

Healthwatch Case Study



We at the Bowersdale Resource Centre aim to promote health and wellbeing for our service users using various approaches.

Through conversations and service user meetings it has become apparent that issues regarding health and wellbeing needed to be addressed.

Health talks and awareness days appeared to be a popular approach with Bowersdale Resource Centre service users. Through conversations with our service users it became clear that many people were having difficulties accessing health and social care services in Sefton.

With this in mind we contacted Healthwatch Sefton who are independent to the health and social care services in Sefton, they provide a helpful and signposting and information service to help people find the right health and social care services.

The Healthwatch Sefton Engagement Manager attended the Bowersdale Resource Centre and addressed a meeting of four service users and two members of staff

As a result of the meeting 1 service user was given information of GP surgeries in their area and details of how to contact them, as they were having issues with the current practice they were attending and struggling to get appointments when needed.

Another service user was signposted to Reach Men's Centre and NA for support and advice with regard to reducing prescription medication safely.

The session was a great success and Healthwatch will be arranging further sessions in the near future, the service users commented they felt relaxed and able to talk freely about their concerns.

After a few days a service user requested addition help regarding bereavement. The Healthwatch information and signposting officer was contacted and referred the service user on to Access Sefton where they were offered 12 one hour counselling sessions.

The service user has commented that this is having a positive impact on his mental health and wellbeing allowing them to move forward.