

Long-term conditions Workshop Report



23rd September 2019
Hounslow Arts Centre

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 second workshop was aimed at residents with long-term conditions.

Objective

The main objective of the workshop was to provide practical information and advice on better access to health and social care services, diet, exercise and how to prevent the risk of developing these conditions.

The workshop took place at Hounslow Arts Centre on the 23rd of September, 1 – 3PM. HWH invited various organisations to hold stalls.

COPD (Chronic Obstructive Pulmonary Disease) Support Group
Diabetes Support Group
Healthwatch Hounslow
Your Voice in Health and Social Care
One You Hounslow
IAPT (Improving Access to Psychological Therapies) Hounslow
Falls Prevention service
Diabetes UK



The following talks were delivered:

- Talk on living well with a heart condition by Dr Brigitte Unger-Graeber, Clinical Lead for Cardiovascular Disease
- Falls Prevention by Harpreet Rai, Falls Prevention Team
- Talk on diet and exercise for people living with diabetes by Dudu Ndebele and Jalak Chag, Diabetes Nurse Consultants
- Healthy cooking demonstration by Gopika Papiiah, One You Hounslow.

Engagement

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 and Projects Officer and HWH volunteers).

The following was done to promote the workshop:

- Distribution of leaflets and posters at the CCG Locality meetings, GP surgeries (including handing out leaflets to patients), Feltham library, Heston library etc.
- Held a stall at Hounslow library for 2 days.
- Attended WMUH Open Day and held a stall there. Information shared with a diabetic patient support group. Information shared with a nurse from the Queen Mary Obstetric Unit who was interested in the workshop and said her long-term diabetic patients will benefit

from the workshop. Information shared with a contact involved with patients with long-term heart problems. 27 leaflets were distributed at the event.

- Distribution of posters/leaflets at Charity shops such as British Heart Foundation, Cancer Research UK, Asha and Princess Alice.
- Posters displayed in ASDA, Iceland, Tesco and local Pharmacies.
- Engagement and promotion of workshop carried out at the Gurdwara, Knitting group, Hounslow Youth Centre, Sheltered Housing and Hounslow United Reformed Church.
- Engagement with corporate companies – Sky.
- HWH website
- Social media – Twitter & FB
- Careplace
- We asked organisations to send information of the workshop through their contacts – COPD group, Carers, CCG, YVHSC & HWH volunteers.

In total **39** 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 workshop.

The following forms were prepared before the workshop:

- Registration form
- Long-term questionnaire
- HWH Patient experience form
- Monitoring form
- Evaluation form



All attendees (including stall holders) were asked to complete the registration form. Attendees were asked to complete the Long-term questionnaire, monitoring form and the evaluation form at the end. We collected 17 responses for the long-term questionnaire.

Monitoring Form

Gender	No. of responses
Female	6
Male	8
Age group	No. of responses
25 – 34	2
35 – 44	4
45 – 54	1
65 – 74	4
75 – 84	1
Ethnicity	No. of responses
White	4
Asian/Asian British	8
Mixed, multiple	1
Locality	No. of responses

Heart of Hounslow	11
Feltham	1
Chiswick	1
Brentford & Isleworth	1
Do you consider yourself to be disabled?	No. of responses
Yes	2
No	10
Prefer not to say	1
Do you consider yourself to have a long-term condition or health and social care need?	No. of responses
Yes	9
No	4
Prefer not to say	1
Are you a carer?	No. of responses
Yes	2
No	11
Prefer not to say	1
Religion	No. of responses
Christian	5
Hindu	3
Sikh	3
Other	1
Prefer not to say	2
Sexual Orientation	No. of responses
Bisexual	1
Straight/Heterosexual	10
Prefer not to say	3
Employment status	No. of responses
In unpaid voluntary work	1
Not in employment & Unable to work	2
Not actively seeking work – retired	4
Not in Employment (seeking work)	1
Paid:16 or more hours/week	3
Prefer not to say	3

Long-term conditions questionnaire

Do you have a long-term condition? If yes, what long-term condition/s have you been diagnosed with?

17 respondents said yes:

- Diabetes
- High Cholesterol
- Asthma
- Epilepsy

- Hypertension
- Fibromyalgia
- Arrhythmogenic ventricular cardiomyopathy
- Atrial Fibrillation (AF)
- Coronary heart disease (CHD)

2 respondents said no:

- Pre-diabetes and pre-blood pressure (BP)

Do you have a named care coordinator? This could be, for example, a social worker, practitioner working for a voluntary or community sector organisation, or lead nurse. If yes, what is their role?

4 respondents said yes:

- Doctor at West Middlesex University Hospital
- Barts Hospital
- Social worker
- Support worker

11 respondents said no.

Do you have a first point of contact if any problems or issues arise? Who is it?

10 respondents said yes:

- Doctor (GP)
- Hospital
- NHS
- Ex-wife
- Carer

5 respondents said no.

Do you receive community multi-disciplinary support? The health and social care practitioners involved in the team might include, for example, a community pharmacist, physiotherapist or occupational therapist, a mental health social worker or psychiatrist, and a community-based services liaison worker.

6 respondents said yes:

- Physiotherapist
- Check-up by diabetic team
- Mental Health – Psychologist

9 respondents said no.

Do you have any social care needs? This could be someone needing personal care and other practical assistance because of their age, illness, disability, dependence on alcohol or drugs, or any other similar circumstances.

2 respondents said yes:

- 'Look after yourself'
- 'Disability because of illness'

9 respondents said no.

Do you maintain links with your family, friends and community?

13 respondents said yes:

- Friends and family

1 respondents said no.

Do you take part in any social activities? If yes, what type of activities do you take part in?

How did you come to find out about this activity?

7 respondents said yes:

- Swimming
- Walking
- Hounslow 60+ activity
- Library
- Yoga

4 respondents said no.

When you were first diagnosed, were you given help to access one-to-one or group support, social media and other activities, such as dementia cafés, walking groups and specialist support groups, exercise and dance?

7 respondents said yes:

- Walking groups

- Hounslow community physiotherapist
- Session for pre-diabetes group
- Regular check-ups at doctor surgery

5 respondents said no.

Are you part of any support groups?

2 respondents said yes:

- Stroke group

12 respondents said no.

Would you like to receive more information about services?

11 respondents said yes.

2 respondents said no.

Are you a carer? Do you look after a loved one with a long-term condition?

3 respondents said yes:

- Looking after mum who has dementia

10 respondents said no.

Do health professionals recognise you as a carer and provide any support?

2 respondents said yes.

11 respondents said no.

If you have seen your care plan or are aware of your care plan, have the following been discussed: self-care, taking medicines, learning, volunteering, maintaining a home, financial management, employment, socialising with friends, hobbies and interests.

11 respondents said no.

1 respondent said don't know.

Workshop Evaluation Form

Did you understand the aim of the workshop today?

13 respondents said yes.

Did you feel you were listened to and understood?

12 respondents said yes.

'Would love to see more workshops in Hounslow'

'I did not feel that my age group is included'

1 respondent said not sure.

'Came in late but will look forward to more workshop'

What did you enjoy or what worked well about the workshop?

9 respondents answered the question:

- Enjoyed cooking classes
- Stalls & information
- Healthy diet & exercise talk
- Hypertension topic
- Diabetes topic
- Falls topic

How could the workshop be improved for next time?

4 of the respondents answered the question:

- More speakers
- Organising these events during weekends.

Any other comments about today's workshop?

- 'The team from Healthwatch Hounslow were very helpful and supportive'
- 'To know my illness'

Areas to be improved

- Many attendees who came to the workshop assumed that there would be some form of health check-up taking place. This is something we will take into consideration for the next workshop. As it does provide people with an incentive to attend as well. We will aim to work with the CCG and HRCH to see if nurses or health care workers could deliver health check-ups.
- Some of attendees said that they would have preferred the workshop being on a weekend. This is something we will look at for future workshops. Allowing for families, working age adults and young people to attend.

Next steps

- The next workshop will be focusing on winter support. We will be looking to make the workshop interactive as the One You cooking demonstration was well received.
- We will have at least 2 dedicated volunteers to help complete forms for all attendees.
- As the workshop will take place in December, we will aim to make it festive.



Cooking demonstration by One You – Making a salad.



On the left – stallholders from different organisations.

On the right – Diabetic nurses giving a talk.

