

## **Feed back from Participants' Meeting 11<sup>th</sup> February 08**

### **Q.1 How can we ensure older people have the opportunity to lead physically and mentally healthy lives?**

- Provide access to recreation and social activities and financial services and make information on these available.
- Advice from GPs on healthy living
- Availability of advocacy
- Encouragement to join organisations
- Availability of transport to centres
- More centres with strong community groups to provide lunches etc
- Adaptations in the home
- Minimum entitlements enforceable and ops made more aware of what is available to them
- Early access to preventative services
- An older people's champion for every borough
- More public toilets
- Individual help for the handicapped
- More access to ancillary medical services
- Increased pensions
- More information generally from local authorities

### **Q.2 What would you like to be available in terms of services and what improvements would you like to see in them?**

- Help in the home with small jobs
- More effort to support ops in their homes
- Better advice through doctors surgeries and Age Concern groups
- Improvement in social services. Practical help not just advice
- Better health transport services
- Provision of low cost educational courses to replace those cut
- Availability of alternative medical care to reduce drug use
- Extension of freedom pass time
- Stop privatisation of services
- Leisure opportunities advice on IT
- More preventive services

### **Q.3 How could we influence boroughs to improve services to older people?**

- Become involved with local campaigning groups, lobby counsellors and MPs Meet local officials face to face.
- Require more information from boroughs
- Raise boroughs awareness of op's needs

- Vigorous lobbying by retirement groups
- Publicity in the press
- Op's forums to be more critical of councils
- Create strong op groups locally
- Hold counsellors to account at local meetings
- Ensure social justice candidates are supported
- Insist on standardised levels of provision in all boroughs

**Q.4 Do you feel that government giving ops money to purchase their own care is a positive development?**

- Unconditional nos 8
- Unconditional yes 8
- More information needed particularly on how this will affect tax liability.
- Concern about tax and NI for carers
- Yes if there is proper supervision
- Suitable for some people but not others
- Concern that money could be wasted
- Good advise needed to help people to decide
- No, as the scheme seen as a government opt out.
- There is not enough advocacy support to make the scheme work
- Better to fund op organisations
- Vulnerable people with mental problems will not cope
- Concern that only responsible, vetted people should come into the home.

**Q.5 What conclusions would you draw from your personal experience of health and social care provision?**

- Assessment for care takes far too long
- Social care very difficult to obtain
- No help or advice for older carers
- No help to return to work after acting as carer for mother
- Poor provision of podiatry and physiotherapy
- Carers not trained
- Too early discharge of surgery patients to public transport with no domestic support
- Much satisfaction with hospital and GP services
- Good experience of social services for mother who broke a hip
- Expensive telephone lines should not be used for access to doctors and other medical agencies
- Hospital care good; conditions not always so
- Culturally appropriate health care needed
- Delays in discharge assessment
- Lack of continuing supervision of dementia patients causes risks and disturbance to neighbours
- Hospital waiting list for surgery too long

G Matthews Secretary 24/03/08

