

Virtual Voices

Health & Wellbeing Survey Feedback

August 2022

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Introduction

Healthwatch Warrington runs an initiative known as 'Virtual Voices' which enables local residents to have their voices heard and win vouchers to be used at local businesses.

Each month Virtual Voices ask its members and the Warrington public, their views on various subjects. In August 2022 we worked with the Warrington Public Health team in charge of the development of the new Health and Wellbeing Survey that will be distributed throughout Warrington in order to improve the health and wellbeing of people in Warrington.

The purpose of this Virtual voices poll was to hear the views of Warrington residents who are OK with the public health team collecting information to conduct the wellbeing survey.

Methodology

The survey was sent to our Virtual Voices mailing list of over **300** members, as well as being widely shared across our social media platforms and shared by Warrington Borough Councils' social media.

The posts had a reach of **4,747** in total across Facebook, Twitter and Instagram and **48** engagements.

There were **113** responses to the survey.

Acknowledgements

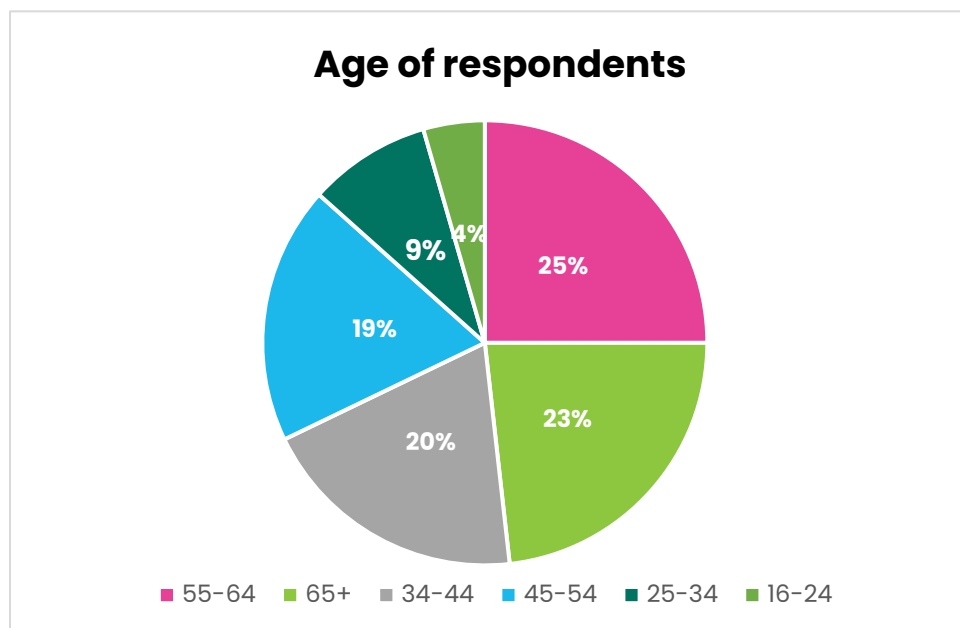
Healthwatch Warrington would like to thank all members of our Virtual Voices and members of the public who took part, and Frances Mann, Public Health Qualitative Researcher for Warrington Borough Council.

Disclaimer

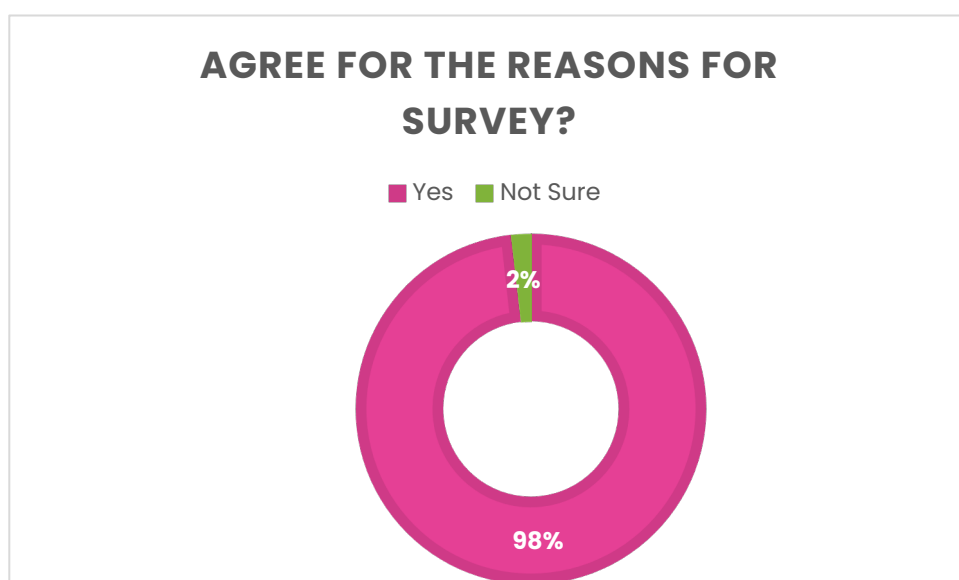
Please note that this report relates to findings of the results from our Virtual Voices survey and is not representative of all Warrington residents.

Findings

Age range of respondents

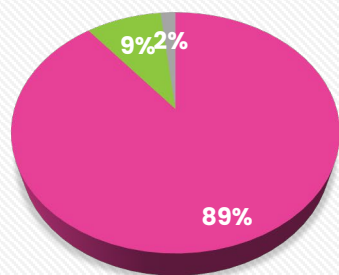


Having read our reasons for conducting a Health & Wellbeing survey, do you agree with our intention to undertake this work?



The Health Research Authority defines names and addresses of individuals, taken from the patient register, as 'confidential patient information'. Although, of course, residents who are sent a survey can choose not to complete it, we won't be able to ask residents in advance if they consent to our accessing and using their names and addresses to invite their participation. In your view, is our use of the patient register for this purpose reasonable?

Use of patient register for survey reasonable?



■ Yes ■ Not Sure ■ No



Public Health should be allowed to contact people when it comes to information gathering, they are not sharing their private information so should not be an issue



Participants must be selected equally bearing in mind the areas of the town in most deprived areas and with highest needs.



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Appendices

Appendix 1: Comments from Poll

Any other Comments

It's a shame it's been so long since the last one

As a Lupus Patient (Founder Member Lupus North West UK) my GP has provided 100% support to me. Warrington Hospital (every section) has been 100 % !!!! My family and I cannot Thank everyone enough

To permit sensible long-term planning I would suggest that this survey is undertaken every five years. This would permit the development of short-term planning to expand into longer-term planning and development. Also, the ability to correct where items on the plan need to be addressed before it is too late.

This is all within the realms of health.

i think its perfectly reasonable

i think it perfectly reasonable to use it for this purpose

In my area (Rixton and Glazebrook) which is part of Warrington, many of us have GP practices outside Warrington and I feel that our issues will not be picked up. This is presumably an issue elsewhere too, and the outskirts of Warrington generally have poor access to health services, which are often Town Centre

No - I think it will be valuable to gain this information, to be able to better shape the provisions for health and wellbeing that Warrington offers.

It's important that we look at the Health and Well-being needs of the people of Warrington to help improve services

Public Health should be allowed to contact people when it comes to information gathering they are not sharing their private information so should not be an issue

I'm so glad that they are checking on what the needs of our residents are I would be happy to complete

THE SOONER, THE BETTER

Participants must be selected equally bearing in mind the areas of the town in most deprived areas and with the highest needs.

No. I totally support any initiatives of the Health Research Authority. The use of the Patient Register is reasonable for this purpose.

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