

## Case Study

# Howard Street Community Health Centre

East Lancashire Primary Care Trust

**Project start date:** 2005

**Project finish date:** Ongoing

## Introduction

In June 2000, the Burnley Primary Care Group commissioned a Citizens Jury of 12 local residents to listen to evidence from many organisations and community activists about the need to improve access to health and social care provision. Researchers highlighted the key issues and worked with residents to formulate a series of recommendations - many of which have been followed through.

## Project Overview

One vehicle to meet recommendations made by researchers following meetings with the Citizens Jury was to provide a centre with a focus on healthy living. This would provide support in addressing many neighbourhood issues and act as the voice of the community, encouraging changes in service provision across a wide range of agencies.

The centre – Howard Street Community Health Centre – was duly established and a steering group formed to take the next steps. This steering group is still operational today with four original members, including two of the jury, still actively playing a part in the continuing development of the centre.

Other methods of involvement Howard Street Community Health Centre has used, which are specific to a target group or activity, include:

**A community garden** – Howard Street Community Health Centre has grounds which have been developed into a community garden. The project has been

developed in partnership with the PCT (Howard Street CHC) and Age Concern as a trans-generational initiative. The project worker who leads on the project has worked to provide sessions which develop confidence and ability and have produced a core group of volunteers who work weekly in the garden. A steering group for the ongoing development of the project has been devised. The Community Service Team and a Lancashire County Council group for people with learning disabilities now also work in the garden on a weekly basis.



*Howard Street Community Health Centre*

**SPEAKEASY** – a peer interviewing scheme which started in the NHS in East Lancashire in 2002. It was aimed at the PCT's over-55 population and in this instance was used to establish the specific needs of this population both those who lived independently and those who lived within a sheltered scheme, within South West Burnley. As a result of the scheme's findings Howard Street formed the over-55s Health and Social Group, health checks were provided at the sheltered housing for the less mobile and issues such as communication were improved.

**A revisit of the Citizens Jury** – in 2007 work began looking at the recommendations made in 2000 to establish whether these are still relevant. Four workshops have been held with agencies, attracting attendance from over 60 partner organisations. Five focus groups, formed from local residents aged 14-75, were then set up to draw comparisons between the original needs identified and current service provision. They worked to determine where there were gaps in service provision, where services and need didn't match, and to identify successful changes which had been made over the years.



*Howard Street Community Garden*

## Impact of Project

Results from the focus groups are currently being compiled and when this process is complete a new list of recommendations will form the basis of an action plan. This will be done with involvement from the partner agencies so that the recommendations become part of the action planning process within individual organisations.

Howard Street Community Health Centre has gained a reputation for hosting consultation events for many organisations, many related to neighbourhood management. Attendance at these events is noticeably higher than for events held in other venues.

## More information

### Contact details

**Name:** Vicki Campbell

**Email:**

vicki.campbell@eastlancspct.nhs.uk

**Telephone:** 01282 473125

Created: May 2008