

# Winter Health Workshop Report



18<sup>th</sup> December 2019

Age UK Hounslow

Healthwatch Hounslow (HWH) is an independent organisation that gives people a voice to improve and shape services and help them get the best out of health and social care services. Hounslow Clinical Commissioning Group (HCCG) has commissioned HWH to organise and help facilitate several workshops throughout the year. Each workshop will focus on a specific strategic priority of the CCG. The third workshop focused on Winter Health for Hounslow residents.

## Objective

The main objective of the workshop was to provide practical information and advice on how to stay healthy over winter. This involved inviting various stall holders from different organisations, holding talks, carrying out basic health checks (BMI) and delivering activities (Zumba).

The workshop took place at Age UK Hounslow (Southville Community Centre, Southville Road, Feltham, TW14 8AP) on the 18<sup>th</sup> of December 2019, 10am – 2pm. HWH invited various organisations to hold stalls.

- Respiratory Support Group
- One You Hounslow
- Groundworks
- Citizen Advice Bureau
- Hounslow Soup Kitchen (To collect food items)
- Hounslow CCG
- PALS team
- TRAIID team (To collect old clothes)
- Healthwatch Hounslow
- Social Prescribers



*Talk delivered by Groundworks.*

The following talks were delivered:

- 'Cold Weather Information' by Dr Richard Baxter, Clinical Lead for Cancer
- 'Green Doctor Programme' by Groundworks team

Attendees were given a Cold Weather Information card designed by YVHSC. To make the session more interactive, attendees were given the opportunity to take part in Zumba which was delivered by a Zumba tutor. The CCG had invited Tony Louki, Mayor of Hounslow to host the raffle towards the end of the event.

## **Engagement**

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Promotion and engagement activities for the workshop began four weeks prior to the event. This was delivered by staff and volunteers (HWH Operations Manager, HWH Engagement & Projects Officer and HWH volunteers).

The following was done to promote the workshop:

- Distribution of leaflets and posters at the GP surgeries (including handing out leaflets to patients).
- Stall held at libraries across the borough e.g. Feltham library (2 days a week), Hounslow library (1 day a week).
- Stall held at Carers Rights Day.
- Stall held at the Gurdwara.
- We attended the West Middlesex University Hospital (WMUH) Christmas event and held a stall there. Cold Weather Information cards and agendas for the Winter Health workshop were given out.
- Posters and leaflets were given out at charity shops e.g. British Heart Foundation, Cancer Research UK, Barnardo's Bedfont etc.
- Posters were displayed at ASDA, Iceland, Tesco, Costa and local Pharmacies.
- Engagement about the workshop took place in the Gurdwara, Arts Group, Hounslow Youth Centre, Sheltered Housing, Tamil Community Centre, Parent Carer Forum.
- Engagement with corporate companies – Sky. Sky displayed our workshop on their website (we will take a screenshot of the website, the next time they advertise one of our workshops).
- HWH website and social media – Twitter & Facebook (Feltham Community Group, Indians in London Group etc.)
- We asked providers/organisations to send information regarding the workshop to their contacts e.g. COPD Group, Carers, CCG, The work and health programme, YVHSC & HWH volunteers etc.

In total **55** people attended the workshop who were registered and non-registered (we made a note of their attendance). This is an increase in attendees from our previous workshops.

The following were prepared before the workshop:

- Registration Form
- Winter Health Questionnaire
- Monitoring Form
- Evaluation Form
- Cold Weather Information Card

- Recipe Card
- Agenda

All participants (excluding stall holders) were asked to fill in the registration form. Attendees were asked to complete the Winter Health Questionnaire, Monitoring Form and the Evaluation Form. Towards the end, we collected **29** responses for the Winter Health Questionnaire. Cold Weather Information Cards and Recipe Cards were given to all attendees.



*Stall holders from different organisations.*

### Monitoring Form Information

Gender	No. of responses
Female	22
Male	4
Prefer not to say	1
Age group	No. of responses
25 – 34	-
35 – 44	-
45 – 54	-
65 – 74	21
75 – 84	3
Prefer not to say	2
Ethnicity	No. of responses
White	6
Asian/Asian British	19
Mixed, multiple	1
Prefer not to say	1
Network	No. of responses
Heart of Hounslow	14
Feltham	7
Chiswick	1
Out of the borough	1
Others	1
Do you consider yourself to be disabled?	No. of responses

Yes	5
No	19
Prefer not to say	3
<b>Do you consider yourself to have a long-term condition or health and social care need?</b>	<b>No. of responses</b>
Yes	7
No	14
Prefer not to say	6
<b>Are you a carer?</b>	<b>No. of responses</b>
Yes	4
No	19
Prefer not to say	4
<b>Religion</b>	<b>No. of responses</b>
Christian	9
Hindu	11
Sikh	2
Other	4
Prefer not to say	1
<b>Sexual Orientation</b>	<b>No. of responses</b>
Bisexual	-
Straight/Heterosexual	16
Prefer not to say	11
<b>Employment status</b>	<b>No. of responses</b>
In unpaid voluntary work	1
Not in employment & Unable to work	-
Not actively seeking work – retired	14
Not in Employment (seeking work)	-
Paid: 16 or more hours/week	2
Paid: less than 16 hours/week	1
Prefer not to say	9



*Attendees taking part in Zumba.*

### Winter Health Questionnaire

**Have you been to the A&E department or the Urgent Care Centre in the past 12 months? If yes, which department did you visit and why?**

8 respondents said yes.

- Endoscopy
- Cancer
- Haematology
- Fracture clinic

**Have you used the Primary Care Hubs before? If not, why?**

All the respondents said no except for one.

They said that they haven't had the need so far and a few weren't aware of the service.

**If yes, how did you find the experience?**

One of the respondents found the service to be excellent.

### Online consultations

**Would you use online consultations, such as the below?**

- **111 online – allows patients to get urgent medical help or advice online.**
- **NHS app – provides a simple and secure way to access a range of healthcare services on your smartphone or tablet. 111 Online, NHS website symptom checker, booking and managing appointments, repeat prescriptions, viewing of medical record.**

12 of the respondents said that they would use online consultations.

'I use 111 often'

'For NHS app, not competent with online services'

**Do you use any Pharmacy services? If yes, which service do you use and why?**

19 respondents said they use the Pharmacy for the following:

- Repeat prescriptions
- Home delivery for medication

**Would you seek advice from a Pharmacist or other pharmacy staff? If not, why?**

17 respondents said yes, and others said they did not have the need to.

**How could the service from the Pharmacy be improved?**

Some were happy with the service they received, and some provided the following suggestions:

- Delivering prescriptions to over 70's
- Extended opening hours
- More information on the medication prescribed

**Access to information**

**How do you access information about health and social care services?**

20 respondents said they use the following:

- Online
- Website
- Emails
- Local GP surgery
- Nurse
- Brochures/Leaflets/Magazines
- Age UK Hounslow

**Transport**

**When attending appointments, what type of transport do you use?**

24 respondents said that they use the bus, car/taxi or walk.

**Do you pay for your travel?**

14 respondents said no.

**Any other comments?**

'It would be better if we get more local buses (lane buses)'

'Parking at the clinic'

**Access to classes**

**Do you attend any classes? Such as those run by Age UK (Learning how to use technology).**

10 respondents said that they do attend classes such as:

- Zumba

- Yoga
- BSL

**How do you book your classes?**

- 1 respondent said they book their classes through phone and others by visiting the centre (Age UK Hounslow).

**Online**

**As most services use online platforms, has this been an issue?**

7 respondents said yes.

**How do you feel about the use of technology to communicate with you as a patient (for example text messages)?**

Few respondents said:

- They would prefer facetime
- 'It's good you got a text reminder in seconds'
- Frustrating
- Comfortable
- 'We have to look forward. Doctors benefit, no need for piles of files'

**Communication with Primary Care staff**

**How would you describe communication between Primary Care staff (receptionists, Practice Manager etc.) and yourself?**

18 respondents said:

- 'There is a long wait'
- 'Sometimes good and sometimes not'
- 'Okay'
- 'That too computerised now'

**Flu vaccination**

Have you received your flu vaccination?	No. of respondents
Yes	22
No	4



### myCMC – Coordinate My Care

Have you heard of myCMC?	No. of respondents
Yes	3
No	19

### Social Prescribing

Have you heard of social prescribing?	No. of respondents
Yes	-
No	22

### End of life care

What changes would you like to see in end of life care to help you live and die at home?
<p>13 Respondents said:</p> <ul style="list-style-type: none"> <li>• 'I don't know'</li> <li>• 'More information and help from GP and social services'</li> <li>• 'Competent covers'</li> <li>• 'Care'</li> </ul>

### Workshop Evaluation Form

<p><b>Did you understand the aim of the workshop today?</b></p> <p>All respondents said yes except one.</p>
<p><b>Did you feel you were listened to and understood?</b></p> <p>24 respondents said yes.</p>
<p><b>What did you enjoy or what worked well about the workshop?</b></p> <p>14 respondents answered the question and said:</p> <ul style="list-style-type: none"> <li>• Lots of useful information.</li> <li>• Some enjoyed Zumba and few others were happy with the health check-up.</li> <li>• Organisers were friendly and welcoming.</li> </ul>

### How could the workshop be improved for next time?

12 respondents answered the question and said:

- Include cholesterol check.
- Loudspeaker with more clarity.
- Late arrival of the person who gave a talk.



*Mayor of Hounslow with attendees, stall holders and volunteers.*

### Previous recommendations

- Recruiting more survey volunteers – For the Winter Health workshop, we had additional volunteers help us out with carrying out surveys and distributing Cold Weather Information Cards.
- Advertising – Previously we were told by patients that the workshops needed to be better advertised. For this workshop, we have been extensively advertising across the borough especially focusing on Feltham and Bedfont. We have been holding stalls in libraries, gurdwara, events etc. We have been advertising the workshop in Health centres and GP surgeries. We have been speaking to stakeholders to attend their events/meetings to advertise the workshop and share it with their contacts.
- Health checks – Attendees at previous workshops have asked for health checks to be carried out. We had One You Hounslow carry out health checks at the workshop.

### Areas to be improved

- Whilst promoting the workshop, several people said that they would have preferred the workshop to be in central Hounslow where it's accessible to many people. We will aim to run the workshops from convenient and accessible locations for Hounslow residents.

### Next steps

- The next workshop will be focusing on mental health. Focus will be on signposting residents to the right services as well as promoting self-care. Mental health providers will be invited

e.g. West London Health Trust (WLHT), Improving Access to Psychological Therapies (IAPT), Child and Adolescent Mental Health service (CAMHS) and relevant voluntary groups. Mental health campaigns will be promoted, and a survey will be carried out.



*Talk delivered by a GP on Winter Health.*

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