

# The Hinge Centre: Supporting Bridlington's Community

An Insight Report



**healthwatch**  
East Riding of Yorkshire

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# Introduction

## About Healthwatch East Riding of Yorkshire

Healthwatch provides an independent voice for the residents of the East Riding of Yorkshire. We listen to people's lived experiences of health and social care services and report these experiences back to service providers. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.



### Our vision

To bring closer the day when everyone gets the care they need.



### Our mission

To make sure people's experiences help make health and social care better.



### Our approach – what is important to us?

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with the Government, health and care services and the voluntary and community sector to make care better whilst retaining our independence.

## About The Hinge Centre

The Hinge Centre was established in 2008 with the aim of supporting residents living in an area of deprivation within Bridlington. The charity initially operated from their centre on Field Road and later expanded to support clients from the Crown Community Building on Quay Road. The Field Road location supports the Havenfield Estate, situated within the Bridlington Central and Old Town ward, whilst the Crown Community building sits within the Bridlington South ward.

The Hinge Centre strives to support the local community by breaking down barriers to accessing support and services for those who are particularly hard to reach or vulnerable. Their ethos is to ensure that people who lived in a deprived area have equal access to the support they need and that these residents are empowered with information and skills to be able to improve their own mental and physical wellbeing.

Support from The Hinge Centre comes in many forms. The resettlement support service helps people who are homeless or at risk of being homeless. The Hinge team can provide information and advice to people who are experiencing a homelessness crisis, as well as providing items to meet the person's immediate care needs, for example food, toiletries, and sleeping bags. The charity also works to help people avoid homelessness by ensuring they are receiving the



benefits and support they are entitled to in addition to providing financial education including how to set up and manage bank accounts.

Other groups organised and run by The Hinge Centre include Us Women – a peer support groups for women affected by cancer, Creative Minds for arts and crafts, and Healthy Minds which encourages connections with nature and other people to improve mental and physical health. Additionally, The Independent Living Group supports adults with learning difficulties with cooking classes as well as fun activity sessions and days out. Waste not Wednesdays offers the community a choice of food, primarily fruit and vegetables, for a donation of £2 with the aim of reducing food waste and improving cooking education.

One of the services The Hinge Centre runs from both of its' locations is the Food Store. Supported by [Fareshare](#), the Community Food Store has appointments slots for clients to come in and buy food and hygiene products at a lower price than in regular shops. This differs from a foodbank which distributes pre-prepared food parcels to those in need. The Hinge also support people experiencing homelessness with their emergency Food Store service.



The Community Food Store at The Hinge Centre, Crown Community Building.

In addition to the Food Store, The Hinge Centre runs a Warm Welcome group from the Crown Building. The Warm Welcome is open from 10.00am – 12.00pm every Friday and it is a space for anyone to go for a hot drink and toasted

breakfast treat such as toast or crumpets. As well as offering an inviting space for people to socialise, the Warm Welcome often has drop-in services to support the local community. These include Your Money team (ERYC) for financial advice and information, East Riding Waste and Recycling Team, and Bridlington Pharmacy group who offer mini health checks. Every week at the Warm Welcome a chatty café area is set up to encourage conversations and reduce loneliness, and there's also a meeting of the Pebbles group – a peer support group for adults diagnosed or awaiting diagnosis for autism/ADHD.



The hot drinks and food served at The Warm Welcome.



Clients at The Warm Welcome socialising at the chatty café table. Picture taken by The Hinge Centre.

## Background

### Bridlington Health Inequalities

Healthwatch East Riding of Yorkshire regularly receive feedback from the public about their experiences of health and social care services which is compiled into a monthly intelligence report. From these reports, and from general community engagements, it was highlighted that residents of Bridlington in particular are facing difficulties in accessing adequate healthcare. The current project was designed as a way of further investigating these inequalities in healthcare provision and access, specifically in an area of high deprivation.

Fuel poverty is defined as an inability to afford to adequately heat or cool a home and, according to the English Housing Survey (2022), 28.9% of households in Bridlington South are in fuel poverty. This is almost double the overall percentage of households in fuel poverty in the East Riding (15.2%) demonstrating inequalities within the county. However, this does not take into account cost-of-living and fuel price increases since 2022 therefore the current figure could be much higher.

Deprivation and low socioeconomic status are both associated with lower quality of life, particularly of older adults (Breeze et al., 2005). As well as this, people in the most deprived areas of England can expect to live a healthy life for **18 years less** than people living in the least deprived areas (The King's Fund, 2024). Residents of the Bridlington South ward have the lowest average life expectancy for women (80.4 years) and for men (73.6 years) of any ward within the East Riding (Office for National Statistics). This again evidences inequalities between areas of Bridlington and the rest of the East Riding.

According to the 2011 Census, all three of the Bridlington Wards (South, North, and Central and Old Town) have the highest percentage of people who reported having a long-term illness or disability of any of the wards in the East Riding.



**28.9%** of households in Bridlington South are in fuel poverty

These percentages (28.6%, 28.5%, 25.2% respectively) are also significantly higher than England average of 17.6%. These figures emphasise the need for effective health and social care services in Bridlington to support residents in living healthy and independent lives.

This project is incorporated into Healthwatch East Riding of Yorkshire's population health intelligence gathering program of work, with the key focus being on physical and mental health outcomes within the most deprived areas of East Riding. This report will be provided to Bridlington's Integrated Neighbourhood team with the hope of bettering the understanding of the local population and the inequalities they are facing. HWERY hopes that this approach can help identify current inequalities and assist in improving patient and community group access, experiences and the outcomes of those populations in most need.

## **Aims of The Project**

- Listen to the voices of hard-to-reach communities
- Understand difficulties residents of Bridlington are facing, specifically from a lower-income household perspective
- Engage with members of the public to understand their experiences of health and social care services
- To raise awareness of these issues with the aim of improving services for all
- Build a strong relationship with The Hinge Centre to offer HWERY support on a long-term basis
- Supporting clients of The Hinge Centre through providing information and signposting services





## Information Gathering

Healthwatch East Riding began engagements at The Hinge Centre in February 2024. A project officer would visit the Crown Building at least one Friday a month to engage with people who use the Community Food Store and the Warm Welcome group. Two Healthwatch volunteers also accompanied the project officer during this time.

The approach that HWERY primarily took was to engage in casual conversation with clients at The Hinge to build trust and relationships. Once HWERY became known and recognised at the Warm Welcome group, members were happy to chat and give their feedback on services in Bridlington. Around 20 people were spoken to at each engagement, though sometimes fewer to spend more time discussing issues in depth.

A table was set up with a banner and flyers to advertise Healthwatch being available at the group that week, though the project officer spent most of the time mixing with members at their tables or whilst they waited for their Food Store appointment.



## **The Client Survey**

After spending multiple visits talking to residents about their main concerns, a survey was created to better understand how many people are affected by these issues. The second part of the survey was used to gain insight into how The Hinge Centre is supporting the local community. This survey included five questions with a mixture of closed (Yes/No/Unsure) questions and open questions for people to explain their experiences. A copy of the survey used is in Appendix A.

The survey was distributed on paper to people who use either the Community Food Store or the Warm Welcome group. A total of 12 people completed the client survey. Some clients of the Food Store had previously mentioned difficulties in reading/writing skills, therefore the project officer offered support in filling out surveys to improve accessibility. Any additional comments were also noted. All survey answers were recorded anonymously, though participants could leave their contact details should they wish to discuss their experiences further with Healthwatch East Riding.

## **The Staff and Volunteer Survey**

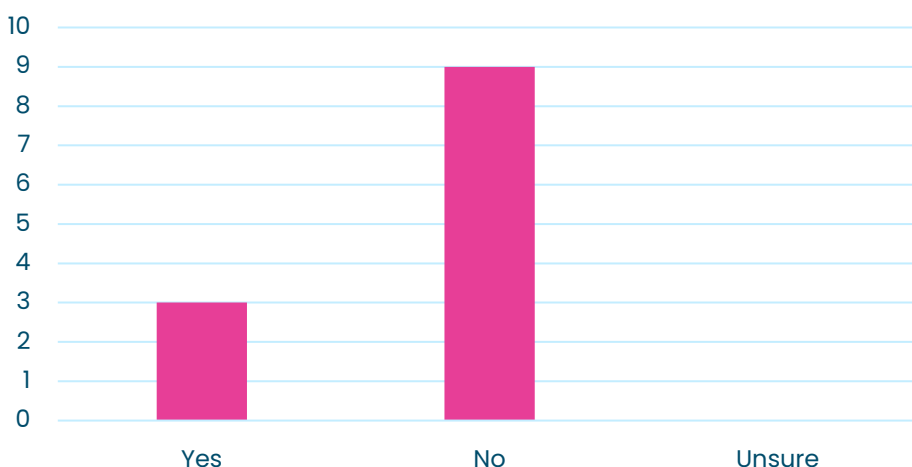
A separate survey was created to capture the views and experiences of the staff and volunteers of The Hinge Centre (both sites) which can be viewed in full in Appendix B. This survey was distributed electronically via email and was completed anonymously and voluntarily.

## Key Themes

### Lack of NHS Dentists

Immediately on engaging with clients of the Hinge Centre, a lack of NHS dentists was raised as an issue for Bridlington residents. At the time of writing this report (August 2024), Mydentist is the only NHS dentist practice in Bridlington. The reception at Mydentist confirmed that there's currently only one NHS practicing dentist and the rest there take private patients only. Mydentist are not currently taking on new NHS patients, however, they are willing to accept people onto their waiting list which is thought to be a minimum of three years long. The reception at this practice said they were unsuccessful at recruiting more NHS dentists and are continuing to try.

Are you registered with an NHS dentist?



Whilst discussing dental care, Healthwatch made clients of The Hinge aware of the emergency dentist service available through ringing NHS 111, however, this service has proved difficult to access by some.



"I've had two teeth fall out and got holes in others, I have to eat on one side. I rang 111 but options were Driffield or Hull and I can't travel there as I'm a carer and I'm needed at home."



The project officer also spoke to one person who was directed to Hull for an emergency dentist appointment. At the appointment, the patient was told they would need to go to Selby for a tooth extraction. Whilst this patient was able to travel from Bridlington to Hull then to Selby, it was with added difficulty due to the person being a wheelchair user. On multiple occasions, the project officer was told of people who are removing their own teeth due to lack of available dental care.

Amongst the concerns raised, one was a lack of dentists available for children with Special Educational Needs and Disabilities. Healthwatch was told by a client that there are no dentists for the special school and that it is a two-year waiting list for the dentist.

*“I was with my dentist for 40 years, but after covid they went private. They offered me private care, but I can’t afford that.”*

Many of the clients reported that they used to have access to an NHS dentist, however, the dentist has either retired or is now in private practice and the patient cannot afford to pay for this. With the increase in the cost-of-living, fewer people are able to pay for private healthcare services which is a sentiment echoed by clients of the Love Driffield Foodbank (read that report [here](#)). One of the respondents who said ‘yes’ to having an NHS dentist says that they have not been to their dentist in over 2 years so is not confident they could easily get an appointment now.

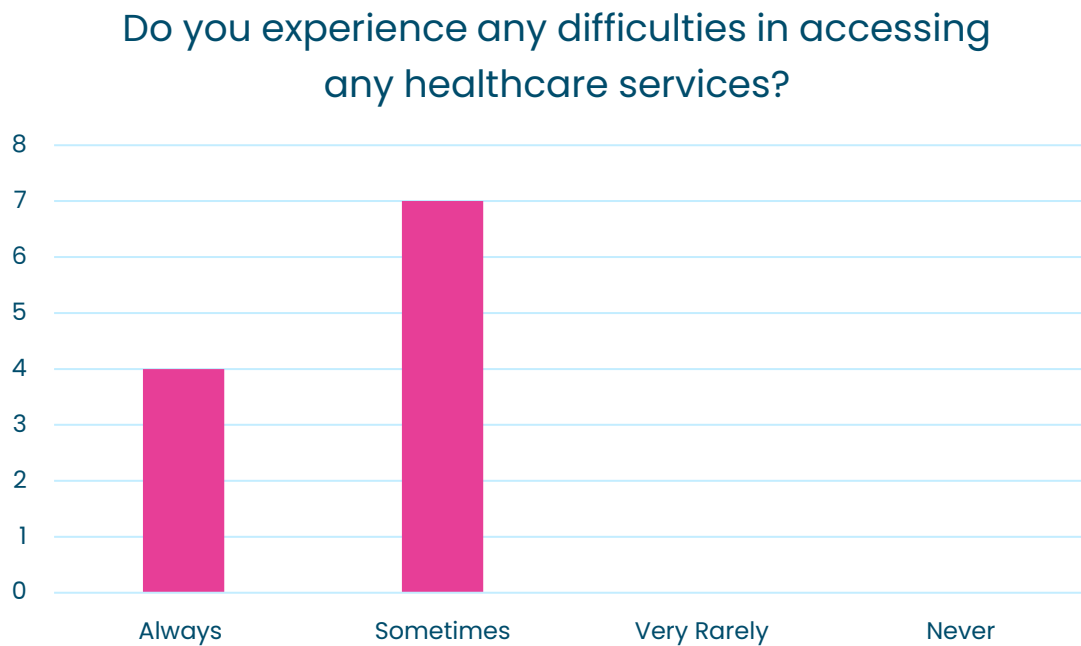
All survey comments can be viewed in Appendix C.

## Access to Primary Healthcare

Primary care refers to what is usually the first point of contact for people needing healthcare services for example GPs, dentists, community pharmacies, optometry (eye health), and some elements of Accident and Emergency (A&E).

Of the 12 people who completed this survey, 11 had chosen to have the project officer record their answers. This could suggest a lack of confidence in form-filling, highlighting a literacy barrier to accessing healthcare services.

When asked about accessing healthcare services, seven said they sometimes experience difficulties. One person did not think their experiences fit with the options as he describes it as “very often”. When supporting participants in filling out the survey, the project officer prompted for further comment on this question and recorded the responses. Most responses related to primary care services, particularly GP practices.



The running of this project coincides with Healthwatch East Riding’s GP Access Project in which over 400 responses have been gathered in a survey open to all Bridlington residents including clients of The Hinge Centre. The GP Access Survey looks explicitly at experiences of GP surgeries in Bridlington and the full report can be read on our [website](#). The response from the current insight project supports findings of the GP Access Survey.

Many clients of The Hinge complained about difficulties in accessing appointments at their GP surgery, whether this be with Drs Reddy and Nunn or Humber Primary Care. The most common theme here was waiting times on the phone:

- “Manor House is a very poor GP surgery, it’s rubbish to make an appointment and you’re late to be seen. It’s just as hard to cancel an appointment as you’re on hold for 30 mins”
- “It takes forever” to get through to the GP surgery, so the patient will usually hang up
- “I hang up when I’m on hold with the Drs and they ring back within an hour”
- “GP is the most difficult to access... the waiting time on the phone is shocking, it can be 45 minutes” [Drs Reddy and Nunn]
- “Sometimes it’s difficult to get through to the doctors as you have to ring at 8am”
- One person said they have had to wait three weeks for an appointment for a blood test

Healthwatch East Riding did discuss alternative options for making GP appointments with participants, however, online triage forms are not accessible to everyone. Some people are not comfortable using the internet or even have access to it, and others may have difficulties with understanding and completing the online form as previously mentioned.

**“Practice 3 [Drs Reddy and Nunn] is marvellous, I can’t fault them. They have appointments every day and I’ve been offered one for in 10 mins time before.”**

In contrast to difficulties accessing GP appointments, many clients of The Hinge Centre had praise for pharmacies in Bridlington. One person said they appreciated the text service from their pharmacy to know when their medication is ready.


**“The pharmacy is brilliant, they’re just overworked”**

Some responses to the survey indicated that once the patient did get access to their GP surgery, they weren't pleased with the service.

- "I've been registered with Practice 3 for five months, but they have not offered me a health MOT or made contact with me"
- "They have no empathy, they're dismissive"
- One patient says they struggle to access test results on behalf of her mother, despite being registered as her carer

One person commented that they think there's "something wrong with the system" as they say "some people are going for nothing" to their GP surgery, which is increasing wait times unnecessarily. This could therefore suggest a lack of awareness around services that community pharmacies can provide under the new Pharmacy First initiative, which would in turn reduce the number of people waiting to access GP appointments.

## Personal Stories: The Importance of Health Education

 One gentleman had an appointment with a nurse practitioner as he was feeling faint and unwell. The patient's blood pressure (BP) was taken and found to be very high. He was told to measure and record his own BP at home for 4 weeks. The patient did not have his own monitor so bought one from eBay however he did not know how to use it.

The patient visited a pharmacy to explain his situation and the pharmacist immediately took the person's BP reading. The pharmacist then gave the patient a new mobile BP monitor free of charge with instructions on how to use it. Additionally, the pharmacist educated the patient on how to reduce his BP with diet and exercise.

After the initial 4 weeks of BP recordings, the patient received a phone call from the GP surgery to discuss the readings. He was told to continue the BP readings for another 4 weeks. The patient said that the nurse gave no information or advice around managing high blood pressure.

The patient didn't like that contact with the GP was mostly phone calls and texts with not enough face to face contact. He said it would *"put his mind at rest to see someone"* and get more advice around his health concerns. On the lack of face-to-face appointments, this person said he *"doesn't think the Dr knows he's there"*.

In this case, the patient was grateful for the support and education from the pharmacist as he has since lowered his BP with regular walks. However, the patient did wish that this support had come at his initial appointment at the GP surgery to save his stress and from buying a BP monitor that he could not use. East Riding's Public Health team have since introduced a scheme of rentable BP monitors from libraries across the county which would have benefitted this patient at the time.

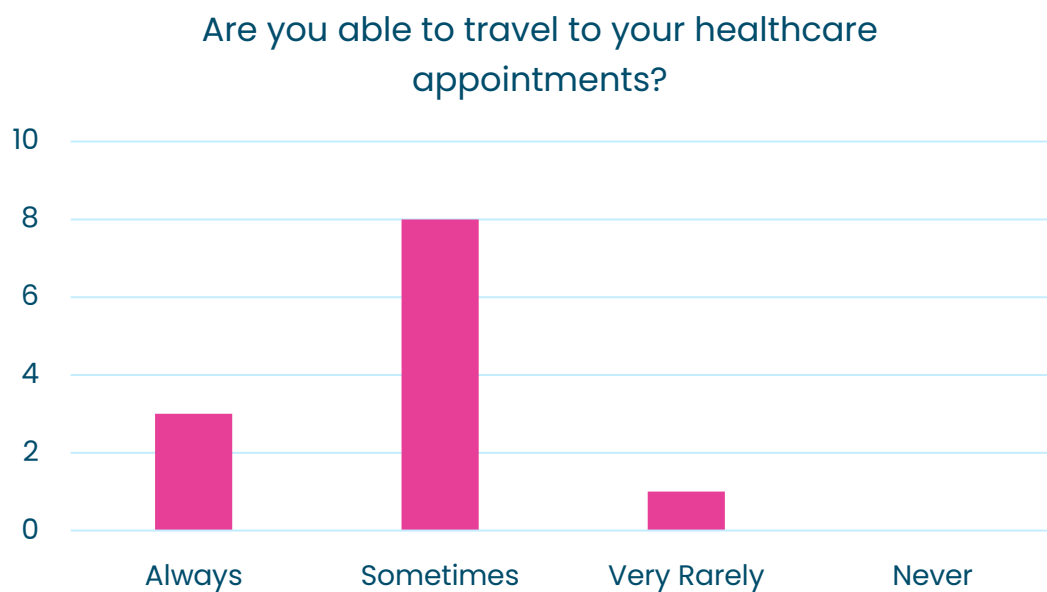




## Travel to Healthcare Appointments

When asked if they are able to travel to their healthcare appointments, two thirds of the participants said 'sometimes'. Of the eight people who said 'sometimes', five said only in Bridlington.

- "I can get to Bridlington Drs, anything else and I need patient transport"
- "I walk everywhere so Bridlington is okay. If I had to go to Castle Hill Hospital it would be difficult."
- "I'm not able to get to York or Scarborough"



Multiple people referred to patient transport services as their way of accessing hospital appointments that are outside of Bridlington. However, not everyone who struggles to or can't travel by car is eligible for this service. The Yorkshire Ambulance Service provides the Patient Transport Service for East Riding residents, and the patient must fit the criteria to be eligible.

*Eligible patients are those:*

- *Where the medical condition of the patient is such that they require the skills or support of Patient Transport Service staff on/after the journey and/or where it would be detrimental to the patient's condition or recovery if they were to travel by other means.*

- *Where the patient's medical condition impacts on their mobility to such an extent that they would be unable to access healthcare and/or it would be detrimental to the patient's condition or recovery to travel by other means.*

People who do not fit the criteria of the patient transport service may otherwise make use of community transport. Holderness Area Rural Transport (HART) service runs Bridlington MEDiBUS providing transport to and from Scarborough, Hull and East Riding Hospitals for £10.00/£5.00 for people of bus pass age. Whilst this service is popular and vital for many, it does have its limitations in that it cannot provide transport to York Hospital, and appointments at other hospitals have to be before 15.30.

*"I am always able to get to the appointments, it's claiming the money back that's difficult. It's £35 each way to Castle Hill for chemotherapy appointments, I get £8.02 refunded for each journey which can take a month to come back to me. I'm okay for the money but for some people that's their food money."*

These responses highlight the demand for community transport in and around Bridlington, as many people are unable to drive but do not fit the patient transport criteria. Many Bridlington residents must travel to places such as Scarborough, Hull, York, and Malton for specialist services despite Bridlington having its own hospital owned by York and Scarborough Trust. This also suggests Bridlington residents would benefit from a wider range of services to be available at Bridlington hospital as many are able to access it by foot.

## Additional Comments

Bridlington residents were very vocal in expressing their frustrations with the healthcare system in their area. With these frustrations was a feeling of disparity between what they have access to and what people in other areas of the East Riding have access to.



*“Struggle to make doctors and hospital appointments, lack of facilities in the area for adults and children. Lack of services in adult care, poor care home facilities, everything comes down to MONEY!!”*



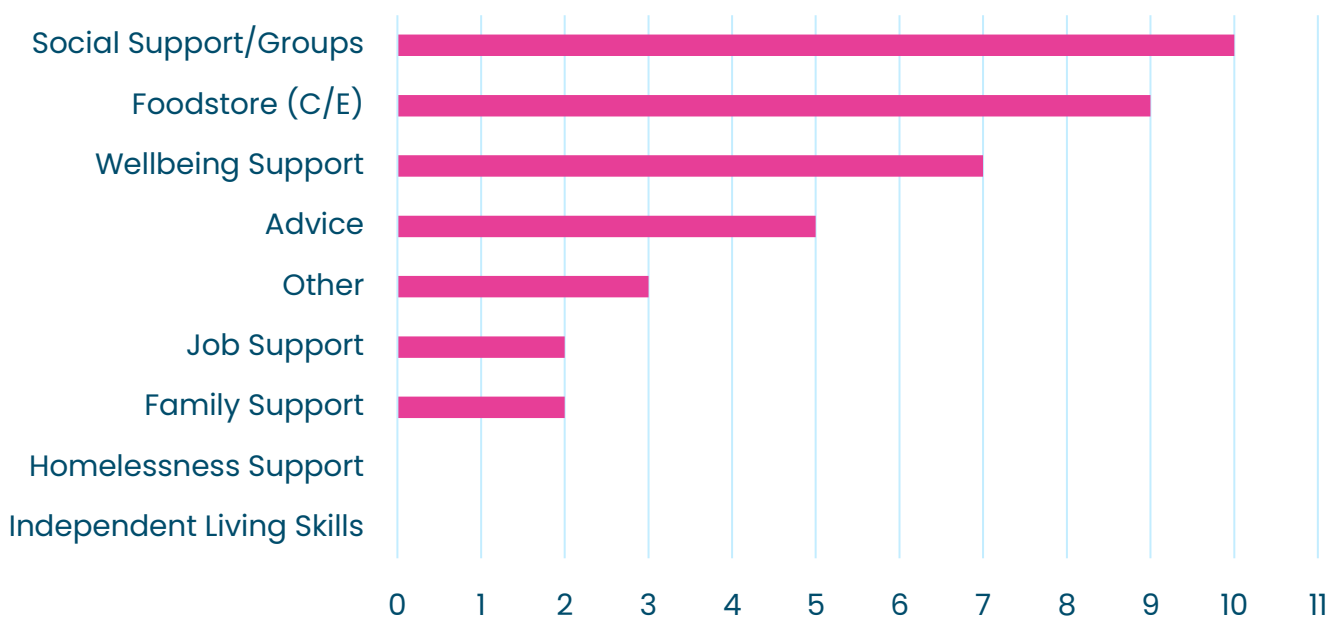
When asked about experiences with social services, one couple told the project officer that they do not have a named social worker so they are visited by a different social worker each time. This leads to a lack of continuity of care and makes it difficult to build a rapport with each social worker.

Another recurrent theme is of having to push for services to investigate health concerns. One person said *“you have to fight for your own healthcare”* as it is felt as though they are not referred for investigative procedures, such as blood tests or scans, unless the patient firmly requests them. One person told the project officer that they were told their pain was “probably gall stones” by their GP. The patient had already had their gallbladder removed and was not made aware they may still suffer from gall stones post-removal. Additionally, the patient was not educated about this at their GP appointment which made them feel like they were not listened and led them to assume their medical notes had not been read. This further evidences the frustrations of Bridlington residents as they continue to feel uninvolved in their own healthcare.

## Support from The Hinge Centre

The second part of the survey focussed on the support that participants receive from The Hinge Centre. When asked 'What kind of support do you get from The Hinge Centre?' the most common answers were social support/groups and the food store, whether this was community or emergency food store. The surveys were completed at the Warm Welcome social group and the food store waiting area, leading to a skew in the results. However, this question opened up the discussion for ways in which clients of The Hinge Centre have benefitted from the charity's groups and services.

### What kind of support do you get from The Hinge Centre?



One gentleman spoke about how he enjoys the men's lunch group on Wednesdays as it helps him to combat loneliness following the passing of his wife. This gentleman is frequently at the Warm Welcome socialising with others and he says it's "something to look forward to and plan the week around". Some people at the Warm Welcome group visit other support groups at the Crown Building, such as Carer's Plus, which helps them to build a network and community around them.

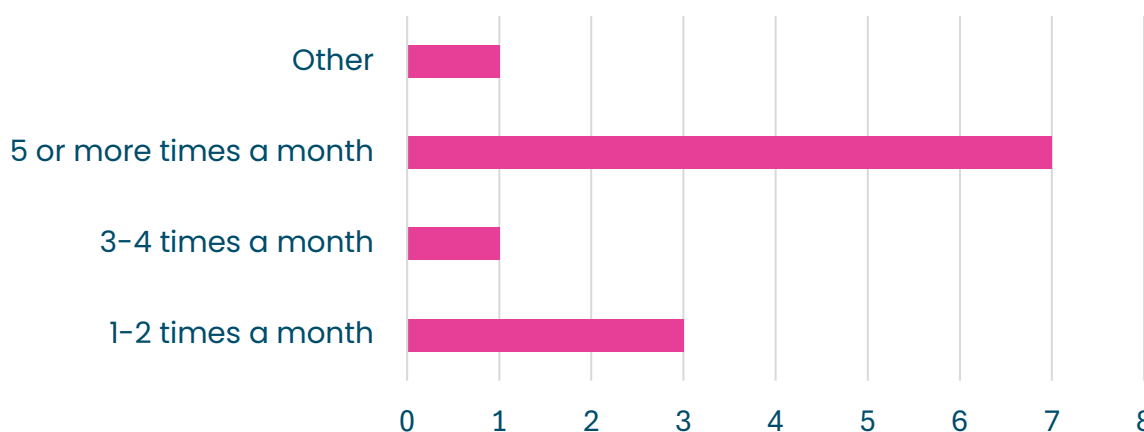
*"More people need to know about what The Hinge can do; it could stop them becoming homeless"*

When selecting 'other', one person said that The Hinge staff helped her get photo ID so that she was able to vote in the general elections. This person also said she gets general support from The Hinge as they help her with printing out paperwork that she needs.

Multiple organisations work together with The Hinge Centre to support the local community. Citizens Advice and Red Cross both refer clients to The Hinge Centre for support, with one Red Cross support worker regularly visiting the Warm Welcome group to check in on a client.

This client was nervous to come to the Warm Welcome for the first time so his Red Cross support worker accompanied him. He said The Hinge "made him feel so welcome" and now he regularly attends alone. This person also said the Community Conversations event was very helpful for him. This event is organised by The Hinge, is held at the Crown Building, and invites local organisations to hold stalls for the public get information and advice. At the most recent Community Conversations event, this person was informed about the disability discount on council tax by the Your Money team and has since had his council tax reduced.

### On average, how many times a month do you access support from The Hinge?



When asked 'how many times a month do you access support from The Hinge?', one person ticked 'other' as they were visiting the Warm Welcome for the first time. This lady was there specifically to talk to the project officer about her experiences of using healthcare services in Bridlington. When asked about any support she gets from The Hinge Centre, this lady commented that she does not use the social groups there, though she would if she was on her own.

Overall, feedback about The Hinge Centre was overwhelmingly positive:

- “Amazing, all of the staff are kind”
- “Lifesaver, it’s getting me out and making friends. Without it I’m in my flat not going out”
- “The men’s lunch has a waiting list, so I’m waiting for that too”
- “it’s improving my wellbeing, the people are very nice and not condescending”



## Your Story: The Value of The Hinge Centre

On one occasion, a lady entered The Hinge Centre as the Warm Welcome had just finished. This lady had sadly suffered the recent passing of her husband and he had looked after all of their finances. Naturally, this lady was upset and in search of some face-to-face support.

Luckily, the Your Money team had been at the group that week and were still there to give advice to this lady. They swapped contact details so that the Your Money team could ring the lady with further information. The Healthwatch project officer shared information and leaflets for various services, such as Cruse Bereavement Support, Hull & East Yorkshire Mind, and East Riding Emotional Wellbeing Support. This lady also had her details taken by The Hinge Centre who will then offer her continuous support in whichever way she needs going forward.

The lady expressed her appreciation for being able to talk about her recent loss and current situation with us as she lives alone and has not got much of a support system. This further evidences the need for face-to-face community support, especially for people who are experiencing difficulties and distress and are unsure where to turn to.

# The Hinge Centre Staff & Volunteer Comments

Below are the responses from The Hinge Centre Staff and Volunteer survey.

## What are the main difficulties you see clients of The Hinge Centre dealing with?

- They often feel they have been let down by local services eg unable to access basic healthcare like doctors / dentists.
- **Housing** - finding suitable, affordable and safe accommodation. Lack of in our area.
- **Long term health conditions** - many people with poor mental health, poor physical health.
- **Isolation** - individuals who are isolated, difficulties making connections and social relationships. However, we do encourage individuals to join our community groups which helps people to move in a positive direction to reducing isolation.
- **Cost of living crisis** - individuals affected by the cost of living crisis, we have seen individuals and families access our services who are working but on a low income. Due to the increase in provisions ie: food, fuel, everyday expenses - finding themselves in difficult financial situations.

## What do you enjoy about working/volunteering at The Hinge Centre?

- Every day is different, we support a wide range of people and support with different aspects of their life.
- I find it really rewarding as we do not just support with one aspect, we always take a holistic approach with service users who attend our provisions and ensure we can help meet their needs.
- The team is really welcoming and supportive.
- I genuinely feel the hinge makes a huge difference to our community . They feel seen and listened to.

## What are the biggest challenges you face whilst supporting clients of The Hinge Centre?

- The multigenerational needs are often complex and embedded within families.
- Battles sometimes with health services or other services such as housing/local authority.

## What do you think could be done to reduce these challenges?

- Increase of services/GP's/Health provisions/reduce waiting lists to make it more accessible and so individuals do not have to wait a long time for support.
- Long term support and funding - rather than little projects that don't have chance to make an impact.

## How would describe your personal experiences of using health and social care services?

- Personally, I have not had to attend GP's very regularly and from my experience of when I have needed to, it has been positive. I have felt welcomed, made comfortable and the issues have been addressed.
- In relation to Dentist, my NHS dentist closed two years ago. I have been without a dentist, but luckily been able to go private earlier this year.



The garden and green spaces surrounding The Crown Building



## Summary

This project between Healthwatch East Riding of Yorkshire and The Hinge Centre aimed to listen to the voices of people from hard-to-reach communities to understand their experiences of health and social care services. From the community engagements and the survey results, three main themes arose:

### Lack of NHS Dentists

- With only one NHS dentist currently operating within Bridlington, many residents are left without dental care due to the cost of private dentists.

### Access to Primary Care

- Many clients at The Hinge Centre expressed dissatisfaction with their GP practice, specifically that they struggle to get access to appointments.
- This contrasted with positive feedback given about pharmacy services in Bridlington.

### Travel to Healthcare Appointments

- Healthwatch heard how many people are only able to access healthcare appointments if they are within Bridlington. Although Yorkshire Ambulance Service runs a patient transport service, the strict criteria means many do not qualify for it. This leaves a high demand on community transport services which are unable to cope.
- Residents of Bridlington would benefit from increased availability of services at Bridlington Hospital to increase their accessibility and reduce travelling costs for the patient.

Throughout this project it was clear to see the many different ways in which The Hinge Centre supports local residents. The survey answers demonstrate the wider impact of the help given by The Hinge, indicating many clients feel a sense of community and support from the centre. These responses evidence the importance of face-to-face community support, such as that provided by The Hinge Centre, and the need for adequate long-term funding for such services.

Healthwatch East Riding of Yorkshire will continue to work with The Hinge Centre by providing signposting and information services to clients. Feedback from the staff, volunteers, and clients of The Hinge will continuously be reported by Healthwatch East Riding of Yorkshire to enable their voices and experiences to be used in the improvement of care for all.

## Acknowledgements

Healthwatch East Riding of Yorkshire would like to thank everyone who took the time to share their views and experiences throughout this project. We would also like to thank all of the staff and volunteers at The Hinge Centre for being so supportive and welcoming during this time.

# Appendices



## Bridlington Community Centre Survey

By filling out this survey you are helping us to understand the healthcare needs of people in Bridlington. All answers are anonymous.

### Are you registered with an NHS Dentist?

Yes  No  Unsure

### Are you able to travel to your healthcare appointments?

Always  Sometimes  Very Rarely  Never

### Do you experience any difficulties in accessing any healthcare services?

This could be GPs, Pharmacies, Dentists, Hospitals etc.

Always  Sometimes  Very Rarely  Never

Comments:  
(Optional)

### What kind of support do you get from The Hinge Centre?

Please tick all that apply.

- |   |  |
|---|--|
| Food Store <input type="checkbox"/>           | Family Support <input type="checkbox"/>            |
| Homelessness Support <input type="checkbox"/> | Independent Living Skills <input type="checkbox"/> |
| Job Support <input type="checkbox"/>          | Social Support/Groups <input type="checkbox"/>     |
| Wellbeing Support <input type="checkbox"/>    | Advice <input type="checkbox"/>                    |
| Other:  | (Money/Housing/Benefits etc.)                      |

### On average, how many times a month do you access support from The Hinge Centre? This includes both the Field Road location and The Crown Building.

1-2 times a month  3-4 times a month  5 or more times a month

Other:

### If you would like to tell us more about your experiences with healthcare services, please leave your contact information below:

Name:

Phone Number:

Email:

**Thank you for filling out this survey.**

### you have any questions please contact us at:

-  01482 665684
-  enquiries@healthwatcheastridingofyorkshire.co.uk
-  healthwatcheastridingofyorkshire.co.uk

Please turn over



## Bridlington Community Centre Staff and Volunteer Survey

By filling out this survey you are helping us to understand the healthcare needs of people in Bridlington, and how residents are supported by community services. All answers are anonymous.

**How many hours a week, on average, do you spend working or volunteering at The Hinge Centre?** This includes both the Field Road location and Crown Community Centre.

**What are the main difficulties you see clients of The Hinge Centre dealing with?** E.g. Housing, long term health conditions, lack of social support

**What do you enjoy about working/volunteering at The Hinge Centre?**

**What are the biggest challenges you face whilst supporting clients of The Hinge Centre?**

**What do you think could be done to reduce these challenges?**

**How would you describe your personal experiences of using health and social care services?** This can include GPs, dentists, hospitals, carers, and pharmacies.

**Thank you for filling out this survey.**

**If you have any questions please contact us at:**

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-  [healthwatcheastridingofyorkshire.co.uk](http://healthwatcheastridingofyorkshire.co.uk)

Please turn over

## Survey Comments

### Q1 – Are you registered with an NHS Dentist?

- “No and nowhere near is taking new patients.”
- One person who said “yes” to being registered hasn’t been to the dentist in over 2 years.
- “I was with Sinclair’s [NHS Dentist] for years, but when they closed the next closest NHS Dentist was in Hull”
- I’ve had two teeth fall out and got holes in others, I have to eat on one side. I rang 111 but options were Driffield or Hull and I can’t travel there as I’m a carer and I’m needed at home.”
- “I was registered at MyDentist, but my dentist left and was never replaced. I know others have left on poor health and they haven’t been replaced either. I think I’m registered there now but there’s no dentist for me”
- “I had to pay private before, but I can’t afford to do it again”
- “I was with my dentist for 40 years, but after covid they went private. They offered me private care, but I can’t afford that.”
- “We need more dentists”

### Q2 – Are you able to travel to your healthcare appointments?

- “I can get to Bridlington Drs, anything else and I need patient transport”
- “I walk everywhere so Bridlington is okay. If I had to go to Castle Hill Hospital it would be difficult.”
- “I’m not able to get to York or Scarborough”
- “I am always able to get to the appointments, it’s claiming the money back that’s difficult. It’s £35 each way to Castle Hill for chemotherapy appointments, I get £8.02 refunded for each journey which can take a month to come back to me. I’m okay for the money but for some people that’s their food money.”
- “Only in Brid”
- “Bridlington – yes, otherwise I need hospital transport”

### Q3 – Do you experience any difficulties in accessing any healthcare services? (Plus open comments)

- “Manor House is a very poor GP surgery, it’s rubbish to make an appointment and you’re late to be seen. It’s just as hard to cancel an appointment as you’re on hold for 30 mins”
- “It takes forever” to get through to the GP surgery, so the patient will usually hang up
- “I hang up when I’m on hold with the Drs and they ring back within an hour”
- “GP is the most difficult to access... the waiting time on the phone is shocking, it can be 45 minutes” [Drs Reddy and Nunn]
- “Sometimes it’s difficult to get through to the doctors as you have to ring at 8am”
- One person said they have had to wait three weeks for an appointment for a blood test
- “Struggle to make doctors and hospital appointments, lack of facilities in the area for adults and children. Lack of services in adult care, poor care home facilities, everything comes down to MONEY!!”
- “need more dentists and to see the GP more often”
- “GP is the most difficult to access” “the waiting time on the phone is shocking, it can be 45 minutes” “Reddy & Nunn is pathetic” This person saw their GP with complaints about their ear. The patient’s ear was looked in at the appointment and he was told it was clear. As the patient still struggled with feelings of a blocked ear, he went to the pharmacy. The pharmacist looked in his ear, said it was full of wax, and clear the wax our free of charge. “pharmacy is brilliant, I haven’t been to a bad pharmacist in Brid”
- “they have no empathy, they’re dismissive”
- “I’ve been registered with Practice 3 for 5 months, but they have not offered me a health MOT or made contact with me”
- “you have to fight for your own healthcare”
- “I don’t feel supported as a carer, you don’t get anything”
- “We need more dentists. I had an emergency dentist appointment in Hull and they told me I needed teeth pulling out. They sent me to an NHS dentist is Selby.” Both this patient and his wife are wheelchair users.
- “pharmacy is brilliant, they’re just overworked”
- “The CT unit at CHH don’t answer the phone. They don’t think about patients coming from Bridlington, I was offered a 6.30pm appointment on a Sunday”

- “The pharmacy is brilliant, I order online and it’s there the next day”
- “There’s something wrong with the system, the waiting rooms are always empty. I think some people are going to the Drs for nothing”
- “I have been offered online/zoom group counselling, I would prefer face-to-face”

## **Q4 & Q5 - The Hinge Support Comments**

- “The CAB [Citizens Advice Bureau] referred me here”
- “It’s something to look forward to and plan the week around”
- “Amazing, all of the staff are kind” “lifesaver, it’s getting me out and making friends, without it I’m in my flat not going out” “the men’s lunch has a waiting list, so I’m waiting for that too”
- “I really enjoy the Men’s Lunch on Wednesdays”
- “more people need to know about what The Hinge can do, it could stop them becoming homeless”
- The Hinge helped to get photo ID for this person so that they could vote in the general election.
- “I don’t use the social groups here, but I would if I was on my own”
- “people make beautiful efforts here” “I’m very thankful for them, they always want to improve things here”
- “it’s improving my wellbeing, the people are very nice and not condescending”
- “they give me help with my council tax”

## References

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# healthwatch

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