

Daneshouse Community Engagement

Following the decision of the Primary Care Committee to extend the engagement concerning Daneshouse Medical Centre, the CCG commissioned and worked with Lancashire BME to plan and execute a further period of community engagement. We were delighted to be supported by Ali Yacoub and Tamoor Tariq from Lancashire BME who helped us recruit the community researchers. This involved recruiting 7 members of the community, fluent in Punjabi, Urdu and Bengali, to conduct face to face interviews with members of the Daneshouse and Stoneyholme community. The particular focus was to interview people registered with Daneshouse Medical Centre, although this did not exclude people who were not, as it was recognised that they may wish to register in the future. The 7 community researchers received training from David Rogers and Angela Harlow in interview and survey technique, along with good practice in engagement. Lisa Cunliffe provided the researchers with information about the commissioning of primary care services, the context concerning Daneshouse Medical Centre, and the potential options moving forward.

We would like to thank all of our researchers: Sajda Majeed, Ruksana Kauser, Attia Quadri, Rennie, Fatema Khanun, Maroune (Geoff) Bouchami.

Following the training session, the communication and engagement team set up a WhatsApp group with all researchers, including Lisa Cunliffe for any commissioning queries. This enabled us to coordinate the distribution and flow of questionnaires into and back from the community.

We were operating on a very tight schedule: the community researchers had a period of two weeks in January to conduct the engagement, and following the training, we were delighted that they met this challenge exceptionally enthusiastically and quickly.

A total of 879 questionnaires were completed during the period. These have been input by the communication and engagement team and the findings are presented below.

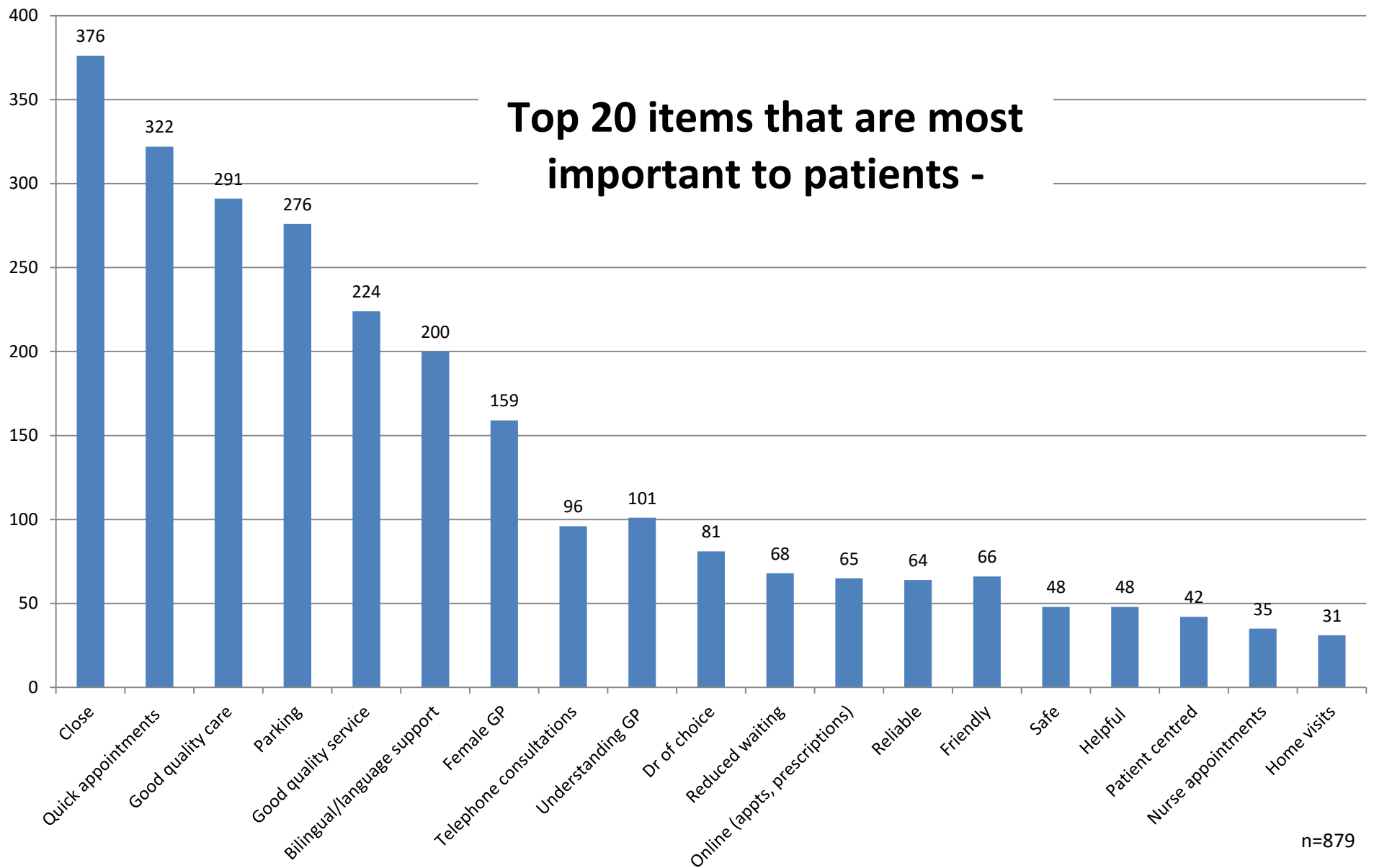
In parallel with the face to face interviews, the community researchers held 8 workshops with members of the community. During these workshops, participants were able to complete a questionnaire and learn more about GP services. The benefit of the workshop was that they were helpful in sense checking, and triangulating the data. The data from the workshops mirror the community engagement survey, and due to the timing of the report, the findings are not presented here; but will be available in due course. We are assured that the findings mirror those of the community research.

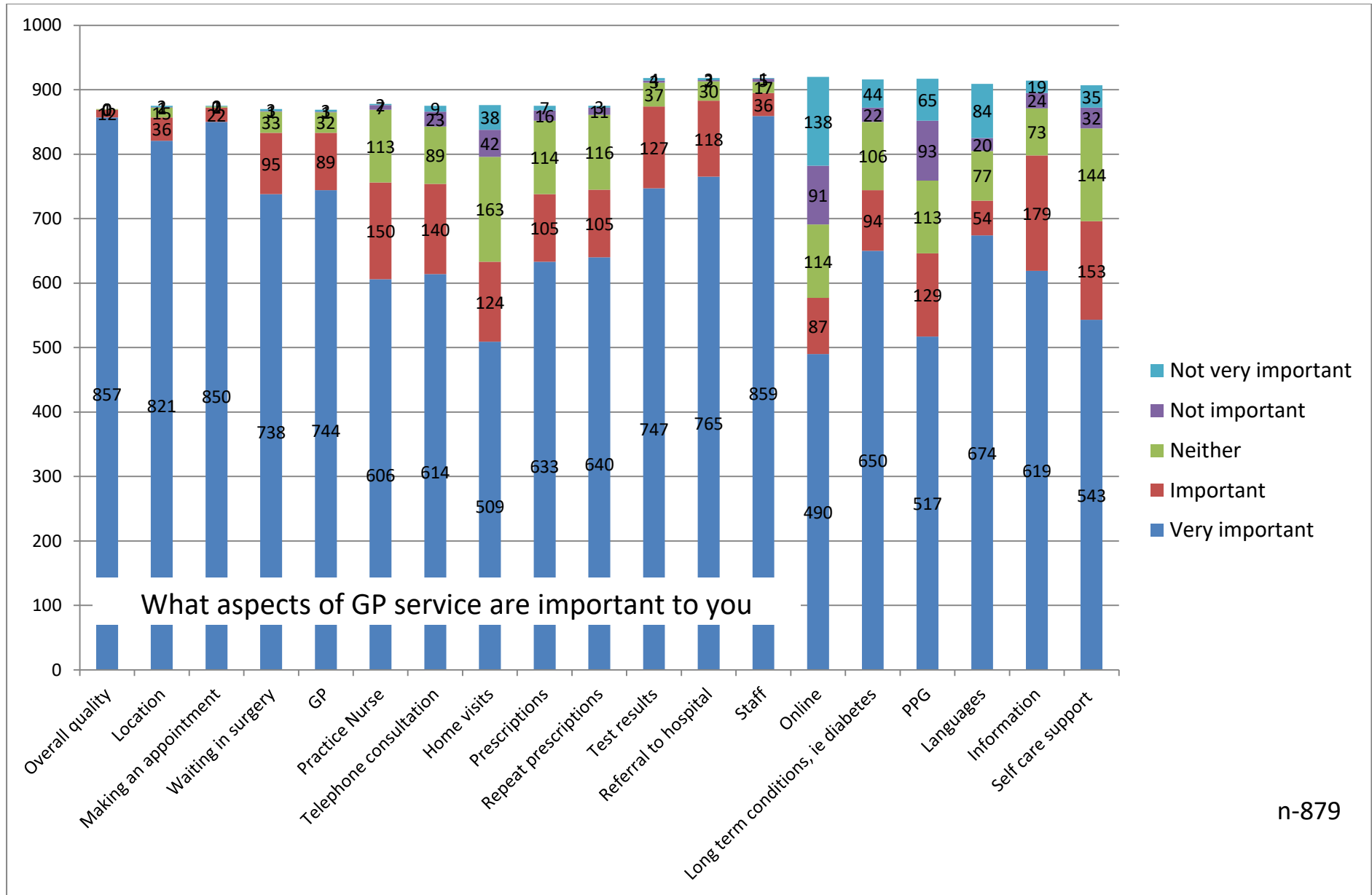
The findings have been fed back to the community researchers, in a celebration meeting and they have confirmed that they are broadly happy with the findings, in that they mirror their sense of the sentiment and views they encountered.

One of the benefits of the community engagement research is that it has adopted a peer to peer model and as such has helped us reach members of the community who perhaps we may not have reached using more typical and traditional methods. An additional benefit has been that through the community engagement researchers we have been able to not only reach but build relationships with the community and this has strengthened our connection with and in Daneshouse and Stoneyholme.

One potential avenue of enquiry arising from this work is that we will now seek to investigate the feasibility of adopting this approach with PPG members and primary care networks to create a wider and deeper network of community engagement researchers.

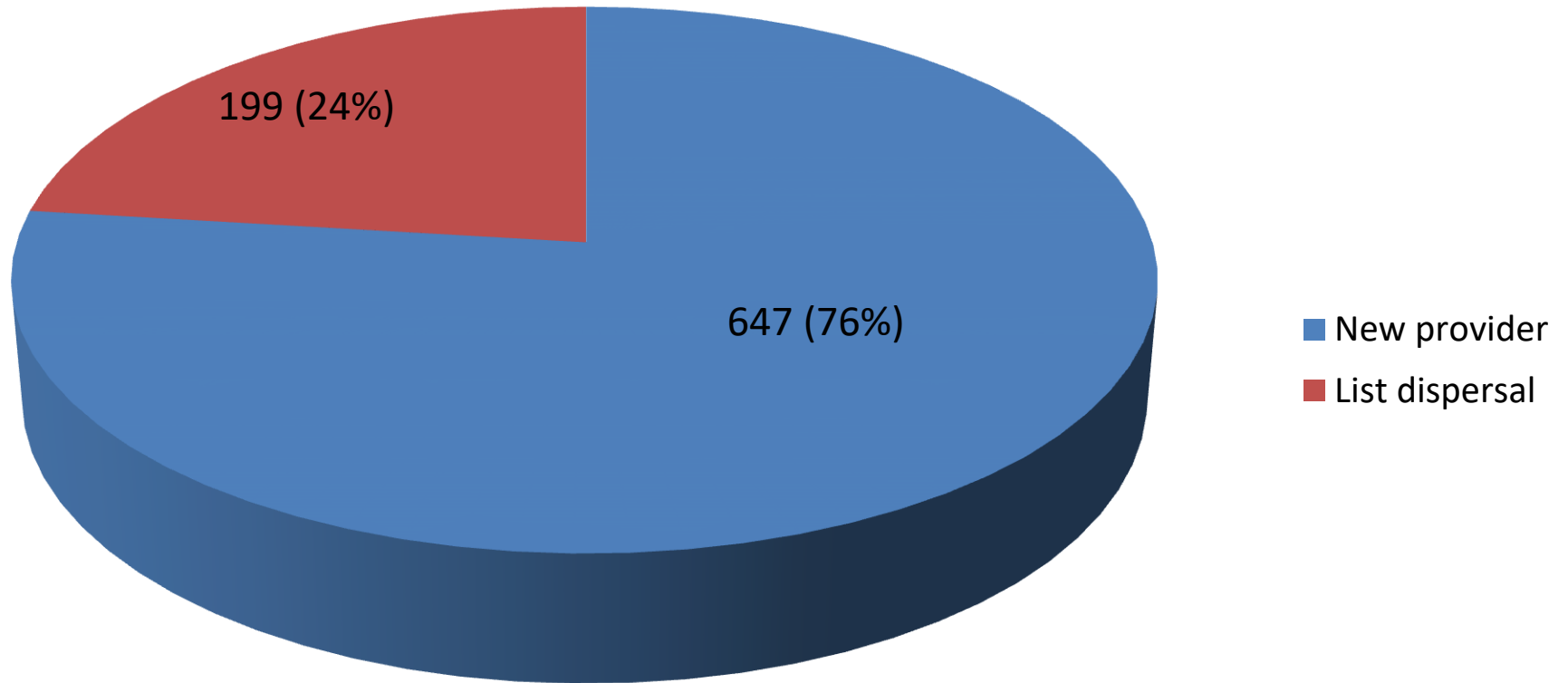
Top 20 items that are most important to patients -



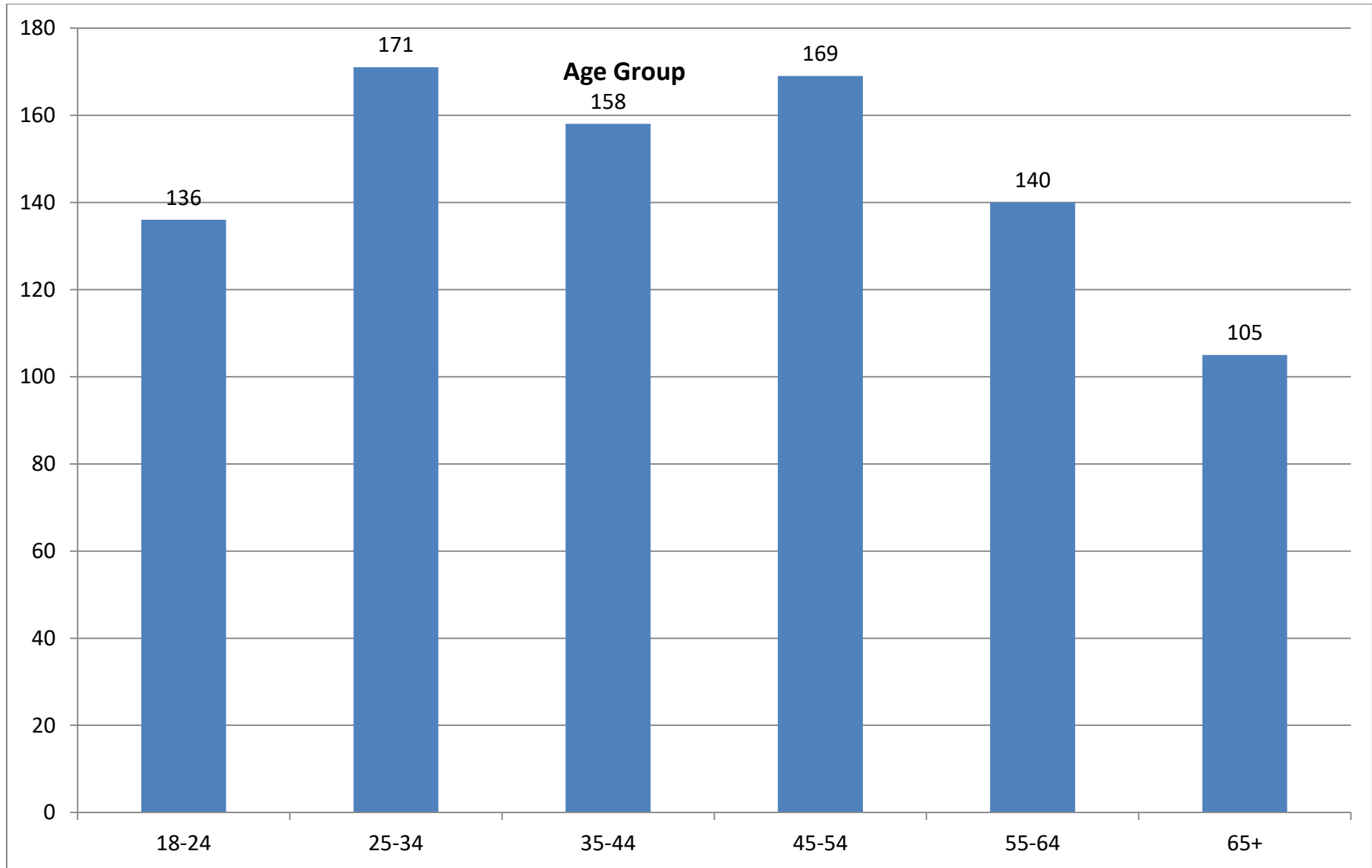


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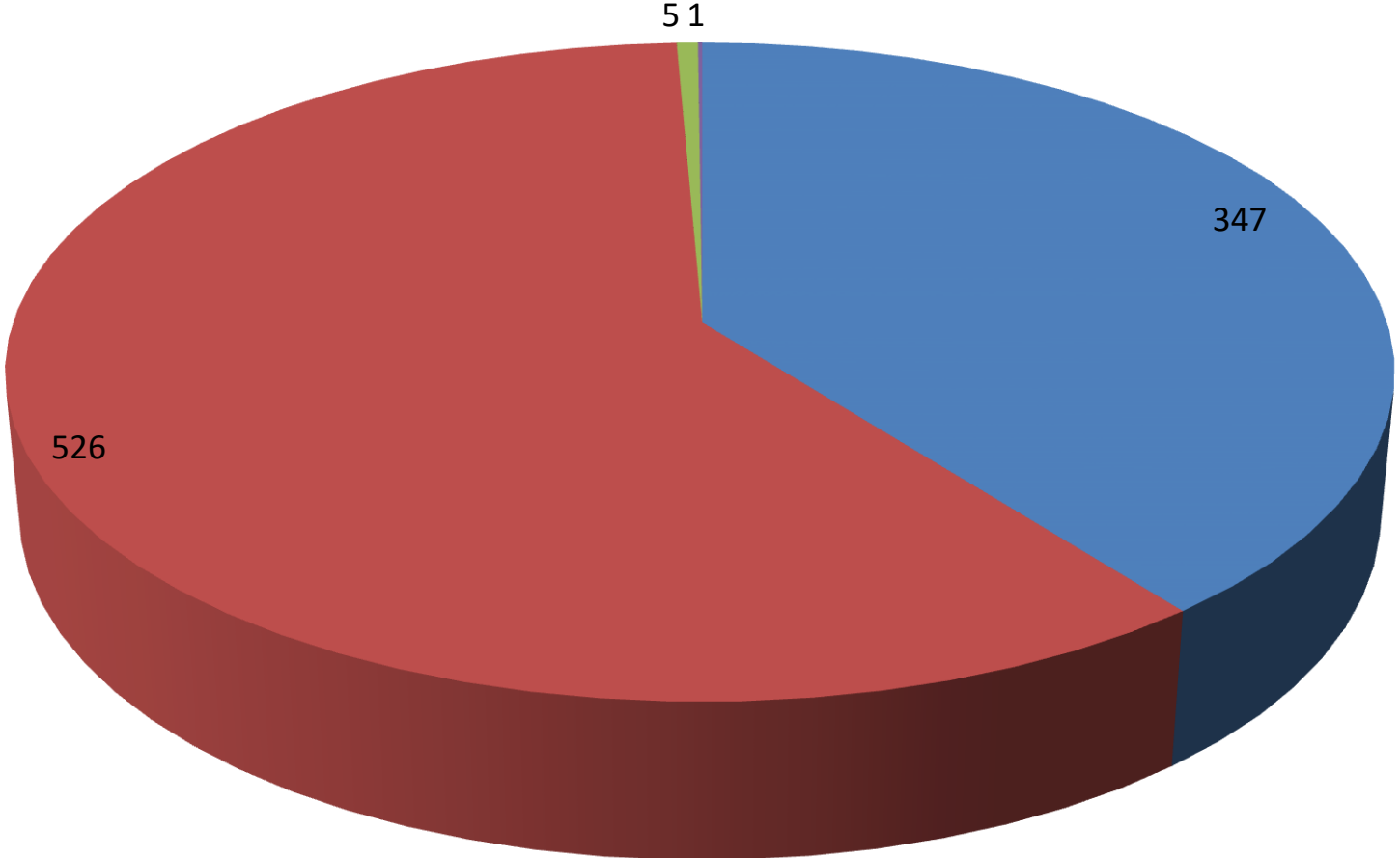
What would your preferred option be ?



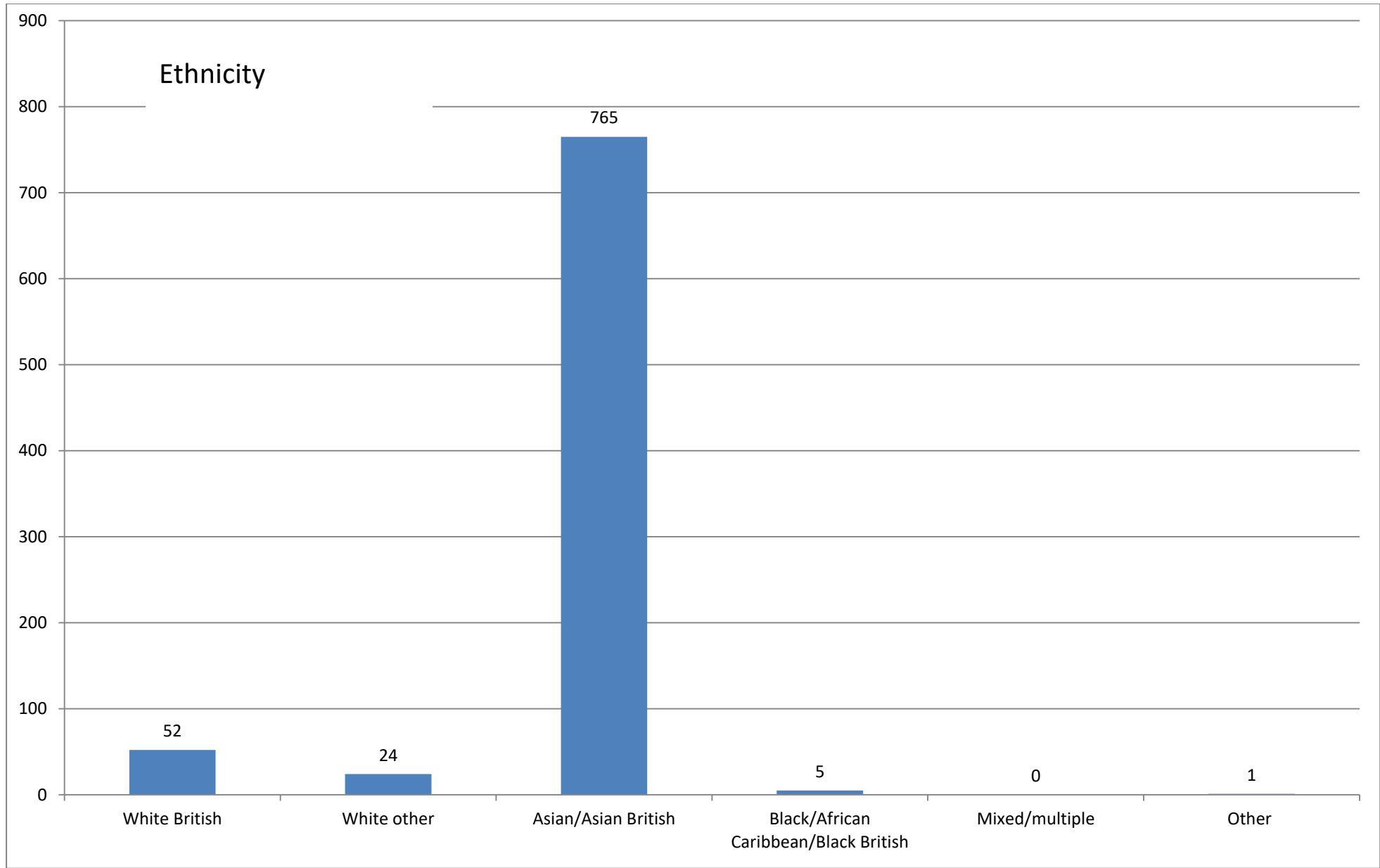
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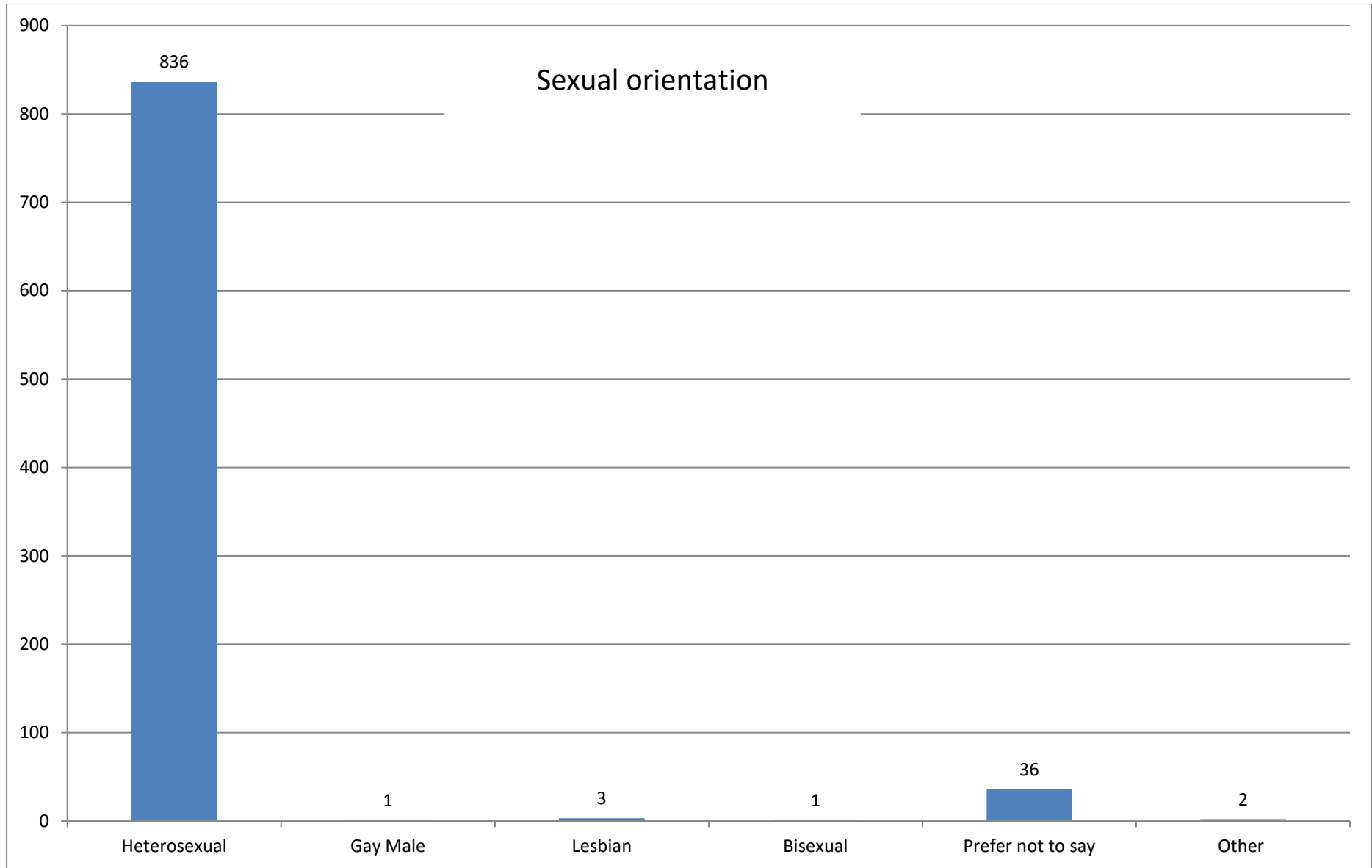


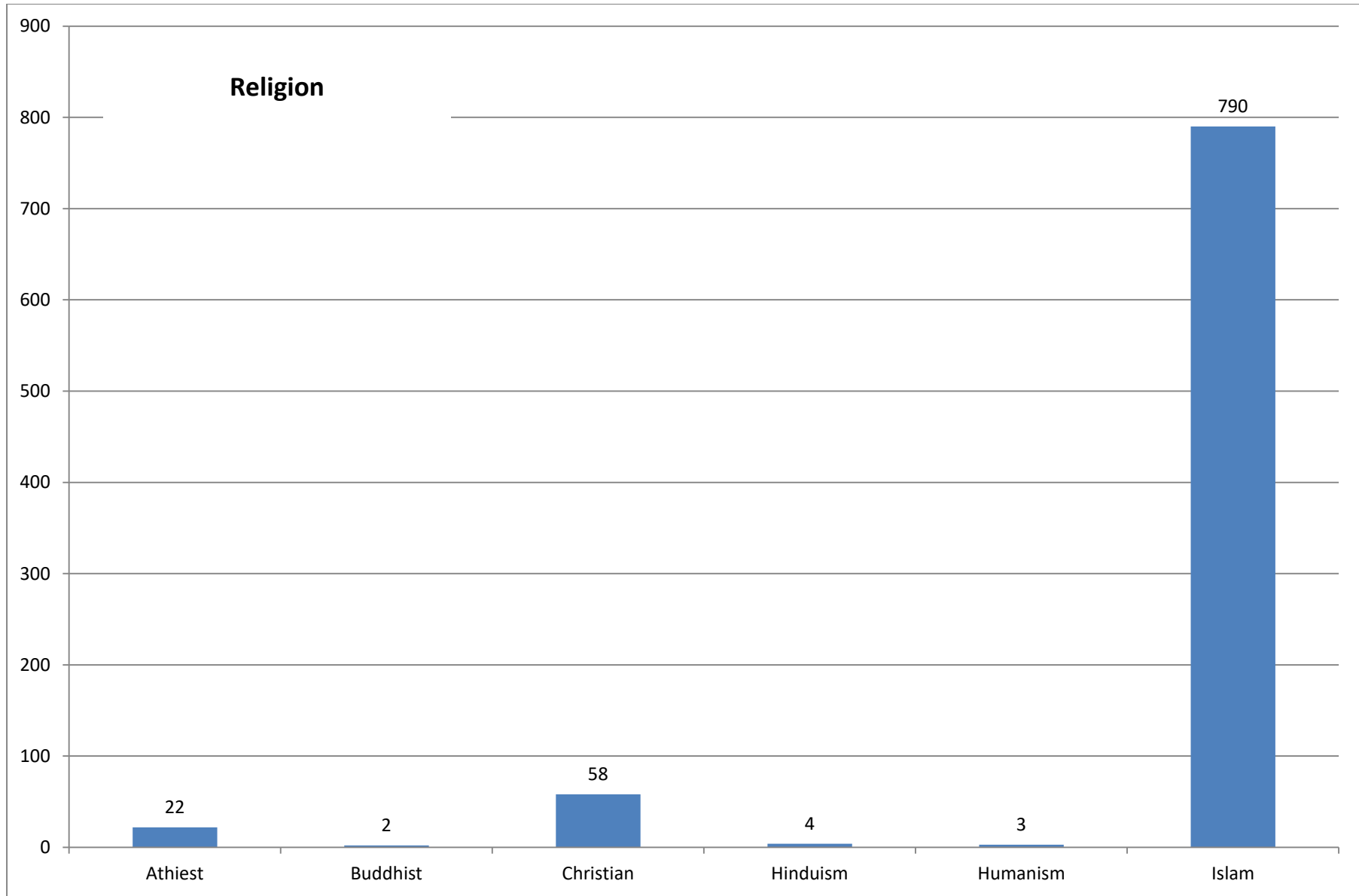
Gender



- Male
- Female
- Prefer not say
- Other







Disability

