

AUTHORS

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INTRODUCTION

Listening to patients, service users, community members and community partners is the corner stone of delivering and developing services tailored to the needs of communities. By listening and engaging we can improve access for patients and improve service integration. This project kept at its heart the, principles of Sláintecare delivering the **Right Care in the Right Place at the Right Time**.

The 2019 Pobal deprivation index found that on average the life expectancy in Limerick's most deprived areas was 6.5 years lower for women and 7.5 years lower for men than that of the most advantaged area in the country. The 2023 Pobal deprivation index compounds the 2019 statistics and classifies the areas of King's Island, Ballynanty and Kileely as 'extremely disadvantaged'. This area demographic of mainly 'extremely disadvantaged' and 'very disadvantaged' with smaller pockets of 'affluent small areas' provided a unique opportunity to the project team to engage with patients, community members and service providers. identifying the barriers faced when accessing Primary Care services across these mixed demographics.



OBJECTIVES

- Engage with Primary Care service users, community members, Primary Care staff and community service providers to establish the barriers and enablers to accessing Primary Care services
- Co-produce a set of recommendations with service users, staff and service providers to address the barriers identified to present to senior management
- Co-produce a way of working to inform patient engagement into the future within the Northside of Limerick city and across the wider HSE Mid West services

OUR ENGAGEMENT APPROACH

- 277 people were engaged with across a wide range of social demographics within North Limerick City
- 14 face to face engagement sessions
- 3 online surveys
- An informal, open and honest approach taken to discussing the barrier faced when accessing Primary Care on the North side of Limerick city
- A responsive approach to engagement, being flexible to including newly identified groups throughout the project to ensure a broad representation of North Limerick city

RESULTS/FINDINGS

★ **Enablers Identified**

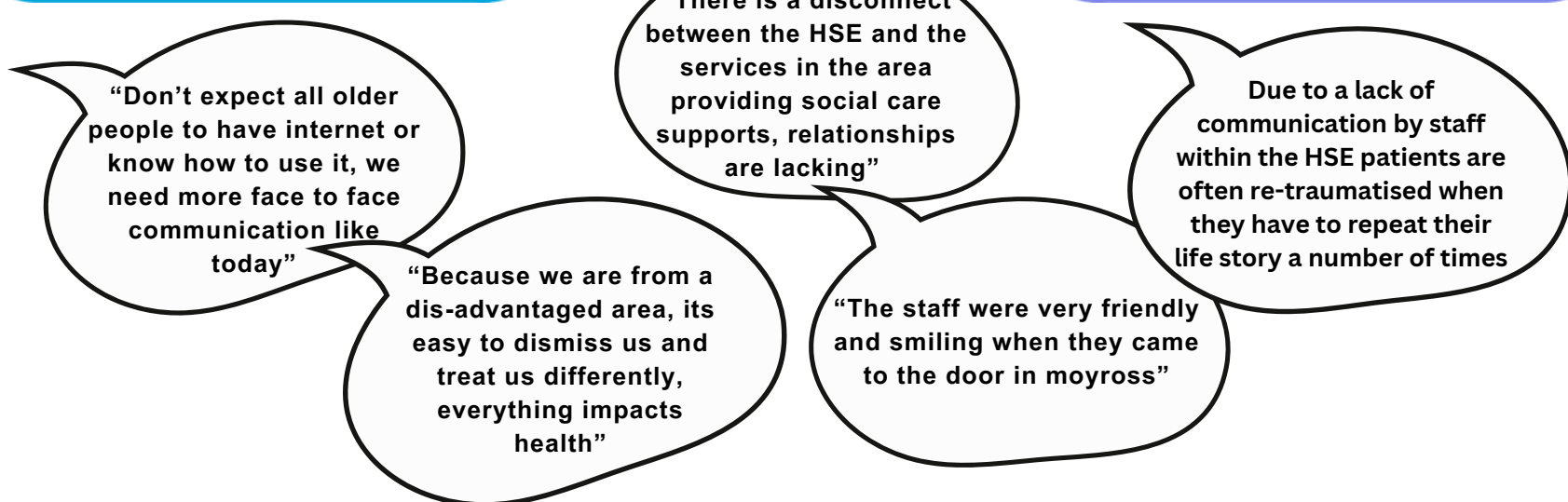
- Empathetic and friendly interactions
- Timely appointment scheduling

★ **Barriers Identified**

- Low awareness of Primary Care services
- Lack of understanding and sensitivity
- Judgmental staff attitudes
- Poor data sharing and transactions within services
- Poor interagency co-ordination
- Excessive wait times
- Transport challenges to services

RECOMMENDATIONS

- Client centered approach - understanding the community you serve
- Patient Engagement skills training - training staff on the HSE Better Together Roadmap
- Provide options of outreach/home visits
- Accessible age friendly information - co-producing information with service users to suit their specific needs
- Inter-agency collaboration - working with community agencies to support the community
- Appointment reminder system



CONCLUSION/NEXT STEPS

This collaborative approach to consultations with service users and service providers, allied with the partnership with the academic PPI Ignite research unit in the University of Limerick, has produced robust, reliable socio-demographic and stakeholder data and recommendations. This will now inform the development of an area service improvement plan and priorities for the future HSE patient engagement structures to progress. A final event will be held in mid-September 2024 to offer service users and community partners in North Limerick city the opportunity to co-produce priorities for multi-stakeholder collaboration, and to be involved in their implementation to improve access and integration across Primary Care services within the North side of Limerick city

King's Island Community
Love your Heart
Valentine's Day Event
February 14th
Time: 11 am to 1 pm
Venue: King's Island Community Centre
Who is this for? Everyone who lives in the King's Island Community
Available on the day:

- Diabetes Nurses Specialist (Diabetes monitoring)
- The cardiology Nurse specialist (BP monitoring)
- Dr Nessa Starr
- Health Promotion Officer
- The PCT- PHN,OT assistant & Paeds Physio
- Free Complementary Therapies
- Goodie Bags
- Complimentary Tea/Coffee

Come meet your local Primary Care Providers

Primary Care Services Limerick North-side

Thomand, Ballynanty Primary Care Centre, Kings Is. Ballynanty, Limerick. VNA V282. Phone: 061 427160

Moyross, Moyross Health Centre, Moyross Limerick. VNA E219. Phone: 061 224912

Westbury, Westbury Health Centre, Galbally Hill, Limerick. Tel: 4102. Phone: 061 265500

Kings Island, Kings Island Primary Care Centre, Island Rd., Limerick. VNA L20P. Phone: 061 423203

Your Primary Care Team

- Community nursing**: We support individuals referred to us from their own doctor and also acute hospitals. We help you set up the correct and precise treatment to ensure you get the best results possible. We can identify and support individuals to have support services like homecare packages, we can help you with medication management and advice on health, fitness and groups. We provide patient and carer education and community working services. We have nurses for managing wounds and conditions and also with mental health issues. We provide support for people with disabilities.
- Physiotherapy**: Adult patients requiring physiotherapy assessment and management of musculoskeletal, neurological, cardiovascular and geriatric conditions. Patients require ongoing rehabilitation and management of chronic conditions. Patients can significantly improve a person's quality of life by providing and maintaining their health. This can include: - Balance and gait assessment - Postural and manual therapy - Pain management and prevention strategies.
- Occupational therapy**: Occupational Therapy (OT) helps people to have as much independence and quality of life as possible. Occupational Therapists work with people who have physical, mental health, or learning difficulties caused by injury, illness, disability or the effects of ageing. After an assessment, the Occupational Therapist will set goals to maintain or improve your daily activities.
- Speech and language**: We work with children with non-specific difficulties including speech sound difficulties, developmental language disorder including difficulties with comprehension and expression and with hearing impairment, deaf and deafblindness.
- Podiatry**: Podiatry specialists in the management and prevention of foot problems. Podiatry can significantly improve a person's quality of life by providing and maintaining their health. This can include: - Diabetes and vascular complications - Foot and ankle management - Foot and ankle management.
- Dietetics**: Primary Care services for adults who are at risk of malnutrition and poor diet. Dietitians can help you to improve your diet and health. Dietitians only for service aged over 18 years.

Your Community Healthcare Network Manager is: Sheila Mulcair, Ballynanty Health Centre