

Healthwatch Bury update for Health Scrutiny Committee

Adam Webb.

We are well into a project looking at access to GP services for people with sensory loss and physical disabilities. A small-scale mystery shop, interviews and focus groups have taken place so far, and visits to services will follow shortly. We would invite any interest in participation to get in touch with us, as well as sharing any experiences you may have received concerning this subject.

We have had brought to our attention issues surrounding access to GPs at weekends for families of people that have passed away. Problems with accessing services can delay burial, and in Muslim and Jewish faiths it is essential to bury someone as fast as is possible, with delays causing further suffering. We are looking to gather information and experiences to inform our action and would again welcome any input members of the committee may have on this.

Our Enter and view programme is now underway with our initial focus on care homes. We have undertaken our first visit and the report is due out shortly. Our programme of future visits is being prepared, and we also plan to start looking at day care and extra care facilities in the borough.

There are two Healthwatch Bury reports included with papers we have recently published, one on Dementia diagnosis and one on Pharmacy services. Any feedback is appreciated.