

30 July 2020: Trinity (Homeless charity)- Focus Group

Facilitator	John Boyman - Head of Public Relations - Strategic Projects	Engagement Team	SE
Speakers	n/a		
Registered participants	n/a	Participants in the meeting	5
Questions/Comment raised pre-event at registration / website [comments box on Eventbrite registration form]: N/A			
Questions/Comments raised during online event: <p>COMMENT: There's a lot of science about alternative medicine and how you can rewire your mind so you can stop addiction. You can use your mind in a different way and train the immune system. It will help a lot people.</p> <p>QUESTION FROM FACILITATOR: How has health care changed over the last 10 years?</p> <p>COMMENT: At Winchester A&E recently I didn't have to wait as long. I waited just 15 minute last week. There's a gap - sometimes it's not something you should be going to A&E for but you should go to a GP but I was advised to go there. But I was in and out quickly and got what I needed. It was a good service.</p> <p>COMMENT: We're in denial. We don't take into account the resentment from past experiences and the psychological effect it can have on your life. In this country we don't teach to be the best version of ourselves. Mental health is increasing because of school experiences like bullying. Pharmaceutical companies are controlling this country</p> <p>COMMENT: A few months ago I was in Winchester. I would be very keen to see Winchester remain. It's too far to go in an ambulance to Basingstoke. Each town should have its own hospital.</p> <p>COMMENT: If you're centralising, that's OK so long as the care is good.</p> <p>COMMENT: You should be allowed to spend as long as you want with a doctor so they can get to know you. There's not enough time to say everything that is wrong with you. This needs to change.</p> <p>COMMENT: Maternity - that would all be in the same hospital. You sometimes have to go to Southampton for neonatal.</p>			

COMMENT: Someone was in and out of hospital at the end of his life. Each time he went in he had to repeat his medical needs. Then he became difficult to manage which meant he became aggressive and difficult to treat, and ended up self discharging.

COMMENT: It's tiring to keep having to repeat yourself.

COMMENT: Transport - if there's no emergency department at Winchester, and you had to travel elsewhere would you still go? We are used to having one in Winchester. You can walk or get the bus to get there now. We wouldn't want to lose the Winchester one.

COMMENT: Transport - we've had people who've had to go to Basingstoke and it's tricky - you need to take a couple of buses, or a train and a walk. How people go direct there from anywhere, you're unlikely to go if it's difficult.

COMMENT: Follow-up appointments - it would be OK to have these locally.

COMMENT: There are a lot of services in Winchester - mental health that rely on a quick response especially for the homeless. Loads of ambulances here - more travel time will put people at risk

COMMENT: We've worked on this - to address issues before A&E e.g. treating a cold before it comes to a chest infection. It's had a positive impact. If you need to wait 2 weeks for an appointment you're too ill. With our service you are seen quickly preventing unnecessary admission.

COMMENT: Maybe it needs some more work around primary care access and what the biggest gaps are - when people are in hospital we don't have that link. The first thing we know about it is when they get discharged. Maybe reintroduction to services. This broke down - jointly funded by housing and NHS. We had a liaison to help explain the background of the person. We would do the housing work in the background so they had somewhere to go. Reintroducing that kind of role would be key.

COMMENT: Alcohol nurses - Inclusion are the statutory link between the hospital but there has been a breakdown.

COMMENT: I was kept in overnight then discharged. I had an MRI but they couldn't find anything so I went back because I had the same problem. They found nothing again and it's now an ongoing problem so I have to follow up with a GP.

COMMENT: If there was better technology and a bus route/near a train station.

COMMENT: Why wouldn't you build it in Winchester?

COMMENT: In terms of travel, some people don't even want to go to the doctor at all. Addiction plays on a lot of things, being homeless is just one of the problems.

COMMENT: There is stigma as you go through the door. It's bad enough being addicted.

QUESTION FROM THE FACILITATOR: What other services you think need to remain in Winchester?

COMMENT: Just don't like the idea of it not being in Winchester. The current system does work.

COMMENT: The building is old and needs work.

COMMENT: I like the location - I can get there. My Mum went in the other day. It's easy to get there. There's more motivation when you can get there easily rather than worrying about the cost of trying to get there and get back

COMMENT: The building is old and deteriorating, you have to walk through old buildings to get to the new buildings.

COMMENT: When you compare to the new hospitals - the building needs to provide a sense of good care but when it's tacky and run-down you don't get that feeling.

COMMENT: With Covid - if you only have one structure and have an outbreak what happened? Or wouldn't the other hospitals have to deal with it.

COMMENT: If there's a good environment even mentally it helps you feel better.

COMMENT: I have noticed the facelift - and it did help, especially if you're waiting.

COMMENT: The state of the building has a big effect - my Mum was moved from ICU which was nice, but where they moved her all the paint work is tatty and it is not as cheerful so it has a big impact on your mental state. The ward she's on now, there aren't as many staff to look after her - she feels ditched.
Location is a massive deal in terms of getting transport. Having a hospital near regardless of the paint job is a massive deal.

COMMENT: When you walk in you need a desk right there but also a separate children's area. When you're ill and there are screaming children you don't want to stay. And it's much nicer for an adult. The bays where people are being seen it feels a lot quicker.

COMMENT: Gardens to go to outside - it's very good for mental health where you can't hear traffic, places where you can chill out. Being out in the middle of nowhere. Winchester is hectic and can put you in a horrible space, but in the middle of nowhere it's calm, you can see trees, and there's no noise.

COMMENT: When they turn up and have had a bad day, sometimes sitting in the garden helps - seeing flowers makes me feel uplifted and motivated.

COMMENT: I agree with having people away from children. If they are using, it's not great for kids to see that.

COMMENT: For those with mental health issues, going into A&E needs to be more specialised. People look at you weird, so if you're feeling anxious that can add to it. if you're paranoid you feel people are looking at you.

COMMENT: Doctors and nurses - if they could prioritise a service within a service - you know that person is qualified and experienced then treatment would be better. They feel more comfortable talking to them. some just don't understand it - it makes you want to run.

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N/a

Report written by: SE