



Winter Wellness - Staying Well, Warm and Safe Event report

#WinterWellness **healthwatch** Southwark

Winter Wellness - Staying Well, Warm & Safe

Come to our FREE Public event!

- Find out about local services and support available
- Get information about health and wellbeing
- A hot lunch will be provided!

Everyone is welcome
but booking is essential!

When?
Wednesday 13 Dec, 11.00am-2.00pm

Where?
Walworth Methodist Church, 54
Camberwell Rd, SE5 0EN

Book your place:
Call: 020 7358 7005
Email: info@healthwatchsouthwark.co.uk
Visit: <https://goo.gl/4gShNV>

Date: Wednesday 13 December 2017

Time: 11am - 2pm

Venue: Walworth Methodist Church, 54 Camberwell Road, SE5 0EN



Attendees

89 people registered to attend this event and on the day 75 people signed in. 30 people completed a new supporter form to allow them to hear about future Healthwatch Southwark events and engagement activities.

The event was also attended by 11 organisations from the local community and voluntary sector and statutory services, which were present to give information to our guests.



Purpose of the event and what happened

The purpose of this forum was to:

- 1) Inform people about Healthwatch Southwark (HWS) - who we are and what we do.
- 2) Offer information and signposting to support for local residents.
- 3) Give people an opportunity to take part in some physical activity to keep healthy and well during the winter months, and inspire them to do more at home.
- 4) Offer an opportunity for guests to socialise, share food and take part in some festive activities.



Welcome from Healthwatch Southwark



Aarti, Healthwatch Southwark Manager, welcomed everyone to our Winter Wellness event.

She explained that those wearing the blue Healthwatch Southwark t-shirts were volunteers who were there to help people with the event today. Aarti handed over to Tanya from the Movement Factory to run a chair-based exercise session. This activity had proved very popular in previous events and we were very pleased to have it return.

Chair based exercise

Tanya from The Movement Factory ran a 20-minute session for our Winter Wellness guests. At the start, she explained the benefits of exercise in increasing circulation and mobility. Tanya runs several classes in the borough. Healthwatch Southwark can direct people to places where these types of activities run through our information and signposting function.



Tanya played some upbeat music and sat on the stage so everyone could see the movements she was doing and used the microphone at times to give more direction. Guests took part in any way they felt able to and many commented on this activity being the best part of the Winter Wellness event.



Organisations visiting guests



In previous years when we have had organisations come to this event to hold stalls, but stallholders have given us feedback that that not many people visited their table because once people had sat down, they were reluctant to move around the room.

This year we tested out a new way for organisations to talk with our guests. We invited organisations to sit with each guest table for five

minutes to explain what they do and what they can offer local people. Then Aarti would sound a horn and ask the organisation to move to another table. This meant that all of our guests were able to talk with each of the organisations that were there.



Our guests told us

that they found it useful to have people visit them in this way and were able to have more one to one conversations with staff to get information. They were also able to pick up leaflets to take away and read after the event.



As this was the first time we had tested this way of offering information and signposting to our guests, there were some teething issues with the organisations being able to visit each of the table in the room. However, this was rectified with some flexibility with time at the end of this session, which allowed members of staff to visit a table they had missed out earlier.

Organisations told us that is was a better way to get information to our guests and that they would welcome this format again at future events.





Winter Wellness Film



At our Winter Wellness events, we like to invite professionals to give information to our guests about how to stay healthy and well over the winter months. This year, we thought it would be good to try something a bit different and so decided to produce a short informative film to share at this event and to post on our website [here](#).

We had four people ask four professionals about how to keep well this winter:

Dr Noel Baxter: Southwark GP and Clinical Director for Quality and Service Improvement

Irene from Age UK Lewisham and Southwark: Interviewer

Irene asked Dr Noel what the common conditions were during the winter. Dr Noel explained that these were infections of the respiratory system such as bronchitis and sometimes pneumonia. It is important to have the flu vaccine which makes flu-related viruses much less serious. Things that can be done to stay healthy include making sure that you take regular medication on time because if conditions are under control, it is less likely that these viruses will cause a problem.



Dr Noel explained that we can get a flu vaccine from a pharmacist (as well as at a GP surgery) and if a person has a carer, they can also get a vaccination. If the people around us have the flu vaccine, it means that we are less likely to get the infection.

Dr Noel explained that GP care will be available 24 hours a day, 7 days a week during the holidays. These will be provided through a number of services which include our:

- GP practices

- SELDOC, which is the out-of-hours GP service operating throughout the night. They can be contacted on 020 8693 9066.
- Extended Primary Care Service, which is open 8am - 8pm, 7 days a week at two locations (Spa Medical Centre and Lister Primary Care Centre). These are not walk-in services; you need to contact your GP or SELDOC to make an appointment there.

Dr Noel's takeaway message: Have a lovely Christmas! Eat well, eat enough - but not too much!

Dr Nancy Kuchemann: Southwark GP and Clinical Lead for Mental Health and Parity of Esteem

Bill from Age UK Lewisham and Southwark: Interviewer



Bill asked what mental health was and what to look out for. Dr Nancy explained that there might be a change in someone's behaviour such as finding it hard to sleep, changes in their appetite, having lots of worries, finding it hard to communicate, stopping doing the things they enjoy, or keeping themselves to themselves more than usual. Dr Nancy explained also that in older people particularly, there might be associated physical changes such as being less active, having more falls, becoming confused or

constipated. These can all indicate that something is wrong with a person's mental health.

Bill asked why this was especially important in the winter to be mindful of these issues, Dr Nancy explained that this time of year can be challenging for a lot of people as it is colder, darker, people tend to go out less which means they have less interaction with others, and there might be financial worries because of heating bills and Christmas - these can all contribute to how we feel during the winter time.

In terms of what we can do to improve our mental health, Dr Nancy advised that it is important to be occupied, either through work or hobbies, to keep company with others on a routine basis. She also reminded us of the basics to keep mentally well which included:

- Getting enough sleep
- Eating healthy
- Exercising regularly

Bill asked Dr Nancy where we can get support for our mental health, she explained that we can talk to our GP or those within our networks for support, and also the Southwark Wellbeing Hub (one of the organisations that spoke to our guests at this event).

Dr Nancy's takeaway message: Keep in touch with other people and stay connected.

Atul Patel: Clinical Community Pharmacist based a Bonamy Pharmacy in Rotherhithe May from Age UK Lewisham and Southwark: Interviewer

May asked Atul what services Southwark Pharmacies offer. Atul explained that as well as dispensing medication on prescription, pharmacies can also offer treatment for common ailments. This is free to those who are eligible for free prescriptions in Southwark - this is called Pharmacy First. This can include:

- Support to stop smoking
- Flu vaccinations
- Advice around healthy living
- Advice for people with long term conditions (such as diabetes or asthma)
- Medication reviews

There is a full list of what is available on Pharmacy First [here](#).

May wanted to know how she can talk with a Pharmacist. Atul explained that pharmacists are easily accessible as they are open during long hours, no appointments necessary. You can call or drop in to a pharmacy on the high street or find them on the NHS Choices website [here](#).

May asked when we should go to the pharmacist and when we should go to see a GP. Atul explained that we should think of our pharmacies as a first point of call, as a pharmacy team are highly qualified and can advise if we need to see another healthcare professional such as a GP, dentist or someone at A&E.

Atul's takeaway message: Keep warm, eat plenty of fruit and vegetables and drink plenty of water every day.



Eugene Henry: Care Navigator at Age UK Lewisham and Southwark

Rose from Age UK Lewisham and Southwark: Interviewer



Rose asked Eugene how he and Age UK can support us. Eugene explained that they can listen in order to understand our concerns, and inform us about local services that are there to help. This includes the 'Handy Person' service which helps people with odd jobs around the home, the 'Happy Feet' service which helps people to keep their toenails trimmed, and 'Help at Home' to help with general household needs.

Rose wanted more information about the 'Warm and Well in Winter' programme. Eugene explained that this was an initiative aimed at providing information and services for vulnerable older people during the wintertime. They do this by delivering a small grants programme which enables community groups to get together and host events for the public where services like pharmacies and GP practices can give information about how to stay well.

Eugene explained to Rose how we can find out more about these groups and charities: we can contact Age UK Lewisham and Southwark directly, we can talk with coordinators or navigators, come in to the Yalding Healthy Living Centre which is open Monday-Friday to talk to a member of staff, we can go on to their website or talk to a GP receptionist who can tell you about services.

Eugene's takeaway message: Ensure your home is heated well, seek support to check you are receiving all the benefits you are entitled to, eat and drink regularly.

The team at Healthwatch Southwark also have an information and signposting services where people can contact us for information around health and social care. You can contact us on:

Telephone: 020 7358 7005

Email: info@healthwatchsouthwark.org

Breathe Easy Choir Performance with audience participation

The event closed with a performance from the 'Breathe Easy' choir. Maureen introduced the group and explained the health benefits of singing. The choir opened with a carol for people to listen to and then invited guests to use song sheets to sing along with the choir.



Feedback about the event

Out of the 75 people that attended this event, 32 people completed an evaluation form. The table and bullet points below show the comments that were made about this event.

Aspects of the event	% who Agreed*
Those that felt the Winter Wellness Film was either 'Excellent' or 'Good'	92%
Those that found the Chair based exercise was either 'Excellent' or 'Good'	90%
Those that thought organisations visiting guests at their tables was either 'Excellent' or 'Good'	82%
Those that thought the venue was either 'Excellent' or 'Good'	93%
Those that thought the food and refreshments were either 'Excellent' or 'Good'	59%
Those that felt the events as a whole was either 'Excellent' or 'Good'	85%
Those that 'Agreed' they knew more about Healthwatch Southwark	82%
Those that 'Agreed' they knew what was available to them during the winter months	77%

**As a % of people who answered each question.*

The best thing about the event was

- The staff were very helpful
- Being able
- Information
- Everyone was very good
- Socialising
- Socialising and singing
- Exercise
- Chair based exercise
- Meeting the organisations
- The food is very cold, last year was very good
- Meeting new people
- Very informative and enjoyable
- Knowing a bit more about events in Southwark
- All was informative
- Chair exercise
- The correspondences with other people, by talking with one another
- Entertainment
- Music
- Spending time with different people
- Exercise was good. Lovely day Healthwatch - they try to make everyone happy.
- The film, the substantial food and drink, visiting tables organisation, I found the chair based exercise strenuous!
- Talk from different organisations. Very interesting and eye opening
- The knowledge participants gained
- Seeing many people can in to interact and changing views with each other
- Nothing but chair based exercise
- Practical demonstrations of exercise
- Access to and from

One things that could be improved

- Parking
- When caterer provides gluten free meals - it actually has to be gluten free
- Better heating
- Was good
- Your good
- Exercise
- Chair based exercise
- Hot the food
- Food, every things is good
- Provide hot food that people will enjoy
- I was happy with it, maybe learn more and more information about our rights
- The venue was very cold
- The food
- Not much. It was good, so nothing more to add
- The food could be hot next time. Also often soft drink as well as hot drinks next time
- Food cold, tea and coffee not very good
- If it is for old people and young people and not good enough
- Make sure the food is piping hot and the room could be warmer from the outset
- Hot meal could have been much more hot - a sandwich would have been much better
- The venue - heating was poor
- It would be the food was cold and the choice was limited. Many

complain over the menu, I think we should have more choices

- Cold food! Why?

Any other comments

- Great day for all
- Many thanks for providing all the information and doing the good job you do
- I enjoyed being with people!
- The food was cold. Very well organised
- No, only main food need hot - otherwise ok
- Please we want hot food thanks, its winter
- Should be some hot soup for this time of the year
- First time [at this event] very enjoyable
- Continue with the good work, thanks
- I think you should include more info on the chair exercise as people

- Food was frozen cold. Very disappointing.

will forget how to do them [when they go home]

- The communications with the people who organised the event, we say thanks to them
- No
- All ok
- Thank you for an excellent event
- It was a cold room
- Lovely event and Healthwatch staff was very helpful
- Chair based exercise was much appreciated
- In this weather, you can't serve cold food to members and staff
- Please provide hot food for the elderly!
- Try again next year!!

We would like to say a big thank you to those that took the time to give feedback on this event. Based on the comments we have received; we are reviewing the way we deliver our public events in the future.