

Longer Term Plan engagement in Bedfordshire

To develop the BLMK (Bedfordshire, Luton and Milton Keynes) Long Term Plan (LTP) for health and care, Bedfordshire Clinical Commissioning Group (CCG) worked with Luton and Milton Keynes CCGs to find out what people wanted from their local health and care services.

A questionnaire was produced that was designed to find out what is important to local communities for the future provision of health and care services. During the summer of 2019, staff from the three CCGs conducted a series of engagement events across the whole area to get the views of the public, patients and service users.

An engagement report will be produced which details the engagement and findings from across the BLMK area, this will take into consideration all the [engagement work undertaken by the four local Healthwatch organisations](#). This report details the additional engagement conducted in Bedfordshire.

Bedfordshire CCG's engagement

Bedfordshire CCG attended a range of events and spoke to different communities during the summer, this report provides further detail of some of Bedfordshire CCG's activities which are included in the report. It was important through the engagement activity that we ensured the inclusion in seldom heard groups. A range of photos capturing the activities can be found in **Appendix A**.

Promoting the questionnaire

To encourage Bedfordshire residents to participate, Bedfordshire CCG promoted the survey through its website and social media channels. A [press release](#) was issued and further publicity was gained from announcements on Inspire Radio, a community based voluntary radio station serving local Asian communities. We also produced a slide promoting the survey that regularly appeared on the screens in GP waiting rooms throughout the engagement period. Photos from the events were regularly posted on social media, encouraging more people to complete the questionnaire.

Public events

Bedfordshire CCG attended a number of engagement and involvement events in both Bedford Borough and Central Bedfordshire. The events varied in size and location so that a broad range of the population could have their voices heard. At all the events people had the opportunity to fill in the questionnaire or were handed the BLMK LTP leaflet that included a web link so they could give their views online or they could fill out a board stating what would help them stay healthy and well. Activities included:

- A promotional stand featuring a large video screen was set up in Bedford Harpur Centre over a three-day period to encourage people to participate in the survey, the stand was also sited at Tesco in Dunstable. Having the stand and rolling video in central locations, enabled us to talk to shoppers, workers on their lunch break and local students.
- Attending the Bhagwan Valmiki Sabha (BVS) after their Sunday service and the Ramgharia Sikh Society's social inclusion group meeting. At both meetings, a member of the group translated to people who were unable to understand English.

Themes from the conversations were that older people often had difficulty accessing information and advice which was often available in English and online, many preferred receiving the information verbally on a one to one basis or at group meetings. A cross section of ages also advised that they needed more information and advice on healthy eating and exercise, particularly due to their traditional cuisine and cooking methods.

- Partner organisations who work with children and young people across Bedfordshire invited us to meet with members of their groups to talk about what was important to them. We met with the following groups:
 - Young Healthwatch Central Bedfordshire,
 - Bedford Borough's Youth Council
 - Central Bedfordshire's Youth Parliament and
 - Group Groundwork East Leighton Buzzard, LGBTQ Youth Group.

At the meetings, the young people told us what would help them stay healthy and well. They told us that they wanted more opportunities to be active, to be listened to by health professionals and for schools to take more responsibility for supporting the health and wellbeing agenda by providing free water, healthier meal options and use of gyms (See **Appendix B** for further details and emerging themes).

We also engaged with

- young people at the Ping Pong Parlour in the town centre during the school holidays

- a session for young people organised by McDonalds.
- Attending the Bedford Borough Health and Wellbeing Fair, Healthwatch Central Bedfordshire's 'Just Ask' roadshows visiting local villages and towns and Healthwatch Bedford Borough's AGM.
- Engaging with gypsy and traveller families, where the Central Bedfordshire's Gypsy and Traveller Site manager organised interviews with families in their homes.(See **Appendix C** for further details and emerging themes)
- Setting up a stand in the waiting room in Queens Park Surgery and talking to patients whilst they were waiting for their appointments
- Travelling on a local bus, talking to residents on their journeys to and from the town centre

All the answers from the questionnaire and other feedback from the engagement activities were collated and used to develop a plan on how health and care will be delivered in Bedfordshire, Luton and Milton Keynes over the next five years.

Anona Hoyle
Senior Communications and Engagement Officer
January 2020

Appendix A



Appendix B

Shaping our plan for health and care services in Bedfordshire, Luton and Milton Keynes ... we want your views!



Emerging Themes from Engagement

Young Healthwatch Central Bedfordshire

13 August 2019

Session attended by: Anona Hoyle and Nicola Dowlen

Contact: Amy Eymor



BCCG was invited to attend the Young Healthwatch Central Bedfordshire meeting, which was attended by 11 young people.

The question 'what will help you be as healthy and well as possible?' was asked. The following themes emerged during the discussions:

1. Mental health and emotional wellbeing
 - Schools are quite stressful – students would benefit from one to one support
 - More mental health support is needed in schools

2. Information and advice
 - Provide information about the dangers of vaping
 - Local advertising on buses and schools on the dangers of vaping
 - Provide an advice app
 - Promote services such as the help and advice that local pharmacies can provide

3. Physical Exercise
 - Provide more opportunities for young people to take part in physical activities – examples included:
 - Cheap gym membership
 - Access to tennis courts (open up school tennis courts outside of school hours)
 - Have an 'app' advertising activities for young people aged 15-19, include activities such as Park Run which they were unaware of
 - Provide / facilitate more community activities in open-spaces that young people can join on an ad-hoc basis – such as drop-in rounders.

At the end of the discussion, members of Young Healthwatch Central Bedfordshire completed the "What will help me to be as healthy and well as possible is..." and "My Future NHS looks like..." boards, which have been collated with the other feedback obtained during the engagement activities.

Shaping our plan for health and care services in Bedfordshire, Luton and Milton Keynes... we want your views!



**Emerging Themes from Engagement
Bedford Borough Youth Parliament
13 August 2019**

Session attended by: Anona Hoyle and Nicola Dowlen

Contact: Emily Meekins



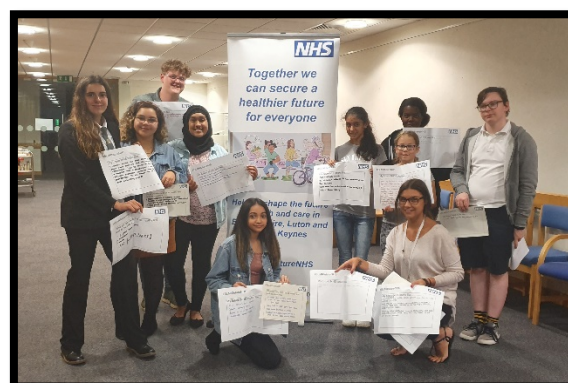
Bedfordshire Clinical Commissioning Group (BCCG) was invited to attend Bedford Borough Council's Youth Parliament which was attended by 13 young people.

The question 'what will help you be as healthy and well as possible?' was asked. The following themes emerged during the discussions:

1. Healthier schools – supporting students to be healthier
 - More healthier choices for schools dinner
 - Vegan options (lots of vegetarian options contain dairy)
 - Better tasting health food
 - Us of school gyms
 - Free drinking water – students said they have to buy bottled water

2. Physical activities
 - Access to schools gyms
 - Discounts for gym membership#
 - School holiday discounts
 - More local community sports
 - A local website / chat room / forum for sports opportunities

All members of the youth parliament filled completed the board – my future NHS which have been collated separately.



*Shaping our plan for health and care services in
Bedfordshire, Luton and Milton Keynes ...
we want your views!*



Emerging Themes from Engagement

Groundwork East Leighton Buzzard, LGBTQ Youth Group

14 August 2019

Session attended by: Anona Hoyle and Nicola Dowlen

Contact: Amy Eymor



BCCG was invited to attend Groundwork East Leighton Buzzard's, LGBTQ Youth Group and the launch of the 'It's not a phase' information card which the group had produced in partnership with Young Healthwatch Central Bedfordshire. The event provided BCCG with the opportunity to talk to the young people to find out what would help them keep healthy and well, and their experiences of local healthcare services.

The following themes emerged during the discussion:

1. Listening to young people

- For staff to believe the young person when they say they do not need the contraceptive pill
- To believe a person when they say that they are not pregnant
- To listen to their full story and not make assumptions and judgements

2. Experiences in GP practices

- Would like to see a GP or nurse of choice
- When a young person is attending an appointment escorted by a parent, for the clinician to talk and listen to the young person rather than the parent
- For GPs to be less judgemental

3. Mental health

To not automatically ask if the person needs counselling when they state they are LGBTQ.

4. In School

- Sex education - for schools to be more inclusive by providing sex and relationship education that covers all sexualities. The suggestion was made for students who identified themselves as LGBTQ to receive their education in a private session where they are not at risk of ridicule by insensitive pupils.

- For the sports activities to be gender neutral, so anyone can take part in the sport of their choice

Additional information / opportunities

Representatives from other organisations who also attended the event:

1. A member of staff from Q:alliance advised that that Q:Alliance had conducted a survey with the LGBTQ community on their experiences at GP surgeries in Milton Keynes. Following the survey they delivered some LGBTQ awareness training for GPs.
2. The Children and Young People, Public Health Senior Practitioner from Central Bedfordshire Council suggested that there may be an opportunity to provide funding for the group to create a short video to be shown in schools. We (BCCG) added, that if they were to develop a short video for schools, that it would be useful if information for healthcare professionals could be included in the video.

Appendix C

Shaping our plan for health and care services in Bedfordshire, Luton and Milton Keynes... we want your views!



Emerging Themes from Engagement

Gypsy and Traveller families

3 September 2019

Interviews attended by: Anona Hoyle

Contact: Nicola Coles - Gypsy and Traveller Site Manager, Central Bedfordshire Council



Bedfordshire Clinical Commissioning Group (BCCG) approached Central Bedfordshire's Gypsy and Traveller Site managers, to see if they could facilitate a meeting or support the CCG with engaging with gypsies and travellers as part of the engagement activity around the NHS Long Term Plan.

The Gypsy and Traveller Site manager suggested that it would be best to talk to the women during working hours (after 9:30am) on a work day, and arranged visits with a number of families in their homes.

During the short visits, the question 'what will help you be as healthy and well as possible?' was asked and the families supported to complete a questionnaire.

The following comments were raised during the conversations:

- It is difficult to get an appointment at the GP practice (West Street)
- West Street had a locum who provided an excellent service
- The service provided at Cow Lane is very good
- Can be difficult getting support from social services
- Had a very good maternity experience in Bedfordshire compared to the experience in London, had both a care plan and birth plan.

The following general points were raised:

G&T communities sometimes feel that their views are not listened to – especially when it comes to the subject of immunisation. This often leads to a lack of trust with health professionals.

Younger travellers and gypsies are good advocates for the NHS and can help encourage / educate their communities to in using the most appropriate services

G&T community tend not to talk about sexual health, women or men's health openly or with their partners. However,

- Women might be interested in talking about contraception, pregnancy and women's health if a female person came to talk to them at a coffee morning
- In general, men do not like going to their GP as 'men are strong', if they go their GP they could be viewed as weak by their peers