

## Summary Report

## Wellbeing Network Bentley

**Healthwatch Doncaster**

**Engage, inform, influence**

Ongoing activity with He

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# 1 Introduction

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## 1.1 Details of activity

Integrating collecting health experiences from people using Bentley Library wellbeing network.

## 1.2 Acknowledgements

We would like to thank all the volunteers and governors at the library for their time and support, without them this would not be possible. A special thank you for those who have generously given their experiences, and patience with us as we have collected them. Thank you to Sandie for her support, sense of humour and help.



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

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### 2.1 Purpose

This is an ongoing exercise within the Wellbeing Network at Bentley library.

Volunteers were trained and supported to converse and collect experiences from people linked to the wellbeing network such as the Cancer Support Group and the other groups in the library.

Some photos were taken when permission was given.

### 2.2 What did you do?

Sandie from Healthwatch delivered training to Volunteers on what Healthwatch was and how it worked. This was followed up with training on how to use the SHARE forms and collect experiences from people.

Volunteers were then asked to collect experiences as they encountered them in their interactions in groups and in the wider community. Café style chairs and tables were purchased with the grant money. This enabled a comfortable place for people to sit and have a drink while talking about their experiences with a volunteer. There is a permanent display of Healthwatch information in the wellbeing area of the library.

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

- We found people were happy to share their experiences with us.
- It bonded the group of volunteers together further as they all now shared a common goal.
- We are gathering stories on behalf of Healthwatch on an ongoing basis.

### Feedback from people who took part

People were happy to feed information back to Healthwatch. Although most didn't know what Healthwatch was or did till it was explained to them, so this has been a good awareness raising exercise. Some people commented on the fact they were glad that an organisation was interested in the opinion of the service users outside of the complaint's procedure.

### Feedback from staff/volunteers who took part

Some volunteers didn't like the SHARE forms as they were difficult to read. They didn't like that they were writing over the top of information they wanted to read. They have asked if maybe the forms could be more user friendly. It would also be good to have the 5-star rating question on the form to help them remember to ask for it. One volunteer suggested that there could be a list on the top of the paper of key questions so they could just refer to it. A new form has now been produced in response to this.

Volunteers found people were happy to feed information back to Healthwatch and that an organisation was interested in their experience. One Volunteer said, "I thoroughly enjoyed the talking and gathering information".

## 2.4 Conclusion

This is an ongoing project with Healthwatch and the Wellbeing Network. Collection of people's health experiences has been woven into the interactions of the Wellness Network.

After training was given to volunteers they found people were happy to share their experiences in a relaxed environment. Volunteers enjoyed recording the experiences, but gave feedback that improvements could be made to the SHARE form and it could be made more user-friendly.

On reflection, we have learnt that people want to be listened to and feel like their experiences are important and valid. There is someone who cares enough to want to know, and there is an agency to record it and care about it.