

# Health & Wellbeing in Hounslow

Healthwatch Hounslow Report  
May 2022



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# Organisations involved

**Healthwatch Hounslow** is your local health and social care champion. From Feltham to Brentford and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Healthwatch Hounslow were commissioned by the **London Borough of Hounslow** as the independent consumer champion to carry out an engagement project seeking insights to support the service specification and tender of One You Hounslow.



**London Borough of Hounslow**

**ONE YOU  
HOUNSLOW**

## About One You Hounslow

One You Hounslow is the current health and wellbeing service commissioned by the London Borough of Hounslow. The service is open to all residents who are registered with a GP. The aim of the service is to support residents to improve their health and wellbeing and prevent long term conditions. It provides a range of support, including smoking cessation, adult weight management, physical activity and cook & eat sessions.

## Aim of the Study

To gather evidence and co-design Hounslow's new health and wellbeing service, using insight from residents and stakeholders in order to deliver a service that attracts the right people and provides the right support.

## Objectives

- To understand the factors that motivate and influence residents to attend a Health and Wellbeing service.
- To identify barriers to attendance and how to overcome them.
- To co-design a service that is inclusive and representative of the diverse needs of the local population, including communities we traditionally have less interaction with.

# Executive Summary

## What are the health and wellbeing experiences, barriers and needs of residents in Hounslow?

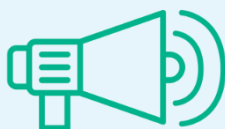
During April and May 2022, the London Borough of Hounslow asked Healthwatch Hounslow to run co-production workshops, to gather insight from residents and stakeholders to inform the design of the new health and wellbeing service. We involved local residents to help share and identify their health and wellbeing experiences and how the current health and wellbeing service can be improved.

We found that lack of awareness was a key factor for many people not engaging with current services. For some, this was in part due to their level of English language, and for others, a hesitancy to engage with local authorities. For a number of residents, the impact of Covid-19 on access to GPs had left them disillusioned and is potentially causing a 'bottle neck' with referrals to services. Those suffering from loneliness and isolation expressed a keen interest in face-to-face activities while those with time/family/work pressures wanted something more flexible.

### Who we involved

We engaged with a range of residents at a community level through a blend of face-to-face workshops, online workshops and interviews. We collaborated with a number of community centres and organisations such as Age UK Hounslow, Aakal and Polish Klan Association. In addition to this, we conducted one-to-one interviews with patients at Heart of Hounslow Centre and HMC Medical Clinic as well as with residents walking up Hounslow and Feltham high streets.

#### Reaching out



118 Hounslow residents involved

Predominantly from Heston, Feltham and Hounslow Central, residents shared their experiences and views of health and nutrition.



4 face to face workshops

These workshops helped bring communities to help take a collective approach to identifying services and needs together.

2 online workshops

One community online workshop and one 'open' online workshop allowed us to reach a wider range of residents.



25 interviews

Allowed residents to share in more detail how they are personally effected by local health services.

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## **What we found**

We found nine key areas where residents felt they were having issues in being able to lead a healthier lifestyle.

### **Lack of awareness of existing services**

Generally, residents are unaware of local services in the borough. Many are unaware of the One You Hounslow service and were surprised to find the services offered are free of charge.

### **Lack of time**

Time, family and work-life commitments inhibited some residents from being able to participate in sport and healthy living as much as they'd like.

### **Problems accessing and engaging with Primary Care Services - preventing referrals**

Problems with accessing Primary Care services, particularly as a result of Covid-19 were dissuading residents from engaging with GPs and then getting the necessary referrals to services.

### **Distrust in authorities**

Some residents from the Polish Community were mistrustful of the 'the State' and less likely to engage with local services. This links with our recent research in relation to mistrust in Social services among the Somali Community where different public services were compounded leading to a desire not to participate.

### **Increasing mental health problems**

Both residents and existing community champions/carers noted increases in stress, suicide/suicidal thoughts and general poor mental health. It was also identified that the carers were having their own problems and suffering burnout.

### **Lack of access to community centres and open spaces**

It was reported that during Covid-19, access to a number of community spaces had closed which was having a number of effects on health and wellbeing.

### **Lack of access/convenient access to fresh fruit and vegetables**

Community champions noted that while fast-food was easy to access in the borough, access to fresh fruit and vegetables was limited.

### **Language barriers**

Where English wasn't a first language, residents' expressed a keen interest for literature being in their native language and for translation services.

### **Digital exclusion**

Some groups, particularly the elderly, were nervous about the increasing digitalisation of information, while others were simply without a computer.

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## Key Needs Expressed by Residents

Residents identified five key areas where they wanted support which were mainly based around exercise classes, information on healthy living and preventative actions and having access to a venue.



### Top 3 Services Requested

Residents expressed interest in a range of services, but were particularly interested in **Exercise Support**, **Nutrition Support** and **Cooking Classes**.



### Group Face-to-face classes

Due to increased feelings of isolation, many residents were keen to resume community in-person classes. Older women in particular, expressed a keen interest in **dance**, **yoga** and **meditation** classes.



### More health-related information

Elderly residents in particular were keen to have more information, particularly in the form of leaflets, to improve their understanding of health issues. Some residents expressed a need for **translation support** to help with language barriers.



### Addiction services

Community champions, particularly those we spoke to within the Polish community identified alcohol and drug addiction as a rising issue.



### Mental health support

Areas including isolation, depression and anxiety were mentioned by various communities as needing attention.

## Recommendations

With our participants, we identified eight key recommendations to help inform an engaging and relevant health and wellbeing service.

### Key recommendations

1. Offer more support in relation to exercise, nutrition and cooking classes.
2. Offer support to new mothers, elderly, Polish and South Asian Communities to help tackle isolation and depression.
3. Offer mental health support for community champions and residents in general.
4. Offer tailored alcohol addiction support to Polish residents (we well as other communities).
5. Provide stress management support centred around work life balance - particularly for carers.
6. Provide digital training and champions for the digitally excluded.
7. Increase access and awareness of services through utilising community centres such as Hounslow Youth centre for busy parents and as a way of building trust among residents.
8. Increase training and information provided to GPs and Receptionists on availability of health services. Also, consider diversity and customer service training for working with those where English is not a first language.



# Results

The next section gives detailed responses from the workshops and interviews.





## Workshop 1

The summary below captures feedback from the South Asian elderly community. Discussion is based on direct feedback provided by residents and our team's observations as facilitators.

Healthwatch Hounslow engaged with seldom heard residents at a community centre based in the district of Heston. However, some participants reside in different areas, particularly Hounslow West. The group of participants visit the community centre to help them combat social isolation and loneliness. Furthermore, this cohort suffer from long-term health conditions such as diabetes, arthritis, and high blood pressure.

During the pandemic, the closure of the centre had an impact on the residents' mental health. Whilst conducting a one-to-one interview with the founder of the community organisation, it was interesting to note that many residents who used to visit the centre prior to the pandemic have not visited the centre since, as many are still hesitant to access local services.

This large workshop enabled Healthwatch Hounslow to firstly gauge whether residents were aware of the One You Hounslow service and secondly to understand the barriers and motivators of using such a service. The nature of this workshop meant Healthwatch Hounslow were able to gather a general overview of the key needs and concerns of some residents.

Community Organisation name: Aakal (Workshop 1)

Demographic information:

Sikh Community - South Asian

Language spoken: Punjabi

Age range: 40-70

Total number of participants present (50)

Location: Heston

Method of engagement: Workshop

## Awareness of the Service

Out of the 50 participants present, 16% of the participants were aware of the One you Hounslow service. Participants mentioned that they saw an advert in the Hounslow council newsletter and found out about the service through interacting with a few family members. Many were unaware that this service can be offered through a GP referral and were unaware that this service is free to access.

## Workshop 1 Insights

Category	Insight	Themes
Barriers	<p>Whilst engaging with the residents, many were keen to access the services offered but were unaware of services that exist in Hounslow.</p> <p>Secondly, many participants faced issues in receiving support from primary care services such as their GP during the pandemic, therefore there was a lack of appointments and a lack of communication from their GP. As a result of this national problem, we find that this posed as a barrier for residents to access the One You Hounslow service. A negative experience at first point of contact prevents residents from accessing other services.</p> <p>Hesitancy to access local services as a result of the pandemic, was also a barrier identified.</p> <p>This group are also digitally excluded and experience loneliness and some had language barriers.</p> <p>Other participants expressed 'time constraints' as an issue</p> <p>Participants cited that they did not want to be dependent on others.</p>	<p><b>Lack of awareness of the service</b></p> <p><b>Negative experience with Primary care services</b></p> <p><b>Hesitancy to access local services due to the pandemic</b></p> <p><b>Digital Exclusion</b></p> <p><b>Loneliness/social isolation</b></p> <p><b>Language barriers</b></p> <p><b>Attitude towards receiving support</b></p>
What type of support would residents benefit from	<p>Residents told us that face-to-face group activities would be a motivating factor to encourage them to improve their health and wellbeing. For example, many expressed that they would benefit from physical activity in a group setting as well as nutrition classes.</p>	<p><b>Face-to-face Group sessions to alleviate social isolation</b></p> <p><b>Face-to-face physical activity group classes</b></p>

## Workshop 1 Insights

Category	Insight	Themes
What type of support would residents benefit from (cont.)	Residents told us that as they lacked digital skills, they would benefit from computer classes as it would allow them to keep updated with health information in the local area. Learning a new skill would be beneficial for their mental wellbeing.	<p>Face-to-face physical activity group classes</p> <p>Digital training</p>
Actions to take	<p>The key barrier Healthwatch Hounslow identified is that there is a lack of awareness about the One You Hounslow service in Heston.</p> <p>As a first step, Healthwatch Hounslow suggest raising the profile of One You Hounslow through increasing the level of outreach work in the community. However, we recognise the challenge of raising awareness of a service during the pandemic.</p>	<p>Increase promotion and awareness of the services offered at One You Hounslow through face-to-face engagement</p> <p>Tailored support for carers to help alleviate stress.</p> <p>Distributing leaflets in community languages, in this case Punjabi</p>

### Insights

#### Negative Experience with GP

Many of the participants were frustrated with the fact that receptionists at their GP determine whether or not they can have a face-to-face appointment. A negative experience at first point of contact prevents residents from accessing other services.

*"If you have a rash how are the doctors supposed to treat it if they cannot see them".*

## Workshop 1 Insights

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One participant had accessed an Adult weight management programme that was offered over a 12- week period.

*“A couple of years ago, I requested support for physical activity and found this to be useful to me, but I had problems with communication with my GP.”*

This participant mentioned that they received exercise support through a GP referral and found that there was a lack of communication from her GP, which made it difficult to access the service.

### Knowledge

In relation to areas such as knowledge and access to information, the group of participants were well- versed on the importance of keeping active and healthy. However, when further asked what motivates them to keep healthy, many did not discuss further.

*“It is our responsibility to look after our health”.*

*“It is important to take care of our health because a health body and mind are needed for good health.”*

*“We don't want to be dependent on others”.*

Healthwatch Hounslow find that participants from this group understood the importance of healthy living, however, there seems to be a lack of awareness around putting this knowledge into practice.

The case study below demonstrates this.

*“I want to try new activities to keep active as it is important, I have heard about walking groups in some of the magazine I read and want to try that out. I have heard of the One you Hounslow service, but I have not used the service, I just don't have the time because I am a carer for my mother, and this can be quite stressful.” Carer, Female, 43 – South Asian*

## Workshop 2

The summary below captures feedback from the South Asian elderly community. Discussion is based on direct feedback provided by residents and our team's observations as facilitators.

The second workshop we facilitated was with a group of women who suffer from long-term health conditions such as Arthritis, High cholesterol, High blood pressure, Diabetes and underactive thyroid.

Community Organisation name: Aakal (Workshop 1)

Demographic information:

Sikh Community - South Asian

Language spoken: Punjabi

Age range: 60 - 80

Total number of participants present 10

Location: Heston

Method of engagement: Workshop

### Awareness of the Service

None of the participants present were aware of the One You Hounslow service. However, 3 participants expressed their interest in using the service by taking down the contact details.

Category	Insight	Themes
Barriers	<p>A lack of digital skills was a barrier in receiving adequate support from their GP, as they preferred face-to-face appointments during the pandemic.</p> <p>Some participants had language barriers; their children would often translate health information on their behalf.</p> <p>Some participants alluded to memory difficulties as they forget their GP appointments.</p>	<p>Lack of digital skills</p> <p>Language barriers</p> <p>Memory difficulties</p>

## Workshop 2 Insights

Category	Insight	Themes
What type of support would residents benefit from (continued)	<p>Participants stated that they would prefer a communal area to socialise and take part in physical activity/exercise.</p> <p>The participant mentioned they would like support with their health in terms of weight management and health checks. They would prefer classes centred around this.</p> <p>They mentioned a preference for group sessions when delivering health checks.</p> <p>They would like to receive healthy eating support; all of the participants are vegetarians, and they would benefit from vegetarian cooking classes.</p>	<p>Access to open spaces</p> <p>Weight management support</p> <p>Health checks</p> <p>Nutrition support and vegetarian cooking classes</p>
Actions to take	<p>Participants told us that they would benefit from translation services.</p> <p>Participants told us that they would like reminders to be sent to them via phone calls and letters.</p> <p>Participants were keen to access services such as weight management support, health checks and nutrition support.</p>	<p>Translation support</p> <p>Reminders via phone calls and letters</p> <p>Weight management support</p> <p>Health checks</p> <p>Nutrition support and vegetarian cooking classes</p>

### Sentiments

*"Before the pandemic, we used to go to Meadow Bank in Cranford on Monday afternoons to socialise and this was helpful but it has now closed."*

*"We would benefit from open spaces to meet new people and to help with loneliness."*

*"I would like to receive health information through leaflets in Punjabi and English as it would be useful."*

### Workshop 3

Healthwatch Hounslow worked in collaboration with Age UK Hounslow. The group of women we engaged with attend classes at the centre to help tackle feelings of loneliness and isolation. Most of the women did some form of gentle home exercise on a regular basis. Over the years, they had found exercises that worked for them, and when they did not exercise, they felt 'slower' and less agile. Others would exercise once a week at Age UK and enjoyed the social nature of it as well the benefits it has on their physical wellbeing.

Overall, smoking was not a major concern as none of the women smoked. A few women mentioned that their husbands' may smoke occasionally but expressed that their husbands were 'old enough to be responsible for their own health'.

Community Organisation name: Age UK Hounslow

Demographic information:

Sikh Community - South Asian

Language spoken: Gujarati

Age range: 70+

Total number of participants present (10)

Location: Feltham

Method of engagement: Workshop

Category	Insight	Themes
Barriers	<p>Lack of memory/organisation was a common problem. Many of the women rely on their calendars to know what is going on – others noted the importance of a daily list of their day's activities and/or the use of a diary.</p> <p>General confidence was low – some women were living alone and the developments in technology left them feeling a little behind. They have to rely on family to help with decision-making. They would like a general wellbeing advisor to help them make better decisions.</p>	<p>Memory difficulties</p> <p>Lack of digital skills</p> <p>Lack of face-to-face appointments</p>

## Workshop 3 Continued

Category	Insight	Themes
Barriers	<p>The participant's families sometimes gave support with health issues. Although happy with advice from GPs, getting an appointment, waiting times and lack of face to face is an issue</p> <p>Some women suffered from arthritis - this can make cooking from scratch difficult (such as chopping onions) and doing certain exercises.</p>	<p>Access to GPs</p> <p>Pre-existing Health conditions such as arthritis</p>
What type of support would residents benefit from?	<p>Weight was not a huge concern for this group of women. A few women wanted to know more about how to effectively gain weight.</p> <p>Insomnia was also a common issue for many of the women and a cause for concern for them - they did not know how to relieve/improve their sleep.</p> <p>The women expressed an interest in having tailored information (menus/classes) that would help with: Diabetes, constipation, cholesterol, blood pressure, osteo-arthritis, rheumatoid-arthritis.</p> <p>The women said they would enjoy a demonstration cooking classes - however others were adept online and often looked up recipes on YouTube. Some women went to some One You Hounslow cooking classes and enjoyed them and would be happy to attend more.</p>	<p>Support with gaining weight</p> <p>Wellbeing support e.g. sleep/stress</p> <p>Healthy eating support Cook and eating sessions</p> <p>Physical activity sessions</p> <p>Health checks</p> <p>Online resources and information</p> <p>Dance and Yoga classes</p>



## Workshop 3 Continued

Category	Insight	Themes
<p>What type of support would residents benefit from? (Continued)</p>	<p>The women were keen for a weekly trained instructor to do a 30 mins workout. They would be happy to do activities such as dance/yoga.</p> <p>They would like these classes during daytime hours, during the week. They want gentle exercises.</p> <p>Pre-covid the women would have lots of health checks and tests but they seem to have stopped and not resumed – a cause for concern for several women.</p> <p>The women were aware that oil and fried food is not the healthiest option. A few women suffered from constipation and felt no matter what they did to their diet nothing changed.</p>	<p>Lack of awareness around putting knowledge into practice</p>
<p>Actions to take</p>	<p>If One You Hounslow hold events, the women suggested a leaflet of upcoming events.</p> <p>The women expressed an interest in having tailored information (menus/classes) that would help with: Diabetes, constipation, cholesterol, blood pressure, osteo-arthritis, rheumatoid-arthritis.</p> <p>Participants told us that they would like the option of receiving tests in regard to their cholesterol, diabetes, underactive thyroid, kidney and blood pressure. Some were keen on self-testing kits while others wanted a GP/nurse to assist.</p> <p>Some participants would be happy to receive information online.</p>	<p>A need for tailored classes to help with specific health conditions</p> <p>There is a need for health checks</p> <p>A need for health information</p> <p>There is a need for Yoga and meditation classes</p>

## Workshop 3 Continued

Category	Insight	Themes
Actions to take (continued)	<p>A few participants were suffering from insomnia and did not know what to do about it. One participant recommended yoga with an emphasis on breathing (kpalbathi) and meditation. Several participants agreed that a massage might help.</p> <p>A growing area where the women felt they needed help was around Mental Health - having a mental health check around depression and tackling issues such as loneliness and self-confidence.</p> <p>Women expressed interest in healthy eating support, cook and eating sessions, physical activity sessions and health checks</p> <p>Participants mentioned that they would like more information on the most suitable type of exercises they should be doing for their age and health. They receive some of their information from GPs and the library.</p>	<p>There is a need for Mental Health support</p> <p>Increase provision of Healthy eating support, Cook and eating sessions, Physical activity sessions and Health checks</p>

## Case studies

*"I live alone and often need the help of friends and family when it comes to making decisions - I'm terrible at decision-making and I'm very scared. I also worry about my mental health and depression. It would be nice if someone trustworthy could help me now and then. I write everything down on my calendar - if I don't write it there or on a list then I forget. I do gentle exercises at home - when I don't do them, I feel tight the next day. We come here (AGE UK) once a week for some exercise but it would be nice if we could do more here. I don't sleep well at all - I would really like help with how I can sleep better. Since Covid we don't get tested by our GP for anything any more - I wouldn't even mind home-testing kits for cholesterol, diabetes etc. I attended a cooking demonstration here and I enjoyed it - I'd do that again."*

(Female, South Asian British, over 75, lives in Hounslow)

## Workshop 3 Continued

*“My problem isn’t losing weight, I struggle to gain weight! If I don’t do my exercises everyday at home, I feel it. I enjoy using YouTube to find recipes - and cook all my own meals, but I haven’t used it for exercises. I’d like some recipes to help with my constipation. My family help me a lot when it comes to everyday decisions such as choosing insurance company. I’d do gentle yoga with breathing exercises to help with my sleep.*

*(Female, South Asian British, over 75, lives in Hounslow)*

*“My husband might smoke one or two cigarettes a day, but that’s for him to worry about. I like a mixture of activities to be online and in person - I live on a big housing estate and it would be good if we could have exercise classes there. I have to use a diary to know what I’m doing. I’d like recipes for people with diabetes, arthritis and blood pressure. I also don’t sleep well - a massage would be nice!*

*(Female, South Asian British, over 75, lives in Hounslow)*

## Workshop 4

Healthwatch Hounslow facilitated a second workshop with Age UK Hounslow. Many participants understood the importance of healthy living and some stated that they regularly exercise do yoga and go for walks. Some suffered from type 2 diabetes, high blood pressure and high cholesterol.

Community Organisation name: Age UK Hounslow

Demographic information:

Sikh Community - South Asian

Language spoken: Gujarati

Age range: 70+

Total number of participants present (12)

Location: Feltham

Method of engagement: Workshop

Category	Insight	Themes
Barriers	<p>Participants expressed the following barriers that deters them from seeking help with their health:</p> <p>Continuous delays with their GP and hospital appointments</p> <p>They mentioned that their doctors tell them that “everything is online”. Therefore, they feel as if there is “no point talking if nothing is going to happen, people are suffering”.</p> <p>The participants expressed their frustration with the limited time they had to discuss their health concerns with their doctors. One participant said that her appointments are “no more than 5 minutes.”</p>	<p>A major concern was negative experiences at primary care services</p>

## Workshop 4 Continued

Category	Insight	Themes
<p>Barriers (continued)</p>	<p>Some of the interviewees mentioned that when they contact their GPs in the mornings to book an appointment they are told to 'Call back in 30 minutes' but when we do we are told the appointments are 'fully booked'</p> <p>Overall, a lack of interest in using health and wellbeing services was further exacerbated by negative experiences with primary care services such as GPs.</p> <p>The participants agreed that "the pandemic has made things difficult, things were better before the pandemic".</p> <p>One participant aged 76 would like "more friendly support" and "transport support" to access health services. She stated that she feels "anxious on the bus".</p> <p>Participants find it difficult to contact services to receive health-related advice due to a lack of awareness of services in the borough.</p>	<p>A major concern was negative experiences at primary care services</p> <p>Pandemic</p> <p>Poor access to transport</p>
<p>What type of support would residents benefit from?</p>	<p>The participants stated that they would benefit from exercise and nutrition classes. They further emphasised the preference for one-one nutrition and exercise classes as well as group classes.</p> <p>Most of the participants expressed that weight management classes would be useful to better their health. The participants we interviewed were vegetarian and would like vegetarian cooking classes.</p> <p>Some respondents shared that they would like to receive mental health support, especially for stress-related</p>	<p>A need for mental health support</p> <p>A need for vegetarian cooking classes</p> <p>A need for weight management support</p> <p>A need for mental health support</p>

## Workshop 4 Continued

Category	Insight	Themes
Actions to take	<p>Participants expressed a need for mental health support, vegetarian cooking classes, weight management support in a group setting as well as yoga classes</p> <p>Only 2 of the participants had access to a computer. They stated their preference for receiving health information via letters and leaflets. It is also important to note that most of the participants do not have access to the Hounslow newsletter.</p> <p>The participants stated that they would find it useful if they could visit a One you Hounslow site or centre; as they would prefer to speak to someone in person.</p> <p>They also stated it would be beneficial if One You Hounslow could “come to organisations and talk to service users directly”.</p>	<p>A need for weight management support</p> <p>Group classes</p> <p>Digital exclusion</p> <p>Make health information accessible through leaflets</p> <p>Preference for a Physical site/centre</p>

### Sentiments

In this workshop there was frequent discussion around negative experiences with primary care services. We find that this impacted resident's interest in using health and wellbeing services.

*“I am experiencing depression and anger from constant delays with the GP, it prevents me from being healthy at times. My home is the only comfort zone I have.” (65-year-old, South Asian, Female, lives in Feltham)*

*“I control my diabetes with diet and exercise. However, I did not receive support or advice on how to prevent Type 2 diabetes from my GP.” (80-year-old, South Asian, Male, lives in Feltham)*

## Workshop 4 Continued

### Case Studies

70- Year-old female who suffers from arthritis. This case study demonstrates a negative experience with primary care services which can pose as a barrier.

*"I did a blood test with my GP. They said I was low on calcium, but they wouldn't give me medication. I was walking and I broke my back. I was given tablets after this happened. I then fractured my wrist and ankle. I wasn't taken seriously until I suffered, I am very vulnerable. They prescribed me with calcium tablets, but it was too late. There is no one to talk to at the GP ... I would like to receive proper medication and exercise to strengthen my bones."*

65-year-old female who suffers from high blood pressure:  
Retired Mid-Term supervisor

*"I was put on tablets for high blood pressure I just started 2 weeks ago. The doctors did not advise me on exercise before prescribing the tablets... I felt under pressure because they were delaying my appointments and I did not receive advice on how to prevent high blood pressure. I would like relaxation and stress support. I am a single parent and I have a son who has disabilities. I am a carer and I do not receive support. I left my Job to care for my son. I also struggle to fill out forms for my son. There used to be a Law centre above the library which would help in completing forms, but they have closed."*

## Workshop 5

This Online Webinar was with members of London Spark - Polish Community.

Category	Insight	Themes
Barriers	<p>Whilst engaging with 3 women who work closely with the Polish community, it was interesting to note that many people from the Polish community are mistrustful of GPs, local authorities, councils, and the Police. This is in line with our recent research which found that the Somali Community are mistrustful of local authorities such as Social Services. This indicates that a lack of trust poses as a significant barrier for residents to access local services.</p> <p>They mentioned that many often feel like 'second class' citizens. These sentiments existed before but Brexit has further exacerbated this sentiment amongst this community and mentioned that they do not feel 'wanted'.</p> <p>They expressed many people travel to Poland to receive health checks as they prefer the health and social system in Poland; they feel it is more efficient as they can receive quick access to a medical specialist and feel the system places more focus on prevention.</p> <p>Based on their experiences, they mentioned if they wanted to receive a breast scan in the UK then they would need to see their GP, there is a lot of unpredictability as their GP may or may not refer them. They also expressed a preference to travel to Poland as they can communicate with their doctors in Polish. Many people from the Polish community are not registered with a GP in the UK.</p>	<p><b>Feeling like a 'second class citizen' – Mistrust</b></p> <p><b>Preference for Polish Health and Social care system</b></p> <p><b>Language barriers</b></p> <p><b>Mental health stigma</b></p>



## Workshop 5

Category	Insight	Themes
Barriers	<p>They felt that although many have qualifications, these qualifications are not recognised in the UK therefore, they must take low-paid jobs as cleaners and labourers etc. This can have a diminishing effect on their mental health and incomes. They would like support with changing career.</p>	<p><b>Low skilled jobs with matching wages</b></p>
<p>What type of support do residents need?</p>	<p>The women mentioned that the Polish community have an interest in activities such as Ski High jumps. Some women also attend online classes delivered by two Polish people in the community. A Polish football team would be of interest for Polish men.</p> <p>The women described the current health issues affecting the Polish community include:</p> <ul style="list-style-type: none"> <li>• Cardiovascular problems</li> <li>• Mental health</li> <li>• Addictions - particularly to alcohol</li> <li>• New mothers - feelings of isolation and depression</li> <li>• Aging population (first generation Polish community)</li> </ul> <p>There is also a high level of stigma around mental health. Many do not know about therapy/counselling and mental health support.</p>	<p><b>Football team/classes for men</b></p> <p><b>Support with Cardiovascular problems</b></p> <p><b>Support with Alcohol addiction</b></p> <p><b>Mental health support</b></p>
Actions to take	<p>The women expressed the only way to rebuild/nurture trust is using a bottom-up approach by getting members of the Polish community involved in the health and social care system. We suggest increasing the level of trust by working closer with Polish community organisations.</p>	<p><b>Increase level of trust by working closer with Polish Community organisations.</b></p> <p><b>Make health and wellbeing sessions available via Facebook</b></p>

## Workshop 5

Category	Insight	Themes
Actions to take (continued)	<p>To encourage the Polish community to take part in health and wellbeing sessions. The women expressed that attendance was higher when events are advertised and take place via Facebook rather than zoom – this will allow them to see a reminder the week before on their phone and would be easier for them to find an event.</p> <p>Offer support around mental health, alcohol addiction, CV problems and tailored support to new mothers and the elderly Polish population community to tackle isolation and depression.</p>	<p><b>Offer support with Cardiovascular problems</b></p> <p><b>Mental health support</b></p> <p><b>Support with Alcohol addiction</b></p> <p><b>Offer support to new mothers and the elderly Polish community</b></p>

## Workshop 6

Healthwatch Hounslow facilitated a small webinar to gather further feedback from residents, particularly from residents and professionals who work closely with community groups. The findings presented in the table below are based on engagement with 8 residents.

Category	Insight	Themes
Barriers	<p>A health and wellbeing lead who works in Feltham mentioned that there a high number of fast-food restaurants and easy access to chicken and chips shops that attract school children and families. There is also a lack of access to fresh fruit and vegetables in Hounslow.</p> <p>One participant expressed the difficulties of being a parent and found it difficult to take care of their health and wellbeing</p> <p>One professional mentioned that there is a lack of information and awareness of the services and support available for residents in Hounslow</p>	<p><b>Lack of access to fresh fruit and vegetables in Hounslow</b></p> <p><b>High number of fast-food restaurants e.g., easy access to chicken and chips shops</b></p> <p><b>Challenges of family life and being a new parent</b></p> <p><b>Lack of awareness of services</b></p>
What type of support do residents need?	<p>Mental health was a key concern that a professional who works closely with the South Asian community shared with us.</p> <p>One professional mentioned that there is a lack of focus on the needs of those who run community organisations as they experience high levels of stress and would benefit from a 'massage' and acknowledgement of the work they are doing</p>	<p><b>Mental health support groups</b></p> <p><b>Access to fresh fruit and vegetables</b></p> <p><b>Stress management support</b></p>
Actions to take	<p>Work alongside the organisation Sunshine of Hounslow to raise awareness of free access to fresh fruit and vegetables at their allotment in Cranford.</p> <p>Deliver Stress management support and offer mental health support to residents to help them with work life balance.</p>	<p><b>Working closely with community organisations</b></p> <p><b>Stress management support centred around work life balance</b></p>

## Workshop 6

### Sentiments

*"People who work for community organisations do not even have the time to eat properly, we are always eating at the computer table, by taking a step back from the computer is nourishment not punishment."*

*"People struggle because a lot of people don't know what is available for them especially people who are not digitally skilled."*

*"It would be nice to have a directory of organisations. ... a paper version would be useful so people are aware of what support is available in the area ... A lot of people are vulnerable and people with families do not have the time to find out about these services."*

*"People have told me that they cannot get hold of council services ... you leave a message so many times and nothing happens and that puts you off and then you don't feel like contacting people."*

*"During the pandemic we were working 7 days a week. I am touching my 60s and still work 7 days a week ... the demand is too high, too many people have mental health issues."*

*"I help the community and people are experiencing mental health issues, supporting families as there a lot of suicidal deaths ... the suicidal deaths are very high among young people which is affecting parents and families."*

*"I would like support on how to manage stress and depression, that would really help me."*

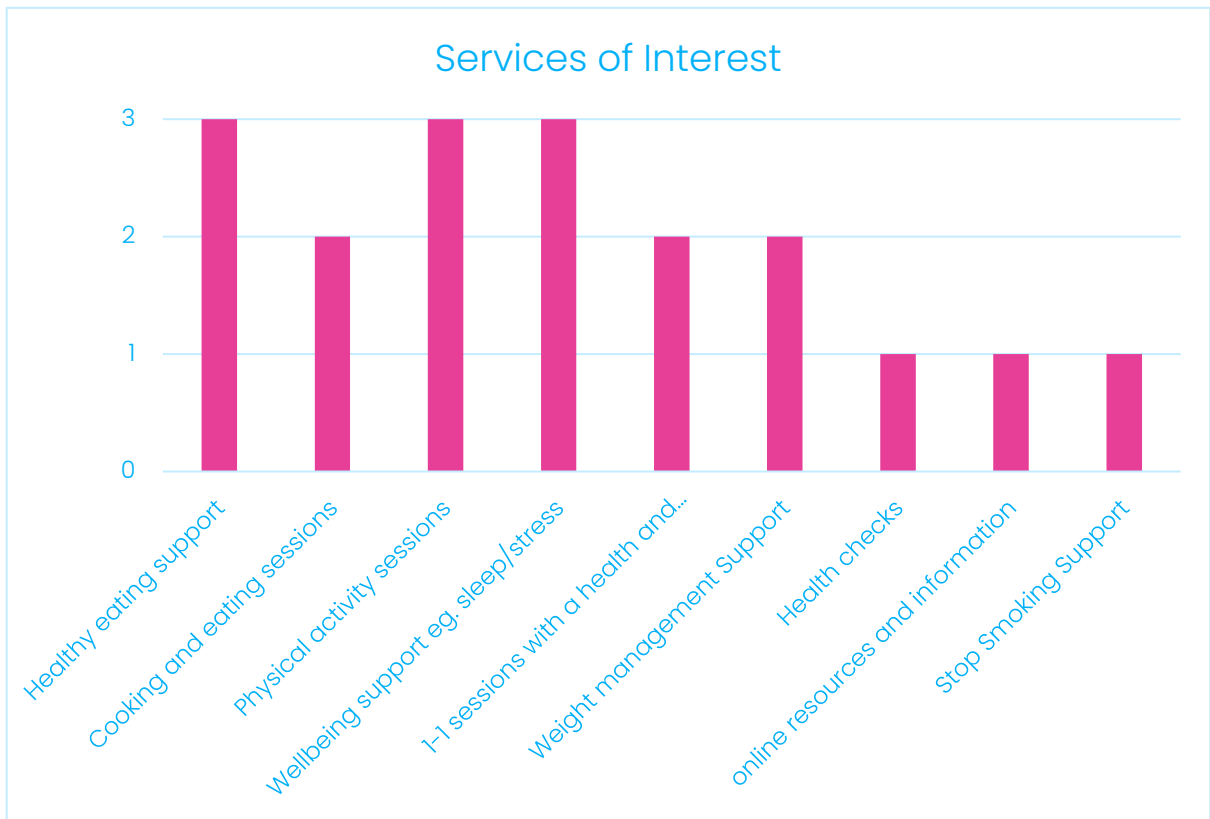
*"There is a lack of fresh food places around in Hounslow, if you look at Hounslow, Feltham and Hanworth, those area would benefit from fresh produce."*

*"There is actually a good fresh food market in Feltham which is really great and gets utilised quite a lot."*

*"Doing work in the community is stressful, I tend to munch and bunch when I get stressed and now I want to try and shed that weight for the summer now."*

*"People would prefer to have information in their native language ... Punjabi, Hindi, Urdu, Swahili but most elderly people don't have the digital skills."*

## Workshop 6



The graph above shows that residents who attended the webinar (workshop 6) were most interested in receiving support with healthy eating, Physical activity and wellbeing support with sleep and stress.

## Interviews

This section presents findings Healthwatch Hounslow gathered from conducting one-to-one interviews with residents in Hounslow. In total we conducted 25 interviews.

This method allowed Healthwatch Hounslow to gain an understanding of some of the issues experienced by residents in Hounslow who fit in the age bracket of 30-45. We explored some of the barriers and motivators of healthy living and whether residents would be interested in using a health and wellbeing service.

### Awareness of service

Out of the 26 residents we engaged with, we found none of the residents were aware of the One You Hounslow service. 20% asked for contact details of the service.

Category	Insight	Themes
Barriers	Majority of the residents cited 'time' 'work' 'family-life' as barriers and problems with accessing Primary care services such as GPs during the pandemic. Some residents were keen to access the service and were surprised that the services offered are free. The barrier in this case was a lack of knowledge about the services available in Hounslow. In addition to this, some participants had language barriers.	<p>Lack of awareness of services in their local area</p> <p>Time</p> <p>Work</p> <p>Family life</p> <p>Problems accessing primary care services</p> <p>Language barriers</p>
What type of support do residents need?	Residents expressed interest in using a range of services, particularly the Exercise service, nutrition and cooking classes and receiving health checks.  (See case studies below)	<p>Exercise classes</p> <p>Nutrition classes</p> <p>Cooking classes</p> <p>Health Checks</p>

## Interviews

Category	Insight	Themes
Actions	<p>Increase awareness of the service to encourage residents to make better decisions in relation to their health; We recommend working closely with GP surgeries and suggest an outreach team to speak to patients at primary care services.</p> <p>As we noted that residents were interested to use a HWB service a motivator in this case would be to make residents aware that services offered are free. One resident suggested to provide cooking classes at community centres such as the 'Hounslow Youth centre' to make services more accessible to parents and children.</p> <p>We further recommend working closely with Community organisations to increase awareness of the 'One You Hounslow' service to encourage residents from seldom heard communities to utilise the service and overcome problems with language barriers, as some residents were unable to understand the type of services One You Hounslow offer.</p> <p>Although residents did not state a need for behaviour change support, we find that residents would benefit from such service to overcome barriers such as 'lack of time', 'family' and 'work commitments'. Whilst speaking to residents, many did not understand what behaviour change support entails. Therefore we would recommend increasing awareness around this type of support.</p> <p>Whilst speaking to the founder of the Polish Klan Association, they suggested attending Polish community events by holding stalls to encourage residents to use the local services.</p>	<p>Increase promotion and awareness of the services offered at One You Hounslow.</p> <p>Utilising community centres to offer health and wellbeing services</p> <p>Working closely with community organisation to expand reach and offer support to seldom heard groups</p> <p>Raise awareness regarding support with behaviour change</p>

# Case Studies

The next section demonstrates personal case studies from participants.





## Case studies from Interviews

Below are case studies that demonstrate differing needs and circumstances of residents in Hounslow. These case studies highlight the needs of residents that face difficulties with stressors of daily life such as time constraints, family life and work commitments. We engaged with residents from diverse communities particularly South Asia and Eastern Europe.

### Heart of Hounslow Centre Interviews, 05/05/22

#### Case study 1:

A woman aged 34.

She is of Pakistani descent and speaks Urdu.

She has not heard of One You Hounslow.

She does not feel the need to use the service however, she would be interested in looking at their website.

She stated that language barriers are an issue in receiving health information.

#### Case study 2:

36-year-old Male.

Romanian descent.

Lives in Hounslow Central.

Has not heard of One You Hounslow.

'I do not take part in any health classes'.

'I have no health conditions and I'm feeling healthy'.

Family and friends do not suffer from any health conditions.

'I find health difficult to manage because of work and family life'.

**'if I had time I would like to use their nutrition services'.**

#### Case study 3:

28-year-old Male

Indian descent

Lives in Hounslow West

He hasn't heard of One You Hounslow

'I attend the gym regularly', and doesn't feel the need to use their services.

'5 years ago I was not in shape and I wanted to lose weight. I tried intermittent fasting which has lots of health benefits and counts calories'. 'I also stopped smoking a couple of years ago'.

**Health and wellbeing checks would be beneficial.**

I will mention the service to family and friends.

#### Case study 4:

35-year-old female

Filipino descent

Lives in Hounslow central

No health issues

Has not heard of One You Hounslow

'At the moment I'm unemployed and I care for my mother and father'.

She would visit the One You Hounslow website for health support and information.

### Case study 5:

68-year-old male

Filipino descent

Lives in Hounslow Central

He has not heard of One You Hounslow and is new to the GP.

**'I am diabetic, and I take care of myself well by following my doctor's advice and exercising'.**

**He stated that he would benefit from exercise classes.**

### Case Study 6:

Male in his late 60s

White British

He lives in Lower Feltham

He has never heard of One You Hounslow

He has glaucoma which also runs in his family

'I don't eat well but I try to eat fruit and vegetables. I don't drink and I stopped smoking'.

'I don't walk as much as I used to. I used to walk 2-3 miles a day but I have gotten out of the habit of doing so because of the pandemic'.

**'Exercise classes would be beneficial, especially sitting down exercises for arms and legs would be helpful'. He stated he would be interested in one-to-one health checks.**

### Case study 7:

Female in her early 60s

White British

She lives in Lower Feltham

She has never heard of One You Hounslow

She used to have a thyroid problem.

'I eat healthily'.

'I wanted to lose weight to improve my knees and I was unhappy with my appearance. Psychologically this was important and I started joining the slimming world. This motivated me to maintain a healthy weight'.

**Exercise classes would be beneficial.**

**She mentioned that she would be interested in having one-to-one health checks.**

She stated that she is confident in using the internet as she uses it a lot for her teaching. She would check the One You Hounslow website for health information.

### Case study 8:

76-year-old male

Filipino descent

Retired Chef

Lives in Cranford

He suffers from heart problems

This particular medical centre has not made him aware of One You Hounslow.

He doesn't use the internet and doesn't use devices.

Medical terminology is difficult to understand.

'It's difficult to book an appointment over the phone'.

**Would be interested in exercise classes.**

### Case study 9:

74-year-old female

Filipino descent

Lives in Cranford

Has not heard of One You Hounslow

Does not use the internet or devices.

Suffers from stress and anxiety which is heightened by difficulty with booking appointments at the GP. She wasn't aware of the mental health support services that One You Hounslow provides. She had breast cancer from 2007-

2009. **She is a diabetic and would be interested in weight management, nutrition classes and stress management**

### Case study 10:

46-year-old female

Indian descent

Lives in Cranford

Has not heard of One You Hounslow. She is the support system for her aunt and uncle. She suffered from aggressive cancer in the past and is now diabetic.

She stated that stress is one of the biggest problems in terms of her mental health. 'I have to make numerous calls to the GP in order to get my health concerns heard'. 'The lack of communication needs to be acknowledged'.

**She would be interested in partaking in weight management and nutrition classes, stress management.**

## Hounslow Central public interviews, 12/05/22

### Case study 1:

30-year-old female.

Polish descent.

Lives in Bedfont.

She has not heard of One You Hounslow.

She mentioned that she is a university student studying nutrition.

She has no health issues. The barriers to receiving health support include family life, work and university. Finding time to focus on her health is difficult.

**She mentioned that one-to-one behavioural change support would be beneficial.**

### Case study 2:

40-year-old female.

Somali descent.

Lives in Feltham.

She has not heard of One You Hounslow.

She suffers from knee pain and has undergone physiotherapy. **She expressed that she's "always been a big girl"**. The doctors have advised her to lose weight however, she was not advised on how to lose weight. Hanworth GP used to provide an exercise programme however, this is no longer available. She instead attends Slimming World but stated that she has to pay for the service. At the moment she is unable to seek health support because she is travelling abroad to care for her ailing mother.

**She expressed her interest in using the weight management service by noting One You Hounslow's number and stated that she would use the service when she arrives back in the UK.**

### Case study 3:

40-year-old female.

Nepalese descent.

Lives in Feltham.

She has not heard of One You Hounslow.

**She stated that her health is fine at the moment but feels that she could lose weight.** She stated that she doesn't have time to use health services because of the demands of her family and work.

The language barrier is an issue.

### Case study 4:

35-old-male.

Eastern European descent.

Lives in Isleworth.

He has not heard of One You Hounslow.

He mentioned that he has been smoking for 20 years. He attempted to stop smoking in the past by using patches but this was unsuccessful.

He stated that he eats healthily by eating "lots of salad".

**He expressed his interest in the stop smoking service.**

## Interviews: Polish Klan Association (Hounslow East), 16/05/22

### Case study 1:

30-year-old Female.

Lives in Hounslow East.

She has not heard of One You Hounslow.

She mentioned that when she is sick and in need of medical assistance the GP is often unhelpful.

She expressed that she has no health issues although currently undergoing rheumatology checks as this is a health issue that is prevalent in her family.

She stressed that she would like to have more availability in her daily life. The demands of family life, caring for twins, and work prevents her from being active. She stated that she is not particularly interested in the exercise programme as she walks on a regular basis.

She mentioned that communication is often an issue when receiving health information.

**She suggested that it would be interesting to facilitate cooking sessions which allow children to take part along with their parents.**

### Case study 2:

46-year-old Female.

Lives in Hounslow East.

She has not heard of One You Hounslow. She does not have health issues.

She expressed that she has experienced numerous problems with her GP post-pandemic, which is also a problem experienced by her family and friends.

She mentioned that because of the delay at GPs she often resorts to home remedies or accesses private health care for medical assistance.

**She stated that she is not particularly interested in cooking classes but, would find exercise classes beneficial.**

**She mentioned that health checks with a one-to-one mentor would be beneficial.**

### Case study 3:

38-year-old female.

Lives in Hounslow East.

She has not heard of One You Hounslow.

She does not have any health issues.

Her experience with the GP has been unsatisfactory post-pandemic due to delays.

**She stated that she is not interested in cooking classes but, would benefit from exercise classes.**

### Case study 4:

58-year-old female.

Lives in Hounslow East.

Occupation: Cleaner.

She has not heard of One You Hounslow.

She mentioned that she slightly has high blood pressure which is induced by stress. "I have lots of stress, my husband lost his job".

She mentioned that she tries to manage stress by walking, reading and exercising at home.

She stated that time constraints are an issue due to balancing family life and work therefore, doesn't have time to properly exercise.

**She is interested in having regular health checks and exercise classes.**

### Case study 5:

32-year-old female.

Lives in Hounslow East.

Occupation: Cleaner.

She has not heard of One You Hounslow. She does not have any health issues.

At the moment she finds it difficult to juggle work and family life.

She stated that she manages stress by listening to music.

**She mentioned that she is interested in cooking classes.**

### Case study 6:

46-year-old male.

Lives in Isleworth.

Occupation: self-employed carpenter. He has not heard of One You Hounslow.

He stated that he does not have any health issues although "it might be because I haven't visited my doctor in 4 years".

He stated that his stress management is good.

He mentioned that he likes to use "public healthcare such as the NHS rather than going private or using other services". He is not interested in exercise classes as he claims that he is "too busy". He further mentioned that his family keeps him active and they do lots of walking and exercise.

He mentioned that he is not interested in cooking classes. "I tried dieting in the past but I wasn't consistent". However, he tries to incorporate fruit and vegetables into his diet.

**He expressed that he has been smoking for many years and attempted to stop in the past but was unsuccessful and therefore, is interested in the stop smoking service.**

### Case study 7:

34-year-old female.

Lives in Isleworth.

Occupation: Housekeeper.

She has not heard of One You Hounslow.

She stated that she does not have any health issues.

She mentioned that “work is not stressful”.

She is a mother to 3 children and has to be organised.

She tries to stay active by riding her bike to work every day, exercising at home using YouTube videos and incorporating cardio into her daily routine.

She stated that she has always been active as she “used to play volleyball”.

**She would benefit from exercise and nutrition classes.**

**She showed interest in the service by taking down One You Hounslow’s details and mentioned that she would use the service in the future.**

## Feltham High Street Interviews: 18/05/2022

### Case study 1:

48-year-old female.

South Asian descent.

Lives in Feltham.

Occupation: police officer. She does not have any health issues.

She has not heard of One You Hounslow.

***“I am currently dieting and I use the gym at work to keep active. I do not feel the need to use their services because I do it myself”.***

### Case study 2:

50-year-old female.

Slovakian descent.

Lives in Feltham.

Occupation: police officer.

She has not heard of One You Hounslow.

She mentioned that she rarely goes to the GP. We asked her how she manages stress and she replied, ***“I just have to manage stress”.***

She mentioned that she is not interested in using their classes because of time constraints. For instance, “I am a single mother I have to wake up at 6 am to get my child ready for school, then I have to work and pick up my child from the after-school club at 6 pm I just don’t have time, on top of that my mother just passed away”.

She stated that she gave up smoking 10 years ago, but has started again. She further expressed that “once an alcoholic is always an alcoholic just like with smoking it’s easy to slip back into”.

### Case study 3:

36-year-old female.

El Salvadoran.

Lives in Feltham.

She is an asylum seeker.

She does not have any health issues.

She has not heard of One You Hounslow. **She mentioned that she is “not exercising at the moment” but is interested in exercise classes and the other services that One You Hounslow provides.** At the moment she stated that she doesn't have time because she has a family and is an asylum seeker. “I am living at a hotel”.

Language is a barrier as she speaks Spanish and little English.

### Case study 4:

60-year-old male.

Black British.

Lives in Feltham.

He mentioned that he has no health issues.

He has not heard of One You Hounslow.

He mentioned that he is not experiencing stress and does not exercise as he thinks he's “too old” however, he does lots of walking.

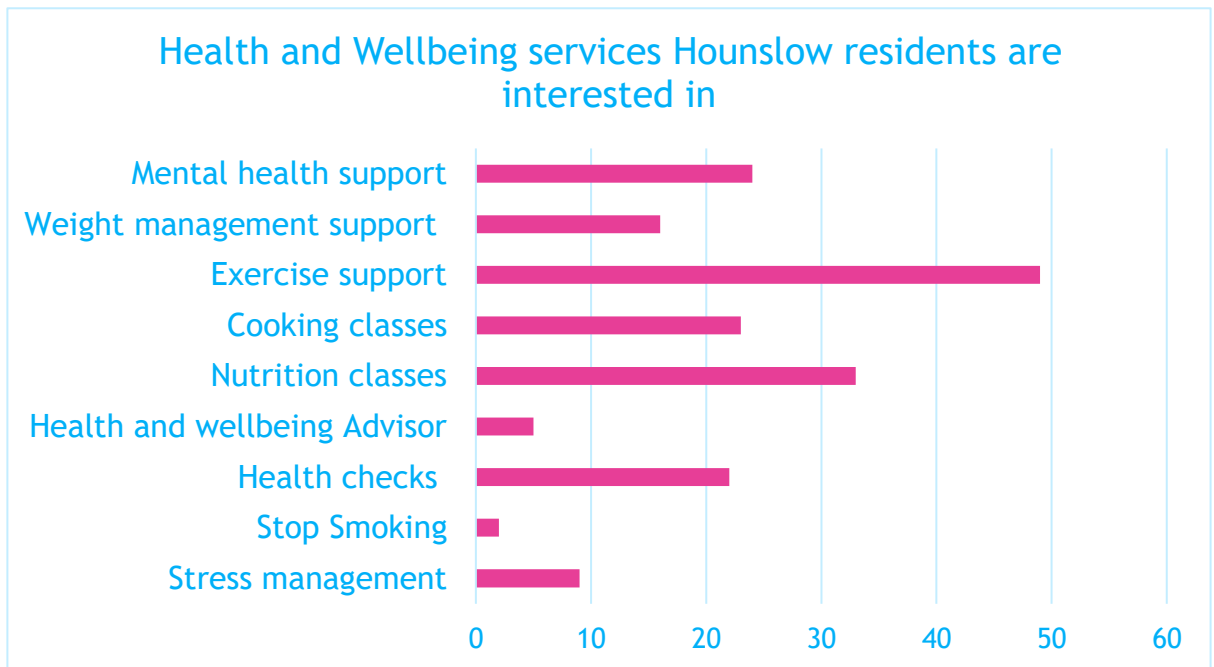
He expressed that he is currently smoking and is “not interested in stopping”.

In the past, he was very active. He was an athlete and a semi-professional footballer.

He used to be a financial advisor at Citi Bank where he developed a drinking culture which also continued throughout the pandemic. **He is also a smoker and expressed that's smoking is his 'vice.'**

Lastly, he stated, **“I just want to live life I may not be here tomorrow”.**

# Overview of the Services Hounslow residents are interested in



The top 3 services of interest include Exercise support (n.49) Nutrition classes (n.33) and cooking classes (n.23).

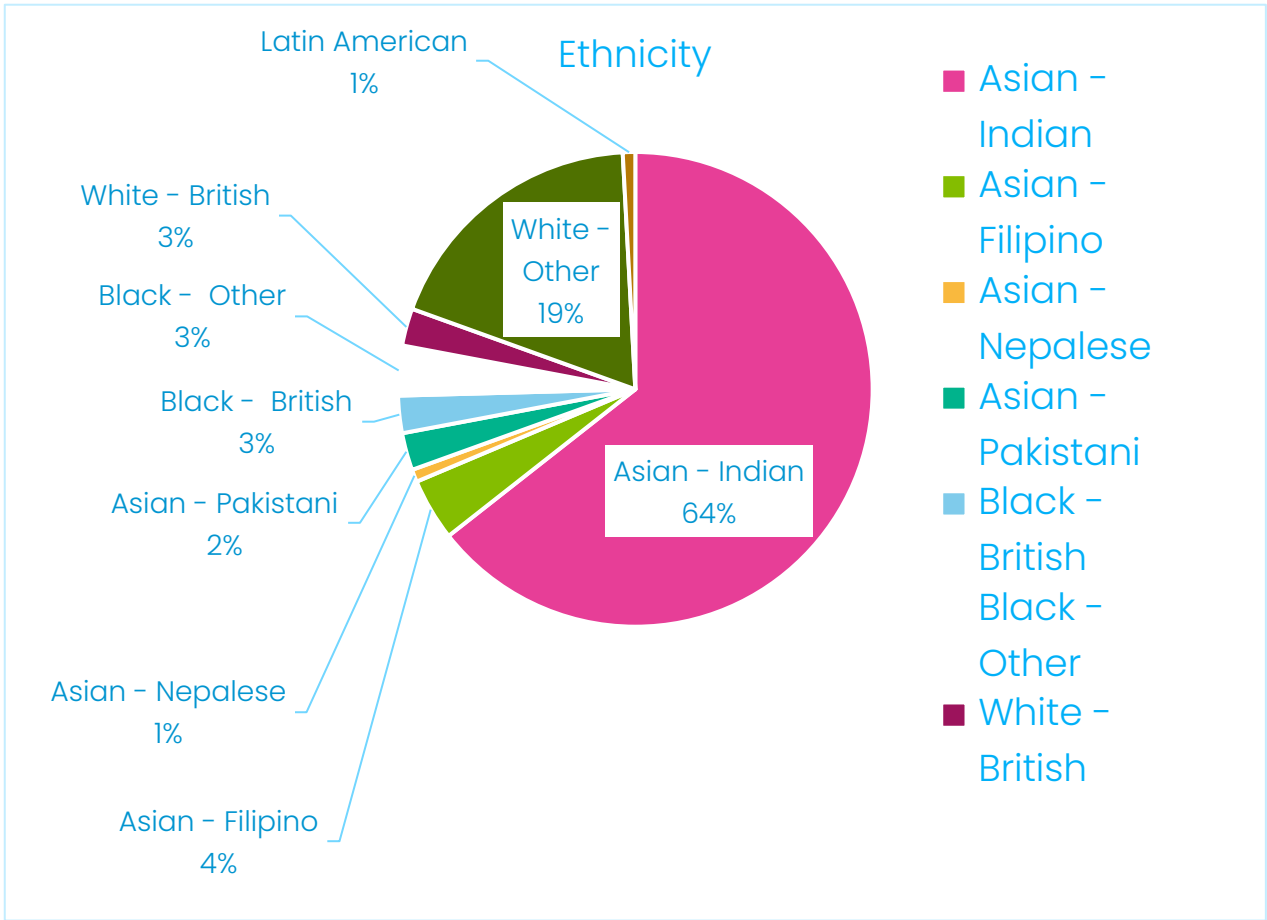


# Demographic Data

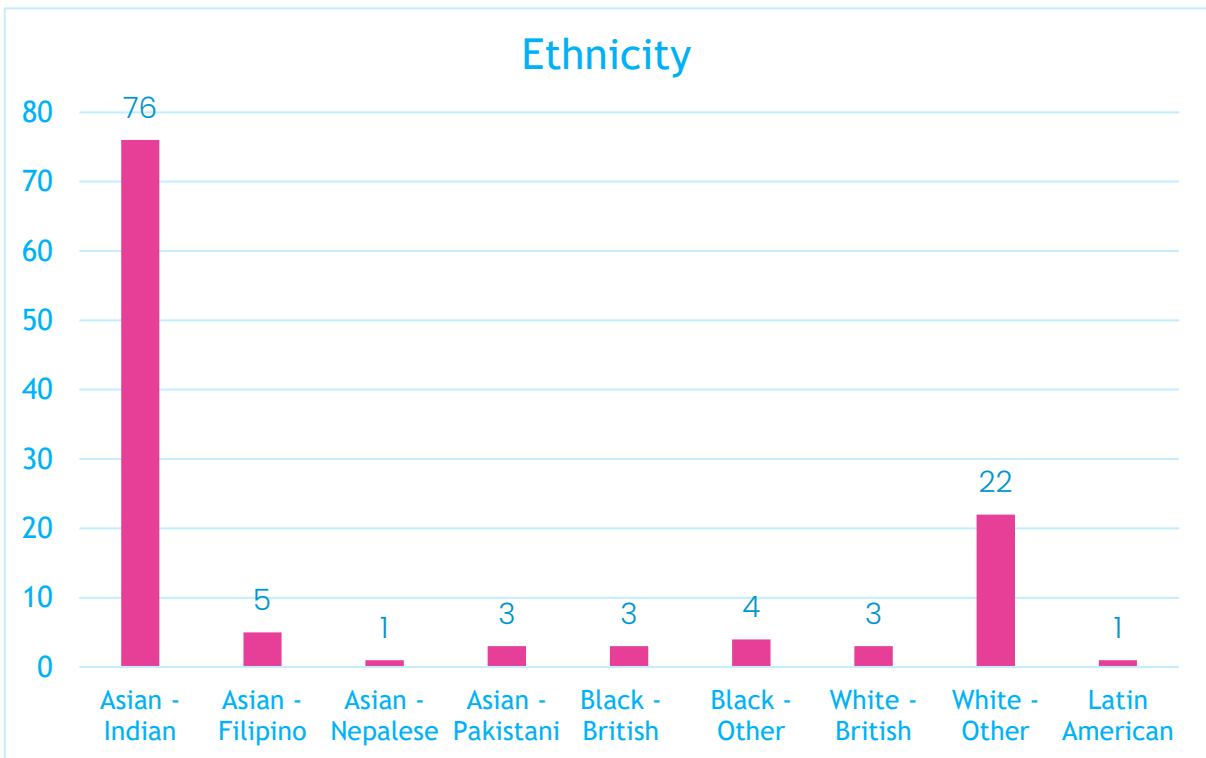
Where we were able to collect demographic data, it has been noted on the following pages.



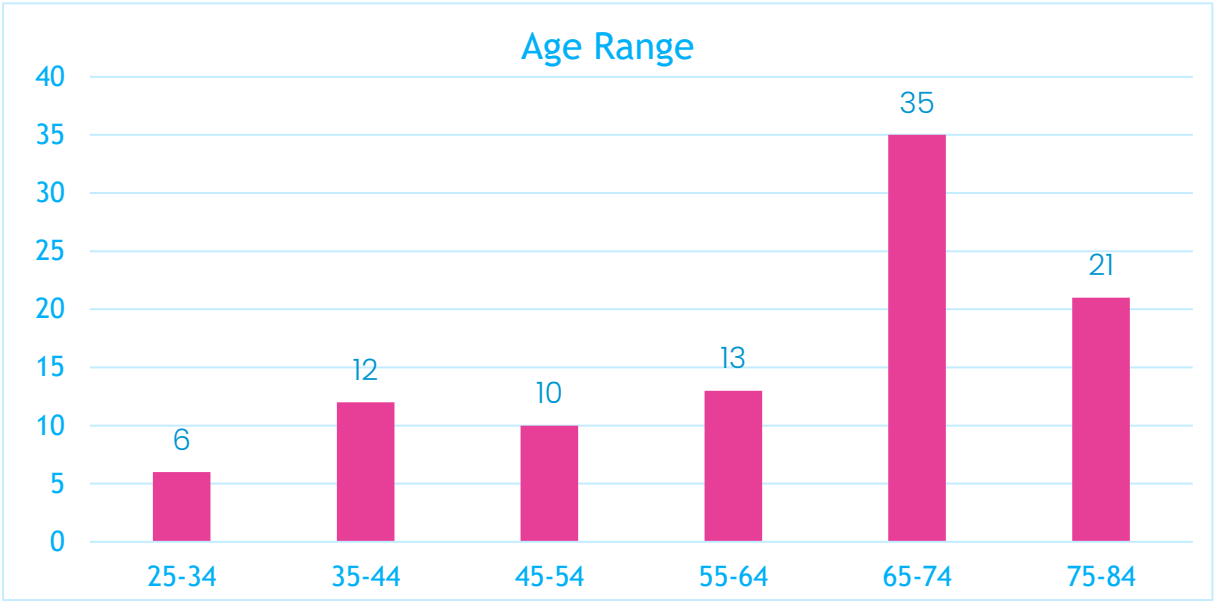
# Demographic Data



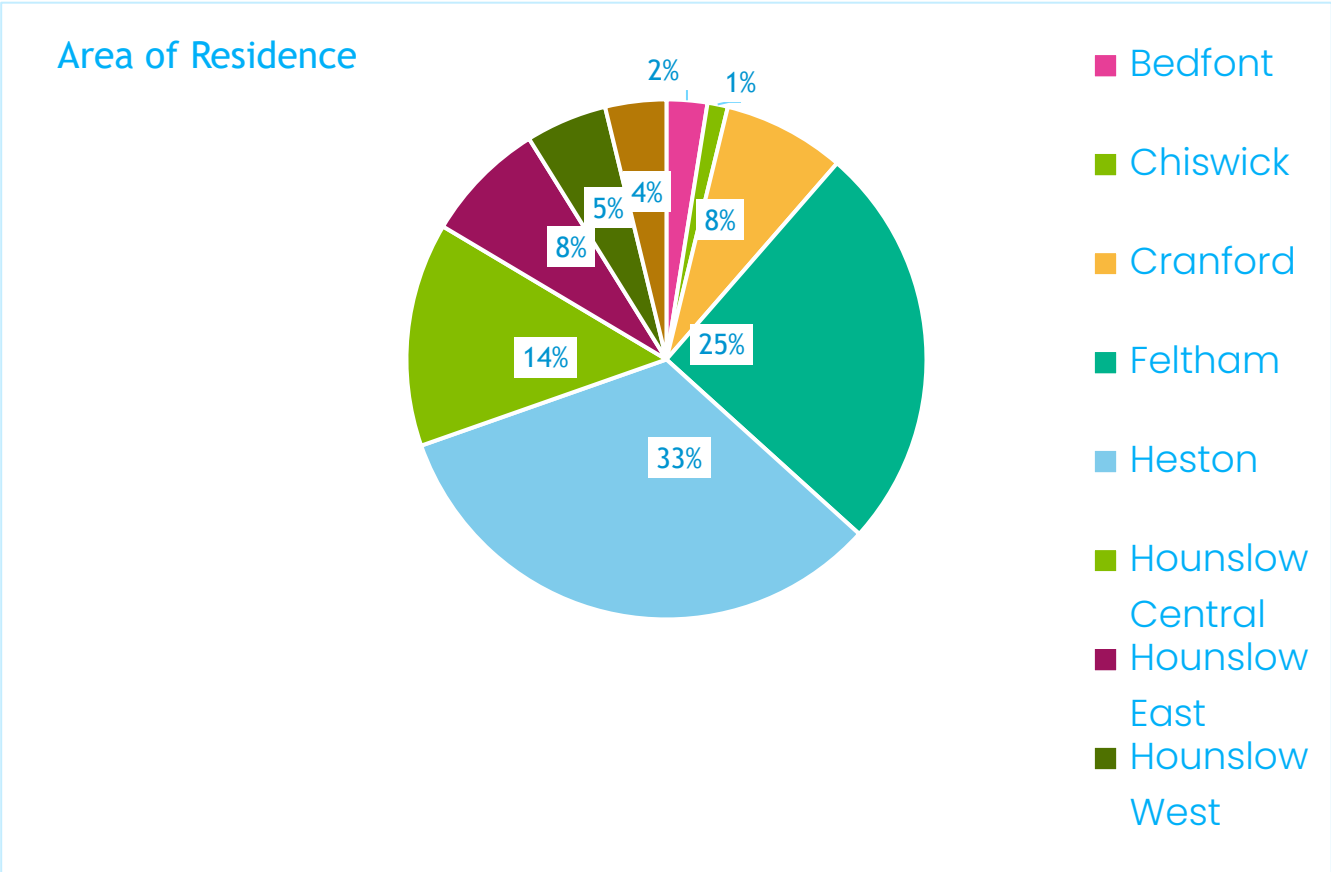
Healthwatch predominately engaged with residents who identified as Asian: Indian – 64% (n.76) followed by White: Other – 19% (n.22).



# Demographic Data



We predominately engaged with residents aged 65-74 (n.35). However, in total we engaged with (n.41) residents that fall under the age range of 25-64.



We predominately engaged with residents who reside in Heston (n.26) followed by Feltham (n.20) and lastly Hounslow central (n.11).

## Overview of Engagement

Date	Duration	Method of Engagement	Number of residents
13/4/22	1 hour	Workshop 1 (Aakal – South Asian Community)	50
27/4/22	1 hour	Workshop 2 (Aakal – South Asian Community)	10
25/4/22	1 hour 30 mins	Workshop 3 (Age UK – South Asian Community)	10
25/4/22	1 hour 30 mins	Workshop 4 (Age UK – South Asian Community)	12
11/5/22	1 hour	Workshop 5 (Conversation with members from the organisation London Spark: Polish community)	3
24/5/22	1 hour	Workshop 6 – Webinar	8
5/5/22	3 hours	Interviews – Heart of Hounslow	9
12/5/22	3 hours	Interviews – Hounslow High Street	5
18/5/22	1 hour	Interviews – Feltham High Street	2
18/5/22	2 hours	Interviews – HMC Clinic	2
16/5/22	1 hour	Interviews – Polish Klan Association	7
<b>TOTAL</b>	<b>17 hours</b>		<b>118</b>



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