healthwatch Cheshire West

healthwatch Cheshire East

Access to Health and Care for the Boating Community in Cheshire

March 2018

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Overview

Context

Healthwatch Cheshire East and Healthwatch Cheshire West undertake continuous engagement activities with the public to hear about concerns and compliments regarding Health and Care services. Alongside our regular engagement activity, we aim to research and raise awareness of the issues affecting seldom heard groups regarding their Health and are. As part of this, we have connected with the boating community based in Cheshire, to research the issues that affect their access to these services.

Who are the boating community?

The boating community are people who live on canal boats. There are over 5,000 people in the UK who describe themselves as part of the boater community. Some boaters moor up at particular marinas for long amounts of time, although there are time regulations which only allow mooring for a maximum of 10 months and so prevent boats being permanently moored all year round. Other boaters have no fixed address as they often sail between different marinas throughout the country, mooring at different locations every 14 days. The nature of this lifestyle means that people can often become reasonably isolated due to living on the canals, and so form strong communities with fellow boaters.

Stakeholders and affiliated organisations

The Canal & River Trust (CRT) is a national charity that looks after Britain's waterways. They maintain 2,000 miles of canals and rivers, a network of bridges, embankments, towpaths, aqueducts, docks and reservoirs. The Trust is not directly responsible for boaters themselves but does have a specialist Welfare Officer nationally who looks to help and signpost boaters who may be in need of assistance regarding their health and wellbeing. The Trust's actions and developments also have a big impact on boaters through maintenance of infrastructure. For example, a well-maintained path can make a boat more accessible to health services who may need to visit a boater. The Canal & River Trust therefore hold a register of all boats registered on the waterways but not of the actual people who live on them.

The Waterways Chaplaincy is an independent charity providing care for boaters experiencing Health and Social Care issues. Their primary focus is to proactively reach out to people in need on the canals. They are now extending into the North West with a Senior Waterways Chaplain being appointed. Waterways Chaplains are trained volunteers who walk the towpaths alongside canals in pairs within a certain geographical area to find out if any boaters need help. The Chaplains are connected to their local communities and aim to both respond to referrals and assist boaters in need. Healthwatch has worked alongside the local Waterways Chaplain within Cheshire for this project and a contribution by the Chaplain is included later in this report.

What issues affect the boating community in terms of Health and Care?

Anecdotal intelligence tells us that many boaters seem to have difficulty accessing Health or Care due to not having a permanent postcode, which can lead to some GP Surgeries only seeing them on an emergency registration form. NHS guidelines as laid out in the Health and Social Care Act of 2012 states that GPs must allow people without a permanent address or no fixed abode to register at their practice when the practice is open to registering new patients. Guidelines state that the individual must provide an address where they would like letters and correspondence to be sent

and that if they have no address to provide, then they should be able to nominate the GP Practice as this address. Other Practices encourage boaters to register as temporary residents at a Practice for 30 days if they are regularly moving around.

Referrals to see specialists, dentists or physiotherapy can also present difficulties if the boater has had to move on from a particular marina. Having to move from marina to marina may also impact upon accessing social care services due to moving between different authority areas.

Awareness of the issues faced by boaters appears to be fairly low as we have been told anecdotally that they are not often engaged with by different organisations. Therefore, Healthwatch Cheshire East and Healthwatch Cheshire West have undertaken a project across Cheshire to hear whether the issues outlined above are common themes faced by boaters who are passing through or moving around, and to find out more about their experiences. This project aims to raise awareness of these issues amongst the wider public and also amongst Health and Care providers in Cheshire.

An Introduction from Stakeholders

Andy Taylor,
Senior Waterways Chaplain in the North West

"The Waterways Chaplaincy is celebrating 10 years since its inception in the Diocese of St Albans. Starting out as an idea on the Southern section of the Grand Union Canal and the Lee/Stort Navigation to the East of London the Chaplaincy has grown in number and influence. The Chaplaincy arrived in the Cheshire area in Summer 2017.

The Chaplaincy is a Christian organisation but is set up to provide practical support to the canal community, especially the boaters, who find themselves in many of the difficulties that occur in all communities. The significant difference is that often local support services that are usually available to communities are not readily accessed by boaters who find themselves in difficulty. The lack of a postcode makes access to many services problematic.

Since inception, the Waterways Chaplaincy has found that boaters in difficulty often just need a friend or advocate to help them; a role Waterways Chaplains often fill. A strong link has been established between the Chaplaincy and the Canal & River Trust nationally and locally. The Chaplaincy has formal links with the Department of Work and Pensions as often the help a vulnerable boater requires entails accessing the benefits system. A degree of specialist knowledge has been accumulated which Chaplains willingly share with local Benefit Advisors experiencing boater issues for the first time.

Vulnerable boaters are found often to experience problems accessing ongoing medical support. While there are NHS protocols for the traveller communities and for local homeless people; no such understanding exists for the boater community.

Sean Williams
Welfare Officer, Canal and River Trust

The Canal & River Trust is a charity with statutory responsibility to manage the 2,000-mile network of historic canals and navigable rivers in England and Wales. Canal & River Trust have over 35,000 boats registered on waterways and a significant number of these boats are occupied as live-aboard boaters (10,000+).

The Trust has employed a dedicated Welfare Officer since it became aware of the significant number of boaters struggling to maintain their lifestyle and in need of some level of support or signposting. An often-recurring problem is for people living on boats to find it difficult to access support such as registering with a GP, a dentist, health care teams or to be able to register for benefits.

We are therefore very happy to support the Waterways Chaplaincy, Healthwatch Cheshire East and Healthwatch Cheshire West with their project and look forward to seeing the outcomes of this valuable piece of work.

What we did

The purpose of this project is to understand the issues affecting the boating community in Cheshire in regard to accessing Health and Care, and for the report to be used as a basis for further discussion by boaters and supporting organisations to have conversations with GP Surgeries, Clinical Commissioning Groups and local authorities around the issues raised during this research.

How did we conduct our research?

- Initial meetings were held with representatives of CRT and the North West Senior Waterways Chaplain, Andy Taylor, in order to explore the sort of issues faced by the boating community and to understand how to best engage with them.
- We then devised a survey which was purposely designed to be as broad and open-ended as possible to encourage respondents to tell us more about their experiences and issues.
- In order to achieve survey responses, Healthwatch visited various canals and marinas across Cheshire East and Cheshire West and Chester to speak to boaters. We also put on four discussion events for boaters to attend and tell us more about their experiences.

When and where did we conduct our research?

The research was completed from November 2017 to February 2018.

Healthwatch Cheshire East and Healthwatch Cheshire West had not previously engaged with the boating community and as a result did not set an aim in regards to how many people we would be able to reach. We achieved 23 survey responses in total.

Healthwatch staff found difficulties with slippy footpaths, muddy banks, and locked gates in engaging with boaters. There were also fewer people on the canals with people having moored up for the winter period.

We put on four events for boaters to attend and give feedback on their Health and Care experiences. These events were held at community venues that would be easily accessible for boaters due to their location in being close to canals and marinas, such as a church, village halls and a pub. We put on events at different times of the day, including the afternoon and evening so as to be able to engage with people who may be working during the day.

These events were:

- Middlewich Methodist Church, Booth Lane, CW10 0EF - Wednesday 24th January, 2-5pm
- Acton Village Hall, Chester Road, Nantwich, CW5 8LG – Wednesday 31st January, 6-8pm
- Anderton Village Hall, New Road, Anderton, CW9 6AE – Tuesday 6th February, 1-4pm
- Bunbury Arms, Little Stanney Lane, Chester, CH2 4HW – Monday 12th February, 5.30-7.30pm

Who did we speak to in our research?

To find out more about the people we spoke to, we asked for the postcode of where they were currently moored and who it was they lived with.

As expected, it was difficult to ascertain the postcodes of boaters. Many people asked gave the general area postcode and some gave the marina postcode of where they were moored. One person gave the postcode of a GP Surgery that allows them to have medical post sent there. Some marinas do have post-boxes for all the people moored there, but for constant cruisers, postcodes are difficult to establish. Many people use a relative's address, or a house they own and have rented out. People we spoke to were moored at the following postcodes:

Cheshire East (9 people)

CW3 CW5 CW10 CW11

Cheshire West and Chester (13 people)

CH2 CH3 CW6 CW9

One person defined themselves as a 'constant cruiser' so did not provide a postcode.

We found that the many people we spoke to live with their spouse or partner on their boat, with several people also stating that they live alone.

Living situation	Responses
Alone	8
With spouse/partner	15
With family (1+ children)	1
With other family members (sibling, uncle, aunt, grandparents)	0
With friends	0

In the figures above one person chose two options to show that they live with their spouse and also with children. The high number of people who live alone or just with a partner demonstrates that people in these communities could potentially become quite isolated if they moored on a canal rather than a marina.

A copy of the questionnaire we used is included as an Appendix at the end of this report.

Summary of Findings

The main findings across Cheshire West and Chester and Cheshire East are:

- Despite concerns prior to our research, a positive finding was that many people we spoke to that lived in marinas or on the canals seemed to receive good support from GP's with people being able to register at practices without any issue, although some people had experienced difficulty in registering at certain GP Surgeries due to postcode issues.
- Similarly, boaters we spoke to had largely experienced no difficulties with accessing hospitals and pharmacies due to the nature of these services not requiring registration or permanent postcodes.
- Several people noted they would like improvements in the way in which repeat prescriptions are organised. Difficulties come when people are registered as temporary residents and need to move to other locations.
- People find accessing NHS Dentists difficult due to not being able to register without postcodes. Some would rather pay for private treatment as they find it easier.
- The main theme for how boaters think access to Health and Care could be improved is through information provision. They would like signage at key points along the canals, leaflets and online information regarding emergency numbers, local GP Surgeries that will accept boaters as patients, and other support information.
- The majority of the people we had spoken to had not had experience of social care. More research would be required to determine whether this was simply because they have not required it or because they are not aware of how to access it.

What people told us

What has been your experience of accessing health care (i.e. doctors, hospitals, dentists, mental health support, etc.)?

This question sought to determine boaters' experience of accessing health care specifically. This question was deliberately kept broad and open-ended to encourage as wide a range of issues to be developed as possible. Responses we received appeared fairly mixed with some people seemingly being better looked after and having easier access to healthcare than others.

GP Surgeries

Encouragingly for both the areas of Cheshire East and Cheshire West and Chester, many people we spoke with for the purposes of this study who lived in marinas or on the canals seemed to receive good support from GP's with people reporting being able to register at practices without any issue. One medical practice even allowed a constant cruiser to use the medical centre's postcode while he was having tests and x-rays done. Positive responses regarding GP Surgeries included:

- *"I have not yet travelled out of Cheshire; my healthcare remains at Nantwich and very good."*
- *"No problem accessing Doctors' surgery or local hospital."*
- *"Over the last 10 years we have had no trouble registering as a temporary patient at both Middlewich and Nantwich when we have needed a doctor in these areas."*
- *"I had a little bit of trouble to start with because the doctor's office would not recognise people living on a boat. However, this has changed now and they accept that we are permanently moored on a boat."*
- *"Registered at Barnton but don't really go. No issues as I am a resident at Anderton Marina most of the time."*
- *"Use Witton Street Surgery as postcode for medical issues and they are happy with that."*
- *"I have always lived and worked in the Ellesmere Port area and have had the same doctors so this has not changed when I decided to live on a barge."*
- *"We have been lucky with access to health care. The practice in Audlem has been very helpful with everything. We now have a mooring and have a postal address in Audlem so signed on in Audlem before we were continuous cruisers. Other than having to wait for a repeat prescription. I can't say we had a problem."*
- *"No problems at all as we have a permanent mooring and are not cruisers going to different areas, so we have an address and postcode in order to register with health and care providers. I would imagine this could not be the case if we didn't have a base to use as an address."*
- *"I have a GP and a dentist and they have been brilliant with me."*
- *"I have just registered at Wrenbury Surgery having previously been registered in Stoke. Have had no issues at all and was sent a text asking to come for a flu jab."*
- *"I have registered at Oakwood Medical Centre in Barnton and found the process very easy. However, it is difficult to provide identification with address as mooring isn't permanent. As yet I haven't needed to see the doctor."*
- *"No problem accessing doctors surgery or local hospital."*

There were also negative comments regarding GP access. Some of which were due to boaters' living arrangements and others generally to do with difficulty getting appointments being non-specific to boaters. We were told about one instance where three GP Surgeries in one building turned a person

away. The person claims they were told to attend A&E if they became ill. Negative comments regarding GP access included:

- *"Difficult to get appointments and repeat prescriptions."*
- *"I work and am presently moored at Anderton Marina. Registered with a GP Surgery, have had trouble in the past registering. When I go cruising I have had trouble trying to register as a temporary resident."*
- *"Registered with Barnton Medical Centre - when I was putting in repeat prescriptions I could not get them done, had to keep going back as they said I was not registered with them. I made a complaint and the manager said she would sort it out."*
- *"A friend of mine has gone back to living in a house because she was poorly and having a lot of issues with GPs, they are elderly and having trouble with services."*
- *"Dentists and Doctors appointments are hard to obtain as appointments have to be made by 8am. I prefer a female doctor and I can rarely see one. Do not go unless it's important."*
- *"Absolutely rubbish, I have only used the doctors three times in five years and never had a good result."*

Hospitals

Hospitals do not seem to have any issues treating people with no postcode or people that live on a boat and appear to treat everyone equally. There was however mention of the difficulty paramedics have in reaching canals. Comments relating to hospitals included:

- *"After a heart attack my husband had excellent emergency service and after care at Leighton Hospital in Crewe."*
- *"Because we do not get post regularly this can be an issue with appointments, and we use the buses so getting to hospitals can be a bit tricky and when we turn up and they have been cancelled it is infuriating."*
- *"Aware of a lady who had terminal cancer and was receiving no permanent care. The paramedics were called to her boat and they had difficulties accessing the local marina."*

Pharmacies

Many people said that they prefer to go to the local chemist and ask for assistance rather than go to the GP because it is easier. Although many people commented that they seem to get their prescriptions confused which is not particularly something unique to boaters. What is more unique to boaters is difficulties accessing repeat prescriptions if they are cruising and moving between areas. Comments relating to pharmacies included:

- *"Some of the chemists are very good now as well."*
- *"Difficult to get repeat prescriptions."*
- *"I would like to be able to telephone for repeat prescriptions and have them sent to a chemist near where we are moored as no transport other than a boat and the bus."*

Dentists

Dentists were mentioned on a number of occasions. The majority of NHS Dentists do require a postcode and some boaters have found it difficult to get an appointment as a temporary resident. Some people who are constant cruisers have preferred to simply pay for private dental care when they need treatment as they find this to be more straightforward. Comments relating to dentists included:

- *"I don't go to the dentist very often so not registered anywhere, when I need to go I will just pay for what I need."*
- *"No chance of getting seen."*
- *"I have not needed to register but would be helpful to have a list of dentists who will take constant cruisers."*

Some constant cruisers said that they go back to their original GPs or Dentists, travelling up to 2.5 hours to be seen, as they have found it too difficult to re-register at a different surgery.

- *"I go back to my home address a 2.5hr journey on public transport. My doctors is in Flintshire. I pay directly for Dental and have done for 20 years and go to a dentist in West Midlands."*

What has been your experience of accessing social care (i.e. care homes, support services, support workers, etc.)?

This question sought to determine boaters' experience of accessing social care specifically. This question was deliberately kept broad and open-ended to encourage as wide a range of issues to be developed as possible. Out of the returned questionnaires we only had five people respond to this question, with the majority of people saying that they had not needed social care so far in their lives.

Comments ranged from people who did not know what they would do if they needed to use social care, and somebody who was wary that they would need it in the future. Others suggested that they have experienced or been offered social care in the past. Comments regarding social care included:

- *"Some moorings are only for days or a few weeks and I would not know what to do if I was taken ill and needed social care."*
- *"When my husband registered as partially sighted someone came out from the council very quickly other than that we have had no contact with social care."*
- *"When we move off our boat we will be needing social care for somewhere to live."*
- *"Waiting for a council flat took so much stress out of the couple, living apart whilst waiting."*
- *"When in hospital they wanted me to go to a nursing home for rehab but I told them I was not doing that because of my dog."*

What would help improve access for boaters to health and care?

This question sought to determine what boaters think could be done to improve their access to Health and Care and address some of the issues raised above. This question was deliberately kept broad and open-ended so as not to prejudice responses and find out what boaters really think would help them.

Equal treatment

Many boaters Healthwatch spoke to made the point that they want to be treated equally to people who live in houses, with the same access to services offered to them. Several people put this on the questionnaire as an issue to them when trying to access health services, although one person felt they were treated no differently to anyone else. Comments included:

- *"In my recent experience I feel I'm treated no differently than someone who lives in a house - this hasn't always been the case, but no negative comments now here."*
- *"I don't see why living on a boat should be any different from living in a house, flat or caravan as regards to accessing social care or health care."*
- *"If a boater cruises all year round they need to be able to access care without having to provide an address as they would not have one. Their boat is their home and it could be anywhere in the UK."*
- *"There are too many negative attitudes towards people who live on narrow boats. Most people have worked hard all their lives, paid into the system and then decide to live on a boat. It's their dream but then they get treated as a second-class citizen."*
- *"Equal rights - I am a tax payer not a Traveller so I expect to be treated well and have the same service; not treated as a Traveller."*
- *"To be treated as an equal tax payer."*

Greater information provision

Many people we spoke to said that more information needed to be provided to them around Health and Care access. One way people noted this could be done includes signage placed in key areas along the canal system in Cheshire that is kept up to date with emergency numbers for the local GP Surgeries and NHS Dentists that have capacity to take on temporary residence patients, the local hospital, NHS 111 and Out of Hours services, Social Care emergency numbers, pharmacies, etc. Many boaters mentioned the Canal and River Trust taking a lead in this with up to date information on their website and the community workers that walk the canals holding information to give out to boaters. A free phone number has been mentioned for boaters who feel particularly lonely to ring which could even be run by the boating community themselves. Comments relating to information provision included:

- *"Maybe a noticeboard near moorings locations that has details of local Doctors, Dentists, etc. that would be willing to help transient boaters."*
- *"CRT should put information on their websites, or we could be given a business card with numbers on for assistance."*
- *"The CRT may help to leaflet isolated boats (they walk the tow paths regularly to check licences). A free phone number for advice/support/help could be posted on the canal system."*
- *"Self-help groups on Facebook advertised in marinas etc, leaflets with phone numbers on that people can ring if they need to talk to someone if they are depressed or distressed."*
- *"Number of people have expanded over the last few years of people living in marinas, so better provision is needed with more information for people."*
- *"Information available re: Doctors and Dentists and where the nearest hospital is. This should be kept updated and placed on all the marina."*
- *"A laminated card from the NHS England office that informs the practice they should register people with no fixed abode and a number to call if any questions. A directory of boating friendly doctors."*
- *"A list of surgeries happy to take boaters."*
- *"Proper information to what people are able to access in advance."*
- *"A list of surgeries who are happy to accept constant cruisers without an issue should be placed in places along the canals so people can see quickly where to register."*
- *"Signage at CRT points for water and toilet emptying to tell people which doctors can be used."*

More awareness of boaters in the health system

Various boaters told us that they would like people working in the health system to have a greater understanding of the needs of people that live on the canal system in Cheshire and to have better training in understanding the NHS guidelines around registration and temporary residency. Comments relating to this included:

- *"I would like people in Health and social care to understand that cruising the network makes access very difficult."*
- *"A phone call if appointments are cancelled or changing appointments especially if within a week."*

Prescriptions and registration

Another theme that was raised was that boaters would like a better system to allow people who are constant cruisers to get their prescriptions renewed quickly without having to go to see the GP every time they move to a temporary residency. People would like records to move easily with patients. One person also suggested more walk-in centres that could be accessed by boaters. Boaters told us:

- *"I would like to be able to telephone for repeat prescriptions and have them sent to a chemist near where we are moored as no transport other than a boat and the bus."*
- *"A better system to renew prescriptions online just for this community."*
- *"Ability to register with the Doctor but have the opportunity to be seen elsewhere easily when travelling the canal system."*
- *"More walk-in centres that can be accessed by boaters across the circuit that are advertised in marinas."*

Are there other services you have trouble accessing?

This question was designed to pick up any difficulties that boaters may have not specifically related to health and care, but that may impact upon their need to access it; for example, education or benefits. This was based on conversations with the Waterways Chaplain at the beginning of the project in which we were told that these were issues that many boaters faced.

A few boaters told us that they had no idea where to go for guidance and how to go about accessing certain services, especially benefits and welfare:

- *"Not required other services so far but I do not have any idea what I would do if or when I may need it."*
- *"People need advice, guidance to where to find this."*
- *"At the moment I haven't needed anything but will need social housing in the future."*
- *"I have no idea how to claim any benefits; I work and my husband is on an army pension."*
- *"Have no idea of what I can claim but know I can claim something. As an ex-serviceman of 27 years would expect better. I live on my Pension (military)."*
- *"DWP [Department of Work and Pensions] - didn't have any understanding of people living on a narrowboat or in a marina."*
- *"I have had some people come to me with benefit issues."*

Some people also mentioned struggling to pay mooring fees:

- *"Do struggle to pay mooring fees."*

- *"Mooring fees are high I am fine paying at present but may be a time when I need to get advice about this."*

Education was referenced by one boater who told us they had had to move their child to a different school after they had been bullied for living on a boat.

There were also mentions of boaters not knowing how to access Macmillan Cancer Support, and another who worries about needing to make a will but is unsure how to go about this.

Conclusion

Healthwatch Cheshire East and Healthwatch Cheshire West staff attempted to reach as many boaters as possible in difficult conditions which affected the accessibility of canals and footpaths. It can be seen why many boaters may struggle to access Health and Care in potentially isolated situations, and also how emergency services may struggle to reach people as they are only directed by codes on telegraph poles.

One of the main issues Healthwatch had was in accessing people moored along the canal side; they seem to live in small communities where they offer each other support. We were told by various people along the canals that winter is a particularly difficult time to reach boaters, with many people having moored up for the winter and parts of the canals being closed for maintenance. This means that less people tend to be on the canals; 300 boats on the canal system over winter was the figure quoted by the canal's service boat. With this in mind it could be useful to continue this project in the summer months to increase the number of respondents to our survey.

When Healthwatch first met with Andy Taylor, the Senior Waterways Chaplain in the North West, he was concerned about the boating community not being able to access healthcare particularly at GP Surgeries where the Chaplain had been told some boaters were unable to register because they did not have a postcode.

During the project, Healthwatch Cheshire East and Healthwatch Cheshire West found that people who are moored at a marina can use the marina's address and postcode to register, although many marinas only allow people to stay for 10 months of the year, meaning that people have to visit relatives or constantly cruise for the other two months of the year.

The information that we collated does indicate that although at some GP Surgeries there are no real issues with registration, some Practices are not willing to take people who do not have a postcode or address. Some boaters suggested that there needs to be more awareness in the health system of the needs of boaters and the NHS guidelines around temporary residency. It was noted that because of this some people feel that they are not treated on an equal level to people who have a permanent address. Another theme raised was access to repeat prescriptions which can prove difficult with people often moving around areas, they would like to see a system put in place to cater for this.

Experience of access to hospitals, as well as minor ailments treatment at pharmacies, was generally positive because there is no requirement to register or have a fixed postcode to gain treatment. People did though tend to find dental treatment difficult to access for a similar reason to that of GP Surgeries, namely registration and the need for a fixed postcode. This has led to some people paying for private dentists as they consider it easier to access than NHS services.

A common theme raised by boaters we spoke to was that more information needed to be provided to them around Health and Care access, for example with signs in key areas along the canal system that provide emergency numbers, local GP Surgeries, dentists, etc. Other ideas included laminated cards with telephone numbers and lists of local GP Surgeries that are happy to take boaters as patients or temporary residents.

The majority of people we spoke to had no experience of using Social Care. This suggests either that they have not needed to access it or that there is not enough awareness amongst the boating community to pursue it. Various people we spoke to did though have issues in accessing benefits and welfare, which could have implications on their need to use services in the future.

In all, we found that the experience of boaters in accessing Health and Care is mixed, with no particular geographical theme. There are some GP Surgeries that will allow boaters to register with no issues either permanently or as a temporary resident, using the postcode of the marina in which they are moored, but there are also GP Surgeries that have been awkward in allowing people to register and in some cases preventing them from doing so.

It appears that more clarity is needed across the board as to which GP Surgeries will register boaters as patients and the rulings around temporary residents. Boaters do not feel that there is currently enough awareness of their needs as a community in the health service. An increase in this awareness would in turn allow for more information to be provided to communities about the healthcare they can access and who to contact, and also allow procedures to be put in place to help with issues such as accessing repeat prescriptions.

Appendix

Survey Questions

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Access to Health and Social Care for Boaters in Cheshire

Healthwatch Cheshire want to gain a better understanding of the access to health and social care services for the boating community in Cheshire. We would really appreciate if you could please take a few minutes to answer this brief survey.

Please can we have the first part of the postcode associated to where your boat is currently moored:

Who do you live with on your boat?
□ Alone □ With spouse/partner □ With family (1+ children)
□ With other family members (sibling, uncle, aunt, grandparents)
□ With friends

What has been your experience of accessing health care (i.e. doctors, hospitals, dentists, mental health support, etc.)?

What has been your experience of accessing social care (i.e. care homes, support services, support workers, etc.)?

Share your views:

www.healthwatchcheshire.org.uk

Telephone: 0300 323 0006

Email: info@healthwatchcheshire.org.uk

@HealthwatchCW @HealthwatchCE

your voice

healthwatch Cheshire West
healthwatch Cheshire East

What would help improve access for boaters to health and social care?

Are there any other services you have trouble accessing?
□ Education □ Benefits □ Other (please specify)

Please leave your details if you would like us to contact you regarding the report or more information about Healthwatch:

Name:

Address (if applicable):

Telephone:

Email:

Share your views:

www.healthwatchcheshire.org.uk

Telephone: 0300 323 0006

Email: info@healthwatchcheshire.org.uk

@HealthwatchCW @HealthwatchCE

your voice