

## Summary Report

# The Great Get Together

**Healthwatch Doncaster**

**Engage, inform, influence**

**16 - 17 June 2017**

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# 1 Introduction

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## 1.1 Details of activity

Healthwatch Doncaster designed and delivered an engagement campaign aimed at older people, adults, children and families who attend Doncaster Town Cricket Club.

The campaign was co-designed and delivered with Doncaster Town Cricket Club.

Cricket training for children, young people and families is a well-attended event that also attracts a large cohort of local people who enjoy watching cricket and the social interaction.

Healthwatch Doncaster is a sponsor of Doncaster Town Cricket Club and this campaign also served to identify any barriers to recognition and understanding of the Healthwatch Doncaster brand.

## 1.2 Acknowledgements

Doncaster Town Cricket Club, the Committee and the members, families and players who all participated and engaged in conversations with Healthwatch Doncaster about their experiences of health and care services. Special thanks to Nick Johnson for his dedicated help and support in organising the campaigns and encouraging as many people to get involved and engaged.

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## 2 What was the purpose of the activity/session?

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### 2.1 Purpose

The Great Get Together 2017 campaign was set up by the family of Jo Cox MP to celebrate local communities and community spirit.

The campaign asked people to come together for street parties, picnics and bake-offs and they hope to create the biggest street party since the Jubilee that will send a message to everyone – “That there is more that unites than divides us.”

Healthwatch Doncaster identified Doncaster Town Cricket Club as a key conduit for engaging with local communities and talking to people about their experiences of local health and social care services.

### 2.2 What did you do?

The Great Get Together

Friday 16 June 2017

A family-centred evening cricket training and BBQ where there were opportunities to engage with local families about their experiences of local services. Healthwatch Doncaster had marquee with information and staff who can engage in conversations with families.

Healthwatch Doncaster sponsored the BBQ and food so that more people were encouraged to engage in conversations and access the evening session.

Saturday 17 June 2017

First XI cricket match – Healthwatch Doncaster engaged attendees and families in conversations with about their experiences of health and care services – the Healthwatch Doncaster marquee was in-situ from Friday 16 June and additional support information would be available. Healthwatch Doncaster staff had conversations with people to share their experiences of local services to identify good practice and areas for development.

## 2.3 Results of the activity/session(s)

Service area	Total number of stories	%
Dentists	5	9%
GPs	23	41%
Adult Social Care	2	4%
Changing Lives	1	2%
Hospitals	21	38%
Opticians	3	5%
Phone/Online services – 111	1	2%

People most commonly shared their experiences of General Practice (41%) and Hospital-based care services (38%). This reflects the most common type of health and care experiences left on the Healthwatch Doncaster Feedback Centre.

### Common themes and trends

#### Dentists

No waiting for services when in the Dental surgery  
 Staff are approachable and needs were met  
 Nervous beforehand but service was very good

**Overall** – positive experience of dental services

#### General Practice

Appointment times came up frequently – people’s experience of the service from their GP was predominantly positive – “excellent”, “very good”, “staff friendly”, “brilliant practice” – but there were comments about getting appointments – “good appointment times”, “getting an appointment is a lot easier”, “hard to get an appointment”, “had to wait 2 weeks for an appointment”, “you speak to reception then you are triaged – you are forever repeating yourself”

**Overall** – positive experience of GP services – 75% of responses indicated that the service was very good. Most of frustration in experiences was linked to appointments and people feeling that they couldn’t get the help at the right time and not seeing the same GP each time

## **Hospitals**

The majority of people who shared their experience of local hospital-based services were happy with the quality of service and care that they received. There were a range of services that people shared their experiences about – A&E waiting times were mentioned both positively – “swift visit” – and negatively – “really long wait” – but within the stories there was praise for the staff and the care and treatment received. There were some specific comments and feedback in relation to aftercare i.e. the aftercare/support was poor and was linked to information and communication.

**Overall** – positive experience of hospital-based services – people’s experiences of services indicated high levels of satisfaction with the quality of care and support received from staff. Some of the negative experiences are linked to communication and information.

## **Opticians**

Overall people were happy with the quality of services provided by their optician. There were some concerns about the lack of variety of designs of glasses available.

## **Adult Social Care**

There were not many experiences shared of social care services but of those that were left there was generally a good experience with specific mention of the pendant alarm service and feel safe and Positive Step and the quality of the staff team.

## **Changing Lives**

The feedback and experience of this service was good – the staff were kind and helpful.

## 2.4 Conclusion

The Great Get Together event was a joint venture between Healthwatch Doncaster and Doncaster Town Cricket Club.

It was co-designed and developed with the Cricket Club and utilised their skills and knowledge around times and dates where they knew that families and groups would be attending and be willing to engage in sharing stories.

The provision of BBQ food as a reward for sharing their stories and experiences was received very positively and resulted in a lot of interest in engaging with the team.

People are more willing to share their stories and experiences when they are in a group or comfortable environment where they feel relaxed and engaged. This approach reinforces previous learning that there is better engagement with large groups when Healthwatch Doncaster 'piggy-backs' on to existing events rather than trying to develop and put on Healthwatch-specific events. This may be down to brand recognition and understanding of the role of Healthwatch Doncaster.

The outcomes of the stories and experiences shared by people are valuable. It is no surprise that the two most common areas for feedback were GP services and Hospital-based care. This is where most people currently access or have accessed health-based services. Again, the overall experience of local health services was positive – people do not often talk down health services – they praise the staff and the quality of the services but there are mention of waiting times and associated frustration.

This was a successful partnership event that should be replicated and emulated in other settings and localities in Doncaster. People and communities will share their stories and engage in conversations if the opportunities are integrated into their normal social routines, hobbies, sports or past-times.