



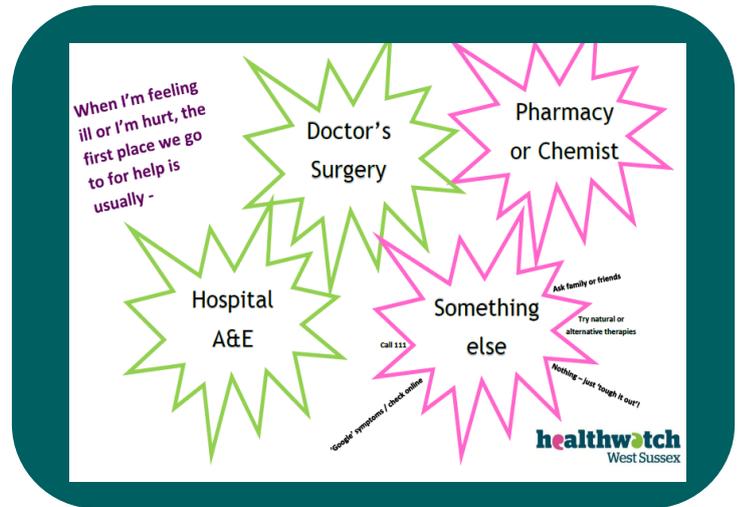
Working in Community Partnership Cross Generation Friendship Teas

Midhurst Parish Church works closely with the local community. One of their events are the Monthly Friendship Teas which began in March 2017. The aim being to reach out to anyone who feels they would benefit from 'tea and a chat' in safe surroundings. The Friendship Teas are actively supported by Year 6 volunteers from Midhurst Primary School, this brings benefits to and across the generations.

The format for the Friendship Teas is simple: cream tea and cakes, followed by conversation, traditional board games or listening to live music.

The teas are supported by a team of volunteers who prepare the teas and bake the cakes. Volunteer drivers provide transport to those who need it.

Healthwatch attended a recent Friendship Tea and took the opportunity to speak with some of the younger and older people about what health and care means for them. We used three starter questions to get conversations going. This case study captures some of what we heard.



Q1: Young people - When I'm feeling ill or I'm hurt, the first place I go to for help is usually ...?

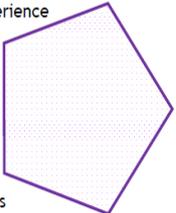
- I would go to the pharmacy first and then if I have not got better I would go to the doctor's if still unwell.
- I would have medicine at home and then go to the doctors if I didn't get better.
- I would take medicine from the chemist and then go to the doctors if I still felt bad or if it was something my parents hadn't seen before.

Q2: Young People - Tell us if you have had any experiences about going to hospital ...not nice experiences?

- I went to hospital when I was little with a high temperature.
- I went to hospital for an x-ray.
- I like the people but not the needles and things.
- It can be scary going to the hospital as you do not know what is wrong with you.
- I found it confusing and scary as I was in pain.

- I found going to the hospital uncomfortable, as I was asked lots of questions.
- Even if people know what is happening it can be scary, and they prefer not to know.
- They tell your (mum) what to do but can still be scary like getting a splinter in your finger I hate getting it out as it hurts.
- I do not go to the hospital as my mum gets the splinter out with a needle but if she could not get it out she would take me to the hospital.

3. I have been to hospital and it was a good experience

Explained what was happening	Caring staff	
Helped me to understand		
Listened to me	Helped me to make choices	
Asked me what I wanted	Made me feel better	

3: Young People - Tell us if you have had any experiences about going to hospitalgood experiences?

- I went to Midhurst little hospital with my sister for a blood test and they looked after me and my sister well. It wasn't as scary as I thought it would be.
- A doctor who had the same name as me looked after me well.

- I visited the hospital when my granny had a heart attack and the staff looked after me.
- The doctors and nurses were really kind and helpful. Mummy told her friend that she was happy with the care and support received.
- The nurses are funny, and this makes you feel good.
- I have never had a grumpy nurse.
- I prefer children's doctors as they are funnier and make stuff up to make you happy.
- When I go to the dentist I am given a sticker.
- I have to go to the dentist and hospital with a parent.
- Opticians and the large glasses makes me nervous.

Speaking with adults who attended the Fellowship Tea the following comments were captured.

Vera who is in her early 70s stated, that she telephoned the Riverbank GP surgery and informed them that she 'needed an appointment and would be at home all day, and could they let me know when I could come in to see someone'. The GP surgery telephone her back a few hours later with a suitable date.

Things that are working well:

- Many of the attendees stated that Riverbank GP surgery "provide good service".
- Bognor hospital "telephoned me after an appointment had been cancelled and offered me this appointment."
- St. Richards hospital "were very good when I had my two hips done".
- "I received good service when I had my cataracts done from both Worthing and Guildford hospitals."
- George who is in his 70s told us that he had recently had a fall at home, "I was switching on a light and tripped and cut my head. And the nurses from Riverbank GP surgery have looked after me really well and been very supportive."

Things that are not working so well:

- One lady stated that "it is a shame that Midhurst hospital has closed, as I now must travel to St. Richards which is just too far away".
- At Riverbank GP surgery "you do not see the TV screen information of how many people have not turned up for their appointment and how much this has costs the NHS. It is important as we do need to know this".
- Grace informed that if "Riverbank GP surgery do not see you, they talk to you by phone, but how can they diagnose by phone, as they cannot see you or how much pain you are in."

This is a case study that draws out the voice across the generations. The young people's voice shows that if doctors, nurses and other health professionals make an effort, to put themselves in the shoes of young people, they can alleviate their fears and anxieties. They may even engage more effectively which makes for a more positive experience. This may also help to reduce future missed appointments.

Our observation is that this style of event with cross generation conversations, whether about health and care or absolutely anything else are of mutual benefit to young and older alike. We could see that all ages reassured each other, cheered each other up and gave another perspective.

The Friendship Teas model fits well with the **Royal Collage of General Practitioners Tackling Loneliness Community Action Plan.**

We hope this case study offers real learning for other communities who may wish to try this type of approach in some form or other.

Information from Royal Collage of General Practitioners Loneliness project:

“To help make the right connections we want to see local authorities, the voluntary sector, and GPs working together to ensure that there are directories of voluntary sector projects and schemes which highlight opportunities that could benefit those who are suffering from loneliness. Where provision of such schemes is limited, efforts should be made to fill these gaps.”

(www.rcgp.org.uk)

If you are setting up or would like to share news of a similar project we would be interested to hear from you. Please contact Cheryl Berry Partnership Co-ordinator, email: cheryl.berry@healthwatchwestsussex.co.uk or telephone: 07966 529756



Midhurst Parish Church

Midhurst Parish Church is a church at the heart of the community in Midhurst, West Sussex. We strive to love God and love our neighbours and we do that in all sorts of ways. We manage the Midhurst satellite of the Chichester District Foodbank, we support our local schools, we offer groups for children and young people and events for the whole community.

Any enquiries about Friendship Teas or Midhurst Parish Church should be directed to the Parish Office.
Email: Office@MidhurstParishChurch.net or telephone: 01730-815636