

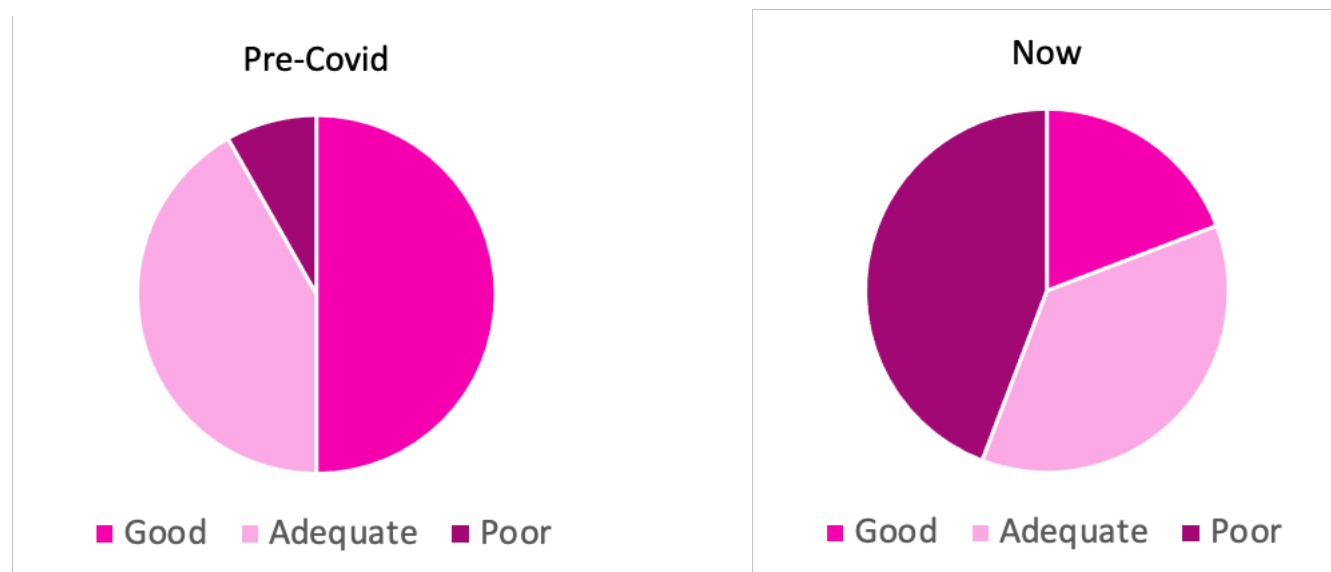
5. Health

5.1- Improving Health Care response

Lister House Surgery:

Wiveliscombe Town Council are not actively involved in existing Health provision in Wiveliscombe - that is primarily lead from Lister House Surgery, other NHS services and some local private and not-for-profit services. However, we felt it was important to gauge public response to provision and recent changes.

Asked 'How do you find the accessibility of appropriate clinicians (ie GP, nurse, physiotherapist) at Lister House surgery?' 158 gave a response about their Pre-Covid experience and 172 gave a response about their experience Now. Those who find the service 'Good' dropped from 50% to 19%. Conversely those who find the service 'Poor' has risen from 8% to 44%



Ambulance & First Responders:

61 respondents have needed to call an ambulance in the past 5 years. For 15 of these callouts (nearly 25%) an ambulance did not attend. Of these cases the First responders attended 26 instances - On 21 occasions arriving before the ambulance.

Of the 49 additional comments

- 7 praised the first responders as good or quick to attend.
- 18 waited over 30 minutes for an ambulance - times ranging from 40 minutes to 10 hours. One commented that the "delay impaired injury recovery"
- 3 drove the patient to A&E themselves

Day Lewis

80% (132 of 162) use Day Lewis (The Chemist) to fill prescriptions.

75% (125 of 167) have sought medical advice from the pharmacist at Day Lewis and of these 95% said the advice was helpful

Action 5.1- Improving Health Care response

5.1.1 WTC to draw the results to the attention of the Surgery.

5.1.2 WTC to work with the Patient Group to help raise the profile of all clinicians, not just GPs

5.1.3 WTC to raise the profile of the First Responders

5.1.4 WTC to raise the profile of the Minor Injury Units

5.1.5 WTC to promote the use of the Pharmacy for minor ailments and advice

5.1.6 WTC to write to MP about ambulance service poor response times and lack of NHS dentists

5.2 - Supporting Those in Need

Disability

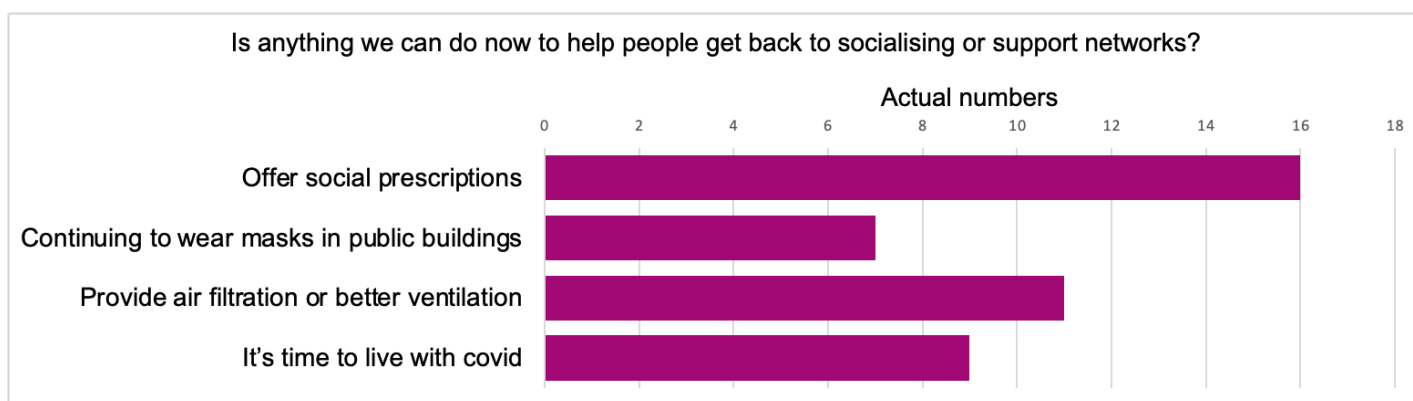
34 people responded that they have a learning difficulty and/or disability and/or health problem. When asked “Are there any support or improvements that could be made within Wiveliscombe that could help you?” Of those who added comments about what could be done:

- 7 referred to improving physical infrastructure - including pavements width and quality and accessibility of buildings and public transport
- 5 referred to improving the services at the GP surgery
- 2 referred to need for advice or training
- 1 referred to mental isolation

Covid

COVID has had an immense impact on the mental health of individuals and our community during the past 2 years. So we asked if there is anything we can do now to help people get back to socialising or support networks - i.e. would air filtration systems in public buildings make people feel safer? Or would social prescriptions be helpful?

Of the 55 responses: 16 support social prescriptions; 7 suggest continuing to wear masks in public buildings; 11 support air filtration or better ventilation & 9 suggest it's time to live with covid



Physical & Mental Health

53 responded when asked if anything more could be done locally to help improve the physical and mental health and wellbeing of individuals in Wivey.

- 16 suggested more support from the likes of MIND or Wivey Cares
- 12 suggested more activities such as swimming, Wivey Grow, gym for free
- 9 suggested improving access to GPs, dentists and other health workers
- 4 suggested more neighbourliness

Other suggestions included tidying up Wivey's streets, making people feel safe in Wivey, and collaboration between wellbeing and health organisations

Action 5.2 - Supporting Those in Need

5.2.1 WTC to work with Community Council for Somerset (Village and Community Agent) & GP Surgery to determine local need

5.2.2 WTC to look into supporting a Creative Wellbeing Network Survey for Wiveliscombe and surrounding area

5.2.3 WTC to support Wivey Cares

5.2.4 WTC to support Wivey Kitchen (previously Wivey Grows and Wivey Food Project)

5.2.5 WTC to investigate the use of social prescriptions