

Appendix 5. Health

Below are additional comments made in relation to the Health section of Wiveliscombe Community Plan Consultation March to May 2022

Asked - to anyone who responded YES to having called an ambulance in the past 5 years: Please tell us more about your experience below - including how long before First Responders attend and how long before and ambulance arrived:

- First responders were excellent
- Both arrived within 45 mins.
- Ambulance took 20mins
- 11/2 hours
- Suspected cardiac event. Ambulance arrived in 40 minutes (precovid)
- Ambulance took 20 mins. This was in 2019
- First time first responders came - brilliant - pre Covid 2nd time - ambulance and took half a day!
- 30 mins, then hour for ambulance
- NB Ten years ago, can't reset buttons, first responder 5 minutes ,
- My wife needed help in the night - ambulance arrived in about 25 minutes, but she died
- ambulance took 3 hours to come. No first responders came.
- A walker was found unconscious at the footpath next to my house. We called for an ambulance which arrived around 30 minutes later. Caring for the man was made more difficult by the fact there was no mobile phone signal at the location so we had to go to the top of the hill to call 999.
- prompt efficient ambulance (TIA)
- Nothing significant to reflect on
- Called when partner went into labour. Midwives arrived before ambulance so ambulance returned to musgrove
- A fire crew came rather than the first responders
- first responder came very fast, ambulance took hours.
- 1.5 hours for ambulance to attend when partner had chest pains
- Told us it would be quicker to drive to Taunton ourselves - TIA/Stroke
- It was for a child with burns so they were very fast. The responders about 20 mins to wellington and ambulance about 10 minutes later
- I'm not sure what you are getting at here. What is a first responder please? Also what about contact with the 111 and out of hours doctors service?
- First occasion - Ambulance arrived in 1 hour. Second occasion - Still waiting! Finally cancelled request.
- my auntie was staying with me.
- Paramedic from Musgrove Park Hospital came out
- No responders available (was a summer morning) 4 hours wait for ambulance
- Ambulance arrived in about 30 minutes
- 1 hour
- We've had to wait over an hour for an ambulance before when there was a serious incident. First responders get here quite quickly
- 10 minutes for First responders & 20/30 minutes for ambulance
- Waiting over ten hours for a ambulance
- Waited hours after first responder for an ambulance to turn up
- The ambulance didn't always attend even when they said they would

Asked - to anyone who responded YES to having called an ambulance in the past 5 years: Please tell us more about your experience below - including how long before First Responders attend and how long before ambulance arrived:

- I'm not sure on timings as I was really poorly with sepsis. I think first responder attended but can't remember for certain.
- First responders within 5 mins Ambulance 40 mins
- First responders arrived quickly and very helpful. Ambulance far too long 6+ hours. Delay impaired injury recovery
- ambulance arrived in about 20 minutes
- both were very quickly on the scene
- wife fell down outdoors steps and landed on head. Lump on temple size of apple. No responder and ambulance not available for several hours. Took her to A&E by car
- Once we waited 8 hours!! It was awful
- Ambulance called 8 times. Excellent service except once in busy period when we waited 8 hours
- 5 to 10 minutes for first responders. 30 minutes ambulance
- I can't remember but not long. Suspected heart attack
- very quick response from ambulance service
- Ambulance arrived in about 15 minutes
- 2018 and ambulance fairly prompt
- 1 hour
- First responders arrived 3 hours after ambulance cancelled
- Not in Wiveliscombe at my previous residence
- Waited for an ambulance for 5 hours but did not arrive so in the end someone drove me to A&E

Asked: Do you consider yourself to have a learning difficulty and/or disability and/or health problem? If YES Are there any support or improvements that could be made within Wiveliscombe that could help you?:

- Only work in Wivey.
- Mental health support groups. Isolation is an issue in the area.
- Making the pavements more scooter friendly. The pavements are of her too narrow and they are not level thus making it challenging and quite frankly uncomfortable and dangerous
- Improve public transport, accessibility, work and leisure opportunities. Need dedicated disabled parking spaces in centre.
- Go back to well run GP partnership instead of current clinic arrangements
- More public toilets in the centre
- A guaranteed gp review in person and not over the phone.
- Better doctor surgery
- no
- No
- easier access to a nurse, health advisor or health and fitness coach
- More parking for blue badge holders. It's easier to drive to Wellington or Taunton to shop than to park in Wivey to do so
- Could Day Lewis Pharmacy sell over-the-counter medicines, and issue prescription already made up, even if the pharmacist is absent. Also could it open Saturday afternoon.
- Do't how
- No
- Not sure
- local health advice for older people

Asked: Do you consider yourself to have a learning difficulty and/or disability and/or health problem? If YES Are there any support or improvements that could be made within Wiveliscombe that could help you? Cont:

- I don't think so.
 - Wider pavements, better dropped kerbs, ramps/grabrails for access to shops. GP - are there any?!
 - Day Lewis do a fabulous and prompt drug delivery service. Where locked gates (Malhouse flats) can Day Lewis have a key by night?
 - Pharmacy super helpful with covid jab. given in the car to save me the lengthy job of getting out and into pharmacy. Magic!
 - The staff at the chemist are always very helpful
 - Proper training for these indergels (?) with conditions of dyslexia, depression, glodigla fever and drinking
 - check paving more regularly and repair broken ones quickly
 - Accessible buildings
 - Transport, especially in bad weather
 - More nurses and doctors at the surgery
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- **Asked: COVID has had an immense impact on the mental health of individuals and our community during the past 2 years. Do you think there is anything we can do now to help people get back to socialising ...**
 - We should learn to live with COVID and get on with our lives without fear
 - Get rid of all Covid signs and masks
 - Social prescriptions. Not everyone is interested or able to go to the pub or gigs etc. a range of activities, widely advertised and accessible would be great.
 - I don't know
 - Simple mask wearing encouraged
 - Street party
 - maybe social prescriptions, also make it more acceptable to continue to wear masks at eg meetings if preferred
 - Take down all covid related posters, floor stickers. Tell people the truth about masks having no effect on transmission.
 - We need to live with the mild cold that is covid and stop the panicking with masks etc, people will then go back to normal
 - Both would be helpful. Social prescribing would link well with Wivey Grows and some of the other community gardening projects that are already running.
 - Face to face gp appointments
 - No to air filtration systems. Waht are social prescriptions.
 - Better air in public buildings.
 - Social Prescribing and networking sessions
 - Air filtration very expensive and not proven
 - social and fitness groups, buddy systems for walks and runs.
 - Education they should stop worrying!
 - Encourage them to get vaccinated
 - Good ventilation in public buildings.
 - More social prescription and support/buddying to encourage people into community activities. Support community groups to be as inclusive as possible.
 - Social prescriptions. A scheme to encourage people to write a note person in their street to attend an event/activity

- **Asked: COVID has had an immense impact on the mental health of individuals and our community during the past 2 years. Do you think there is anything we can do now to help people get back to socialising ... cont:**
- Prescriptions are already delivered to those who were shielding. I understand they can be delivered to anyone who is unable to collect it
- Air filtration systems welcome in Comm Centre, Town Hall and other social venues
- Some people have lost confidence but I don't see how air filtration systems in buildings would do any good - probably spread more germs. I don't know what social prescriptions are
- More support that people could feel they were a part of so could also feel a part of
- Social prescribing is a good plan as an alternative to medication
- Maybe talking groups or leaflets to signpost where to seek help
- pointless question
- Masks in all buildings open to the public: shops + bars etc. Air filtration/purifiers in all public buildings
- This is going to take time for people to change their mindset. Publicise safety procedures to give people confidence
- Social prescriptions? This sort of language alienates many people.
- Social prescriptions, support groups
- Support systems and social prescribing
- air filtration. encouragement of mask wearing & disease spreading/catching precautions
- in daytime open the windows and doors and continue to wear facemasks
- Social prescriptions eg participating in gardening / arts & craft / repair furniture etc
- I don't think air filtration systems would make people feel safer
- Identify those people and ask them
- I really think this is very important. People need to be approached as individuals & their needs recognised
- air filtration expensive?
- Someone needs to be made aware of anyone having problem socialising coming out
- Improve the possibility of seeking medical advice and be reassured
- Air filtration systems yes. Freely available grants for them in peoples homes as well as water filter systems of taps in residential households in this area please
- Air filtration systems sounds good (but rather expensive)
- ventilation and masks
- Until things get better people should wear masks when in shop or post office. People should use hand gel and socially distance
- more understanding and back up for vulnerable
- Air filtration in public buildings
- Stop going on and on and on about Covid. so many issue and opportunities are being overlooked
- Air filtration
- Do everything to encourage people back - is that what a social prescription is?
- Carry on being cautious, wearing masks etc. Particularly in public places where people gather.
- If you mean air filtration as on planes and ships, then that spreads infection very well! Try opening windows.
- Both above
- Bit passé now

Additional overall comments made about Health:

- Encourage socialising, stop fearmongering.
- More things like wivey grows for other interests.
- More help for young adults with mental health issues
- A friendlier vibe at the swimming pool would help.
- Continuing neighbourliness
- Walking buddies.
- Some residents of the town are scared, especially by local events like the stabbing at New Year. That is effecting people's mental health and not wanting to go out in Wivey at night. We need to make Wivey feel safe again.
- Wivey grows is a great initiative to help those with mental health issues
- Memory cafe
- Collaboration between wellbeing and health organisations
- Yes but don't know which!
- Maybe mind satellite office
- employ people to pick up litter, keep streets clean and improve footpaths
- Mind drop in groups, community workshops to meet up and tinker/mend things
- YES - Please encourage Lister House to be more open for appointments. Older patients feel they shouldn't approach surgery so illnesses are being untreated
- Wivey is a friendly place no-one need feel lonely
- more support for mental health for individuals
- Local peer support group for people with chronic anxiety.
- MIND group
- Schemes to link people up to help prevent loneliness
- more social activities especially for retired people
- D/K
- More counselling available via the GP and being able to see your gp and not just over the phone
- Yes, but hard to access people who need help
- Encouragement of outdoor activities such as walking and Wivey Grows. Also subsidised places at Wivey Gym and the swimming pool
- A doctors surgery that is fit for purpose. 4 weeks for an appointment is not acceptable. More mental health services ie MIND and Relate
- Increase Wivey Cares & fund it
- Plant more trees. Flowers and plants
- Buddy scheme for individuals with severe health problems
- Local help for the elderly, lonely and disabled. A volunteer group that offers help/companionship/odd jobs for free. We do not promote the benefits of nature enough for mental and physical well being. We should be looking after our wildlife. We could be putting up next boxes for swallows/swifts/bats/owls all birds. We should be providing good habitats for reptiles, insects and mammals.
- Yes more workshops, more awareness, posters etc
- Chat sessions yea and talks in the afternoon for certain audiences
- More info and resources
- Additional outdoor gym equipment. Maybe outdoor gym sessions on the rec
- easier and quicker access to NHS services including dental

Additional overall comments made about Health cont:

- Yes
- It would be useful for residents to have access to one doctor who would get to know the 'patient'. Currently this is not happening - I'm not sure who my dr is
- Housing developments designed with community wellbeing in mind eg low cost eco homes = less financial and ecological worry, more affordable housing for young people and families just starting out. Build in human-friendly design = safe streets for children and elderly, people out in streets talking. to each other eg cut-de-sac shape around green & tree areas. Less cars, more car share & mobility scooter share & cycling/ walking about in centre
- Surgery more personal care and not 'unit processing'. Continuity of care. Wivevey is (in)famous for people not knowing who their GP is. Confidentiality suspect in the surgery and the chemist shop
- Wivey's first rate for mental health as its such a friendly and supportive environment
- A clear offer of support and help
- More Age UK classes they cost £4 a session. I attend one in Silver Street
- Silver Street and St Andrews run coffee mornings where everyone are welcome
- More support to see medical people
- Improve Wivey Cares please
- Improve access to GPs and health workers
- Have GPs more available
- Possibly yes ie helping disabled/disadvantaged to gain access to the town and services
- More social groups/events - walking & crafts out of working hours
- Someone to talk to if finding life hard without feeling being a pest
- Support for young people struggling post lockdown, not attending school etc
- More spaces to meet and chat that aren't church related
- A wider use of event publicity might help