



The voice of people and communities in Leeds

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November 2024

Your
healthwatch
Leeds

Who are we and what do we do?

We are the voice of people and communities that use health and care services in Leeds, particularly those who are facing the greatest health inequalities.

- We actively gather the views of people and communities in Leeds.
- We believe that community voices are not seldom heard but seldom asked so we make sure we reach out to those communities.
- We inform services of what is important to the people in Leeds and ensure that people and community voices are taken into account when services are planned or changed.
- We work with organisations to create reports and suggest recommendations for improvements.
- We provide an advice, information and signposting service to help those who are struggling to navigate the health and care system and record enquiries on our database. We then feedback themes that we are hearing to relevant organisations.

Latest projects



Three men are standing behind a table covered with a white cloth. On the table, there are several red chairs and a box of materials. The background features a logo that reads "Your healthwatch Leeds".

Community Mental Health Transformation

What matters to people in inner west and south Leeds

October to December 2023



A hand is holding a white prescription bag with a blue cross logo. The bag has the word "Prescription" written vertically in blue. The name of the medication, "Ligilems Endond", is visible at the top. Below the name, there is a list of instructions and information in small text.

Repeat prescriptions

Community check-in

June to July 2024

Your healthwatch Leeds



Community mental health transformation

Community Mental Health Transformation

<https://healthwatchleeds.co.uk/reports-recommendations/2024/community-mental-health-transformation-phase-2/>

What: Giving adults in the four target LCP areas the opportunity to share their views about mental health, mental health services, their local area and a few key aspects of the CMHT service model. Feeding into a service designed for and with local people.

When: 1 – 30 November 2023

Where: Armley; Beeston and Middleton (Inner South); Bramley, Wortley and Middleton; Woodsley & Holt Park

Who:

Our main target population: people who have (or have had) a mental health condition, carers of people with a mental health condition, and people who fall into both categories, in the four target LCP areas

Our main audience: Everyone involved in shaping the CMHT programme

Community Mental Health Transformation

Other areas of focus

Case studies:

With groups including men's groups, women whose children aren't in their care, older South Asian women, etc.

Appendices

Focus on four communities:

- Men
- LGBTQ+
- In-work population
- People of faith

Community Mental Health Transformation

What we heard in Armley

Quality of current mental health support

When support was felt to be less effective, this was often because it was infrequent, time-limited and/or it took a long time to access

Reasons for not getting support

Respondents felt services either weren't there, or weren't there for them and their needs

The impact of the area on residents' mental health

Fear of crime, anti-social behaviour (drug dealing/use), unsuitable/cramped housing, neighbour issues

Community Mental Health Transformation

What we heard in Armley

Comfortable places

Preferences included traditional NHS-oriented venues and more community-based venues

Where community venues are used, offer reassurance about privacy

Phone lines

Only a minority would be consistently comfortable with a phone line

Concerns about accessibility of phone lines to people struggling with their mental health: feeling that it's easier to open up to someone when you can read their expression

Accessibility issues covered by AIS

Concerns based on previous use of phone lines

Community Mental Health Transformation

What we heard in Bramley, Wortley and Middleton

Quality of current mental health support

Mostly a positive or mixed experience (suggestion for improvement: communication about what to expect)

Reasons for not getting support

Respondents felt services either weren't there, or weren't there for them and their needs

The impact of the area on residents' mental health

Anti-social behaviour and neighbour issues

Community Mental Health Transformation

What we heard in Bramley, Wortley and Middleton

Comfortable places

Preferences included traditional NHS-oriented venues and more community-based venues

Where community venues are used, offer reassurance about privacy

Phone lines

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Community Mental Health Transformation

Key findings

The impact of the area on residents mental health

- Fear of crime
- Antisocial behaviour
- Drugs and alcohol use
- Unsuited/cramped housing
- Neighbour issues
- Green spaces
- Quiet spaces
- Community spaces

Community Mental Health Transformation

What's next

The new model of community mental healthcare has been piloted in three areas of Leeds since March 2024. The original plan was to extend this further in two distinct waves.

But this has now changed and from February 2025, parts of the new model will be rolled out citywide.

As a result, people in Leeds living with mental and emotional health difficulties will experience more joined-up community mental health services and support, with easier access to the support they need.

Areas already providing care under the new model include:

- West Leeds (served by West Leeds Primary Care Network* (PCN))
- HATCH (served by Burmantofts, Harehills and Richmond Hill PCN and Chapeltown PCN)
- Leeds Student Medical Practice (LSMP) and The Light PCN



Repeat Prescriptions

Repeat prescriptions

Key findings

- 1. Who orders online?** Almost half (49%) of the people ordered their repeat prescriptions online. But fewer people from ethnic minority backgrounds (22%), older age groups, and low-income areas were using digital options.
- 2. What went well?** People liked using digital options when they worked, praising online ordering and pharmacy services.
- 3. What didn't work?** Many found online systems confusing or didn't have the skills needed. There was also inconsistent communication from GP surgeries and pharmacies, making it unclear how to order.
- 4. Help needed:** Confidence in ordering prescriptions online was significantly lower among older people, minority ethnic groups, people living in low-income areas, and individuals with disabilities or long-term health conditions, as shown by the graph below. Some people had to rely on others to order their medication, affecting their independence

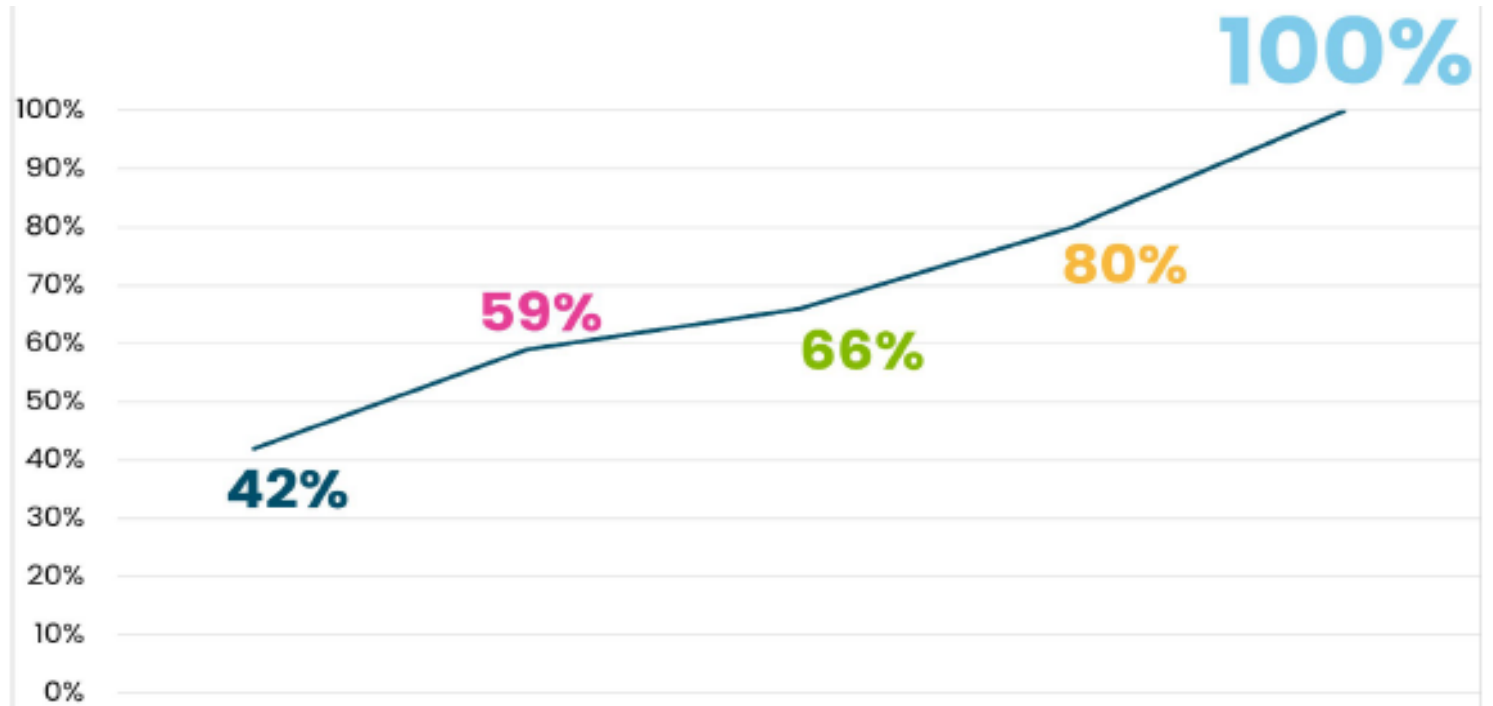
Repeat prescriptions

Key recommendations

- 1. Keeping non-digital options available:** GP surgeries need to offer ways to order without using a computer or app (like over the phone or in person).
- 2. Spread the word:** Surgeries and pharmacies should make people aware of electronic repeat dispensing and provide support to people to order online.
- 3. Be consistent:** Make sure information about how to order prescriptions is clear and the same everywhere.
- 4. Better tracking:** Explore new ways to keep people informed (like text updates) on when their prescriptions are ready.

Repeat prescriptions

Digital confidence by multiple characteristics: People reporting they were 'not very confident' or 'not confident at all' to order a prescription online.



All responses

Aged 65+

Aged 65+ and have a physical or mobility impairment

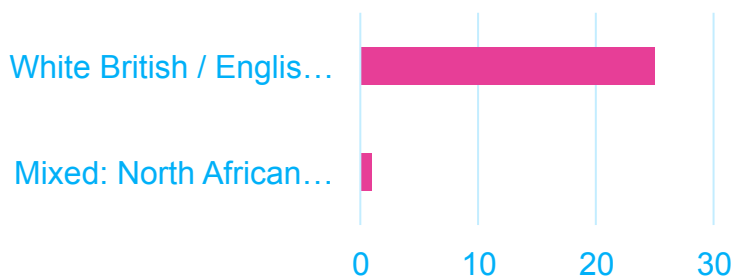
Aged 65+, have a physical or mobility impairment and live in a low-income area

Aged 65+, have a physical or mobility impairment, live in a low-income area and are in a minority ethnic community

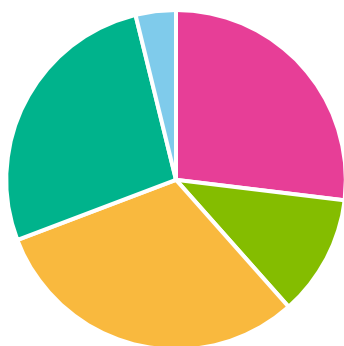
Repeat prescriptions

Inner West Leeds

Ethnicity

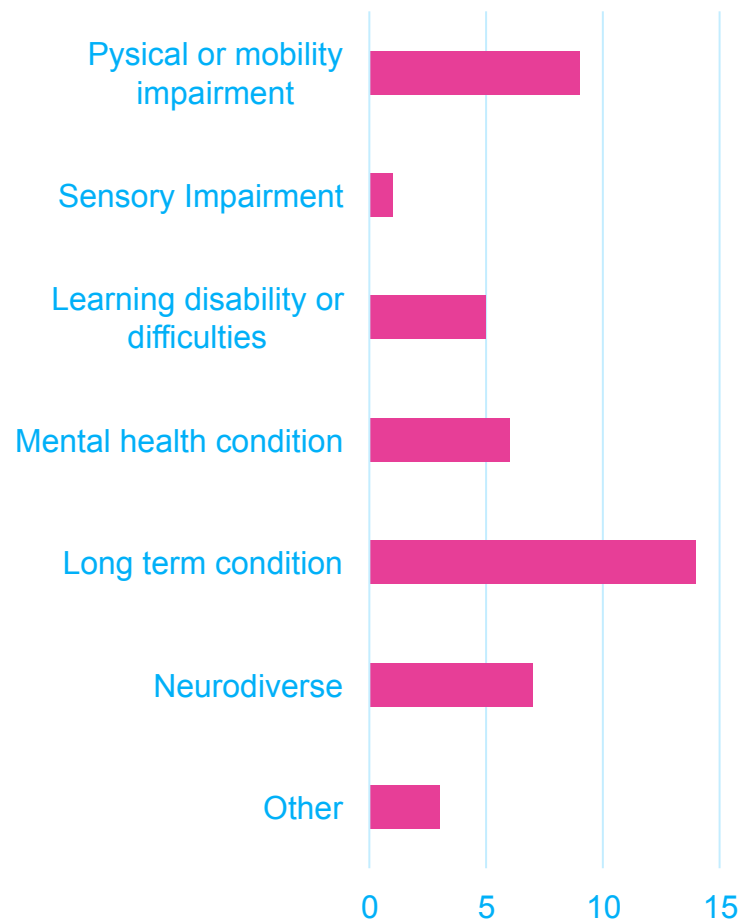


Age



■ 25 to 49 ■ 50 to 64 ■ 65 to 79 ■ 80+ ■ Prefer not to say

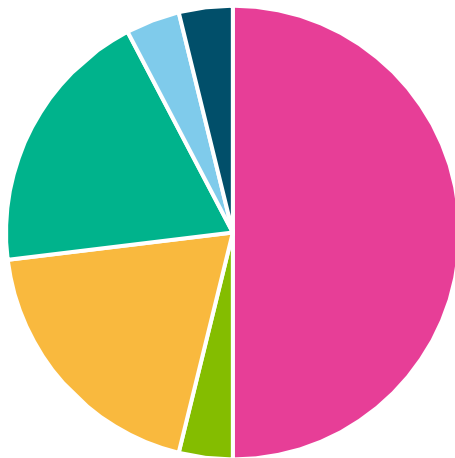
Disability or conditions



Repeat prescriptions

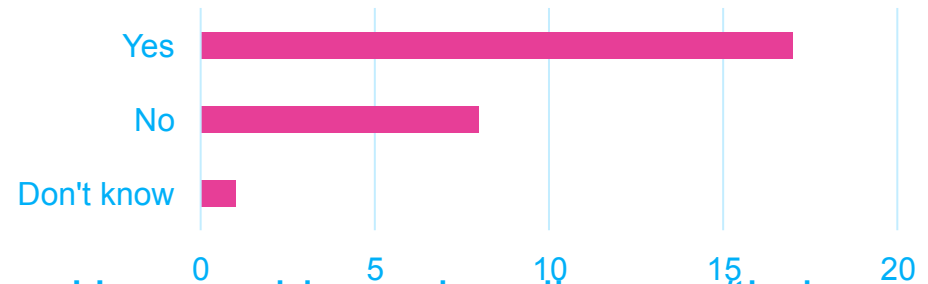
Inner West Leeds

How did you try to order your most recent repeat prescription?

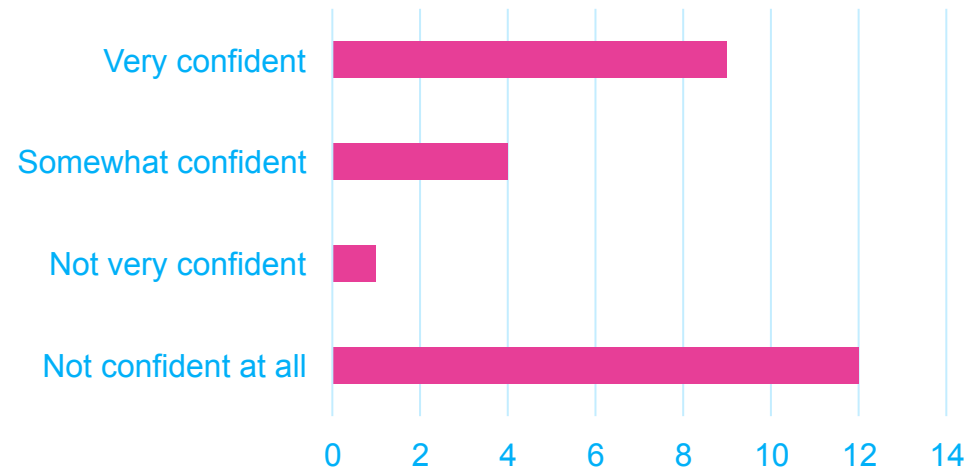


- Online (eg via NHS app, PATCHES or Systemonline)
- In person at your GP surgery using the paper slip
- Through a pharmacy
- Phoning the GP surgery
- Emailing the GP surgery
- Electronic repeat dispensing

Do you / they own a digital device?



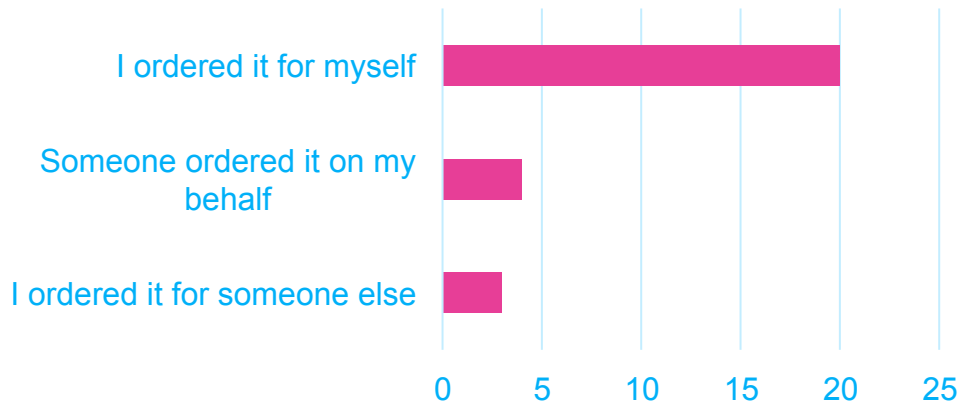
How would you describe your/their confidence level in ordering a repeat prescription through a website or app?



Repeat prescriptions

Inner West Leeds

Who was the prescription for?



Reasons why people ordered for someone else

- They always have done it for me
- I don't know how
- I find it difficult to order because of a disability or health condition
- It saves me an extra trip out if the pharmacy orders my repeats

Repeat prescriptions

Conclusion

The report shows that apps and online systems are becoming popular but aren't working for everyone. More must be done to make it easier and more inclusive, especially for those who struggle with digital access.

The findings of this report apply to all health and care shifts to digital services and show that the further the shift to digital services, the further they exclude people who face the greatest health inequalities.

Questions / discussion?

Thank you!

For more information

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