

what would you do?

It's your NHS. Have your say.



NHS Long Term Plan

Barnsley Refugee Council Men's Group.

27th March 2019

1 Introduction

1.1 Description of the focus group/engagement activity

This was a drop in for men of all ethnicities to get together and discuss topics which are relevant to them. They encourage and welcome new people to the group and give support to new arrivals in particular. It is a chance for the men to also practice their English language.

1.2 Acknowledgements

Barnsley Refugee Council

2 What was the purpose of the activity/session?

2.1 Purpose

The group meet each Wednesday afternoon to meet friends and meet new people. They support new arrivals to the Borough welcoming them and offering support and information. The group have lively discussions on various topics and listen to organisations who come to the session to give information on a variety of issues. Many of these organisations are health related support services.

2.2 What did you do?

The sessions are normally a 'round the table' discussion, with everyone encouraged to be involved. This fitted with our focus group approach, so we kept to that format. The men all spoke good English so interpretation was not necessary, although the men did support each other if they needed to.

The group were also supported by the Refugee Council development worker and some of their volunteers. There were 6 people in the focus group mainly young single men, with one person there who had family.

We started off by talking informally about the reason for the focus group and the main points of the Long Term plan. We then looked at the plan in more detail by using the PowerPoint presentation.

2.3 Results of the activity/session(s)

The men were very keen to talk about digital technology and how helpful that would be to them. **They wanted more information through their smart phones, welcoming the fact that some of this already happens, For example text messages and telephone reminders for appointments both at their GP surgery and hospital appointments.**

One of the young men had a type of credit card which had all his medical records on it, which he received in a different country before he came to the U.K. He expected to be able to give this to his GP when he registered and was surprised to be told they didn't have this facility in this country. **Everyone thought this was a very good idea and we should 'adopt' this in the U.K. For this group using digital technology made it easier to navigate systems etc. and it also meant that they could get translations into their native languages should they need to.**

The group would also like to have more community based health provisions across the Borough. They felt that this would help to alleviate the pressures on GPs. **They talked about the Social Prescribing Service in Barnsley and how this is helping to take pressure off surgeries, thus freeing up necessary appointments for others and reducing waiting times. They thought this system could be implemented within some areas of the NHS.**

The group as a whole were aware that education and prevention were key to helping people look after their own health. **They believed that voluntary groups and charities could play a bigger part in imparting information and advice to the public. They also commented on a Be Cancer Safe organisation. This organisation had recently been to give a talk to the group about their project and how it supported the community to further understand cancer and preventative measures, which would help to keep them healthy and help in prevention of key diseases. They would welcome more of these initiatives.**

They wanted a greater awareness of mental health, in particular support for children through the schools' education systems. **They felt that schools were a 'safe environment' for children and young people to talk about their issues and fears.**

They also wanted clearer information (signs etc.) telling them where different services were for example children services/ adult services.

Feedback from people who took part

The group as a whole welcomed the chance to be a part of the survey and to have some input into further development of the NHS long Term plans.

Feedback from staff/volunteers who took part

The staff and volunteers were pleased to have been able to support the men to get their views heard. They planned to do the survey online too.

2.4 Conclusion

Key messages

- The group would like to see Digital Technology further developed especially around appointment systems, information and medical records
- Universal access to digital medical records through a credit card system or something similar.
- Further development of the Social Prescribing Services. To include more areas within medical facilities. To provide individual support for the prevention of dependency on medical services. This would help with alleviating lower level mental health issues etc.
- Funding to support Voluntary Agencies etc. to be able to give information and advice to communities and individuals to help people understand initial health symptoms and contribute to their wellbeing.
- To work with schools and communities offering further support for children with mental health illness and to support awareness raising within schools around mental wellbeing.

2.5 Data and information summary

Date of Focus Group/Engagement Session	27 th March 2019
Group name	Refugee Council Men's Group
Description of the group or session	A drop in session for Refugee and Asylum Seeker men
Life stage – (Starting Well, Living Well, Ageing Well)	Living well and ageing well
No. of attendees	6
Theme area (Mental Wellbeing, Choice and Control and	Mental wellbeing, choice and control

Independence, Care near where you live)	
Was it a condition specific session – if so please identify the specific condition	no
What were the key outcomes?	<ul style="list-style-type: none"> ➤ Development of Technology ➤ Further development of Social Prescribing Services ➤ Third sector to be an integral part of the NHS ➤ Development of partnerships with schools colleges and universities.