
Community Centre	Drake Community Centre	50
Pharmacy	Armada Pharmacy	20
Community Forum	C2C Commuter Group	37

**Table 3: Corringham**

Organisation type	Name	No. of Leaflets dropped
Pharmacy	Unicare Pharmacy	10
Pharmacy	Boots	20
Community Centre	Karis May Centre	35
Community Forum	Spring House Guild	70
Community Forum	Corringham Community Forum	17
Library	Corringham Library	30





## 4. Places Visited

Table 4: East Tilbury

Organisation type	Name	No. of Leaflets dropped
GP's Surgery	Dr G P Byrne	30
Pharmacy	Allcures Pharmacy	30
Post Office	Post Office	30
Library	East Tilbury Library	45
Children's Centre	East Tilbury Children's Centre	20
Nursery	Little Angels Day Nursery	15

Table 5. Grays

Organisation type	Name	No. of Leaflets dropped
Healthwatch Thurrock	Beehive Stroke Awareness Event	80
College	Thurrock Learning Campus	20
College	South Essex College	50
Library	Blackshots Library	30
Resource Centre	Beehive Resource Centre	20
Pharmacy	Allcures Pharmacy	10
Medical Centre	The Grays Surgery	10
Medical Centre	Thurrock Medical Centre	30
Library	Grays Library	20
Medical Centre	Acorns Medical Centre	10
Pharmacy	Boots Chemist	10
Dental Practice	Grays Dental Centre	30
Drug and Alcohol Service	Addaction	10
Healthwatch Thurrock	Crossing Consultation	85
Community Organisation	Thurrock African Group	20
Healthwatch Thurrock	Healthwatch Easter Fun day	50
Community Organisation	Gates of Praise	50
Community Organisation	Breathe Easy	20
Community Forum	West Thurrock & South Stifford	17





## 4. Places Visited

Table 5 cont. Grays

Organisation type	Name	No. of Leaflets dropped
Pharmacy	Allcures Pharmacy	30
Community House	Seabrook Rise	30
Community Forum	The Mental Health Forum	50
Thurrock Council	Councillors	50
Community Organisation	Sikh Temple	35
Patient Participation Group	Stifford Clays Medical Centre (PPG)	16

Table 5. Orsett

Organisation type	Name	No. of Leaflets dropped
GP's Surgery	Dr M Colburn & Partners	30

Table 7. Purfleet

Organisation type	Name	No. of Leaflets dropped
NA	Purfleet Family and Friends	20
Children's Centre	Purfleet/West Thurrock Children's Centre	20
Community Forum	Purfleet Forum	27

Table 8. South Ockendon

Organisation type	Name	No. of Leaflets dropped
Community Centre	South Ockendon Hub (2 visits)	60
Dental Practice	Barbara Hellyar Dentist South Ockenden	20
Pharmacy	Boots Pharmacy	20
Pharmacy	Hemant's Chemist	20
Medical Centre	Bluebells Surgery	20
Medical Centre	The Health Centre	20
Medical Centre	Derry Court Medical Practice	20
Medical Centre	Sancta Maria Centre	20
Medical Centre	South Ockenden Health Centre	20

## 4. Places Visited

**Table 9. Stanford-Le-Hope**

Organisation type	Name	No. of Leaflets dropped
Medical Centre	Hassengate Surgery	20
Community Forum	Pally Club at St Margaret's Church Hall	35
Children's Centre	Stanford-Le-Hope Children's Centre	25

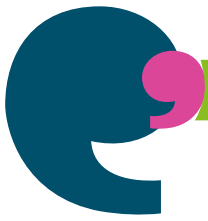
**Table 10. Thurrock Wide**

Organisation type	Name	No. of Leaflets dropped
Adult Social Care	Sheltered Housing Managers	80
Local Radio	Radio Interview (2 separate occasions)	200
NA	Miscellaneous	500

**Table 11. Tilbury**

Organisation type	Name	No. of Leaflets dropped
Pharmacy	Asda Pharmacy	30
Community Centre	One Community	30
Community Hub	Tilbury Hub	50
Chemist	Asset Chemist	30
Dentist	Bailey and Gibbons	30
Medical Centre	SAI Medical Centre	30
GP's Surgery	Dr MK Ramachandran	30
GP's Surgery	Shehahdeh Medical Centre	30
GP's Surgery	Dr MK Ramachandran	30
Chemist	Boots	30
Pharmacy	Charpharm	30
Dentist	Elite Dental Studio	30
Medical Centre	Tilbury Medical Centre	30
Children's Centre	Sunshine Children Centre	30
Children's Centre	Children's Centre	30
Church	RCCG Fruitful Land	30
Community Organisation	Food Bank	20

**Total 4329**



## 5. Survey Results

A total of 99 surveys were completed, comprising of 75 paper surveys and 24 online surveys. The survey comprised of 4 questions as shown below which allowed people to fill out the survey quickly but still providing an opportunity for people to share their view.

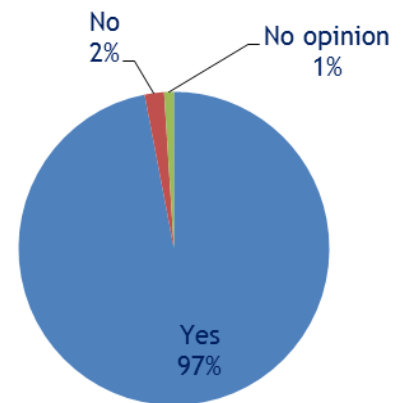
In Q1 and Q2 of the survey we wanted to know generally whether people agreed or not with the proposed changes and what their views were on these changes.

### Q1. A)

Do you agree that local community hospital beds for intermediate care\* should be used instead of community beds outside of the Thurrock area? **Yes or No**

\*intermediate care is for those who do not need be in a hospital bed like in Basildon Hospital, but are still not ready to go home

Survey Q1



### Q1. B)

And why?

People who live in the area should have the opportunity to have medical treatments locally, so that relatives can visit and follow up care be provided without gaps in services.

It's better for people that are not ready to go home and local hospitals.

If people are sent out of the area it's difficult to stay in touch with relatives, public transport does not always reach all areas.

Patients needing immediate care should stay within there familiar surroundings, its important for friends and family to visit.

This would improve ease of treatment - local care for local people, easily accessible to family and links so they are not isolated.

Where possible, intermediate care should be local to family so they can visit. Each case should be individually assessed not only for the patient's health but their well being within the family.

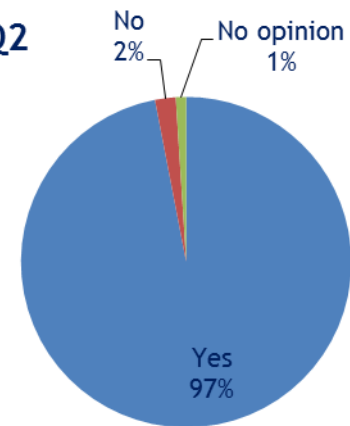


## 5. Survey Results

### Q2. A)

Thurrock CCG's ambition is to create integrated living centres across Thurrock - one in each of the following localities (Grays, Tilbury, Purfleet/South Ockendon, and Corringham). These centres would include a GP practice, Community Services, Blood Test Facilities, Clinics and Community Resources all in one place. The first one will be in Tilbury. Do you think this ambition will benefit you and your communities? Yes or No

### Survey Q2



### Q2. B) Can you say a few words about your thoughts?

These essential services should be easy to access. It is vital for healthy communities.

Having a range of services under one roof will make care easier and less stressful for the patient rather than having to go to different places.

This type of "Hub" has been needed for many years, some people are very isolated, finding transport difficult and wanting services available at a very local level.

Two years have passed since the meeting at Orsett Hall regarding Health Hubs. An integrated Health Hub offering better facilities and perhaps local minor operations will be to the benefit of all Thurrock residents.

This new service allows those who may find it harder to travel to more easily be able to seek medical attention. It also means hospitals won't get as crowded with people who only need minor treatment/tests.

Yes, this is helpful as a 'one stop shop' where patients can go to one location for all their healthcare needs.

A better model to provide services under one roof.

This would take the work load off minor injuries.

To have all services onsite is really useful for families.

It prevents travelling when your unwell. All services together should benefit communication.



## 5. Survey Results



In Q3 we asked people for their views on what may help them and/ or their families in leading a healthier lifestyles in Thurrock.

### Q3.

These plans are in the early stages - but they are the vision for Thurrock's future in health care. Can you think of anything else that you feel would assist you in living a healthier life?

More exercise classes at low cost in the Borough.

Possibly discussing more about mental wellbeing especially with the younger generation; the more they are aware of it the quicker they can seek advice.

Encouraging the number of doctor's willing to work in the area and making sure these doctors are competent.

Reduce air pollution in the Borough. Problems can be resolved with more information in the community.

For there to be better connection with places where people can go to keep fit and well.

Acknowledge voluntary & community sector services is important.

Improved carer services, safe pavements. Good Access to local transport. Joined up services for people leaving hospitals, ensure that home is safe on return.

Reduce pollution levels - but that has to be a holistic approach involving central government, Highways England, local council, education etc as well as health.

We need a 24/7 Doctors telephone line.



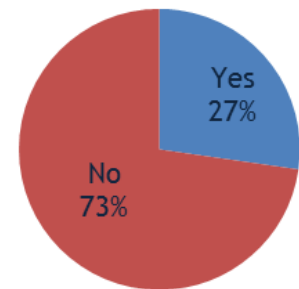
## 5. Survey Results

The final question in the survey was included to try to recruit members of the public into a focus group. This is to assist Thurrock CCG in developing these plans by getting service user views, concerns and idea.

### Q4.

For this vision to become a reality and to achieve the *For Thurrock in Thurrock* ambition, the TCCG needs you, the people of Thurrock to be involved in the project going forward. If you would like to be involved by joining a focus group to shape the plans, please indicate: Yes or No

Survey Q4.

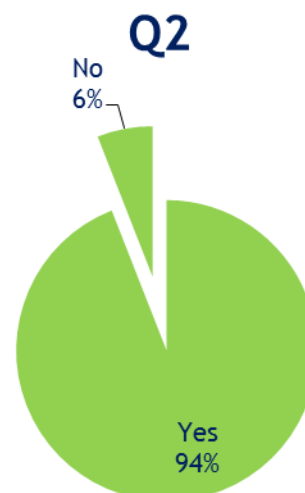
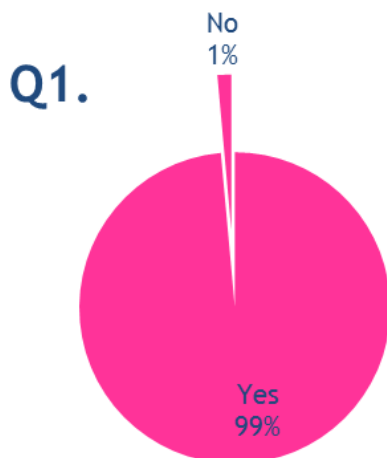


## 6. Group vote results

A total of 206 group votes were carried out. Only the first two questions of the survey were asked, however time was allowed for a Q&A session with questions recorded.

Q1: Do you agree that local community hospital beds for intermediate care should be used instead of community beds outside of the Thurrock area?

Q2: Do you think this ambition will benefit you and your communities?





## 6. Conclusion

We aimed to get the *For Thurrock in Thurrock* document out to a wide and varied range of the Thurrock Community. We have handed out over 4,000 copies of this document over a six week period. We managed this by holding events, attending community hubs, children's centres and various other engagement processes took place.



One of the reasons we felt this was a fantastic piece of work to be involved in is that Healthwatch Thurrock are the Consumer Champion for Health and Social Care in Thurrock. The TCCG (Thurrock Clinical Commissioning Group) initially asked Healthwatch Thurrock to reach 800 people in the Borough, we found ourselves ordering more of the *For Thurrock in Thurrock* Engagement Document as we wanted to reach as many of our community as possible, we were very happy to have reached over 4,000 people.

Not only was it important to ensure that this document was circulated around our Borough but, Healthwatch Thurrock also wanted to gather views from the community as to what they thought about TCCG's vision for Thurrock. We reached 99 people in the community who kindly agreed to take part in our survey. As you will have seen in the report there was an overwhelming majority of those completed who agreed that not only was the TCCG's vision positive in bringing services closer to home but it was also felt that the changes would very much benefit the community. Peoples views and comments have been provided to the TCCG to be considered in further plans for Thurrock.

We also wanted to know if anyone would like to be involved in a focus group around this ongoing piece of work. This would give those who wanted to be involved the opportunity to have their say, and also be involved in shaping and developing plans for a new model of health and care for the people of Thurrock. Of the 99 people, 27% completed the survey stating that they would like to be involved in a focus group.

The Thurrock CCG vision is to improve people's experience of the health and social care system in Thurrock and we hope that you will see from this report that already the Thurrock Community feel that the changes taking place are positive and beneficial for a better health and care system for all of its community.



**REPORT ENDS**



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