

Self-Care Matters



Event Report

19th November 2015

Healthwatch Bromley and Lewisham, Community House, South Street, Bromley,
BR1 1RH, 0208 315 1916



Contents

1. Introduction	3
1.1. Healthwatch Background	3
1.2. About Healthwatch Bromley and Lewisham.....	3
2. Purpose of the event	4
3. Marketing of the event.....	5
4. Presentations and information.....	6
4.1. Welcome and Introduction	6
4.2. Keep Warm, Keep Well.....	7
4.3. Self Care - Minor Illnesses, Pharmacy First Scheme	8
4.4. How to Maintain Your Mental Wellbeing.....	9
Connect	9
Be active	9
Take notice	10
Learn.....	10
Give.....	11
4.5. Self-Care Over the Winter	12
4.6. Self-Management of Long Term Conditions	12
5. Conclusion	14
5.1. Close	14
5.2. Evaluation.....	14
5.3. Next Steps	15
6. Appendices.....	16
6.1. Appendix - Feedback	16
6.2. Appendix 2 - Healthwatch Bromley's core functions	22



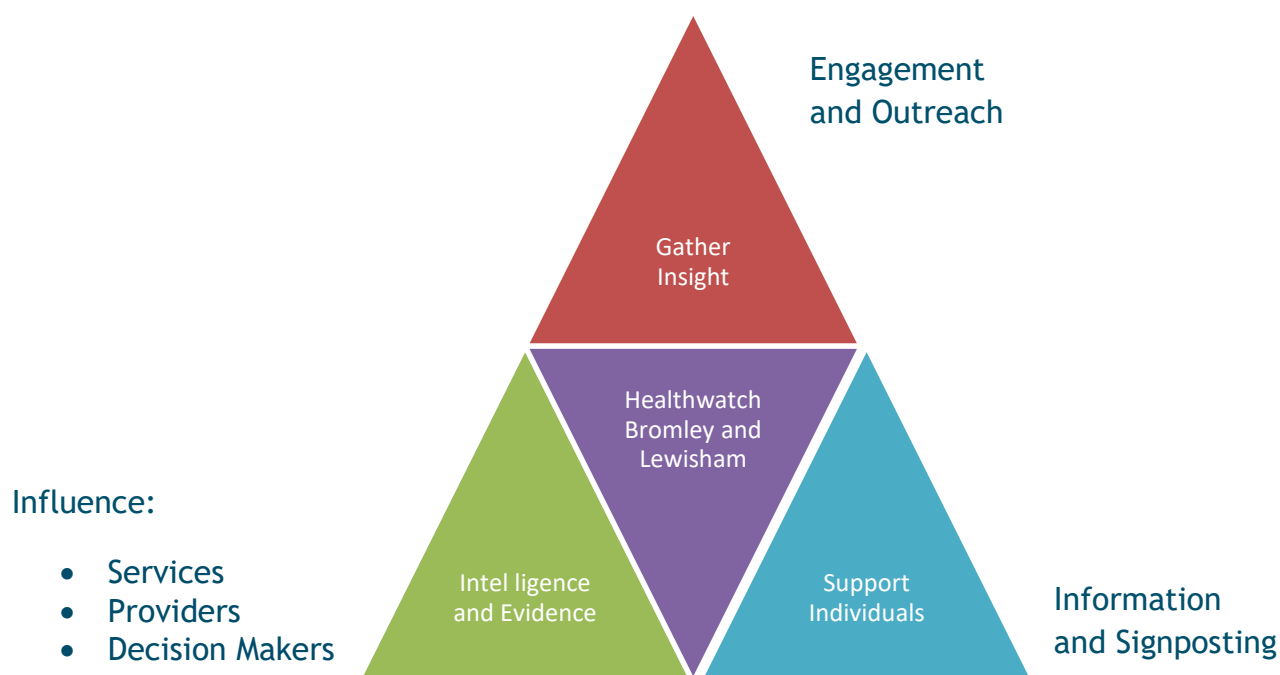


1. Introduction

1.1. Healthwatch Background

Healthwatch was set up from April 1st 2013 to be the voice of local children, young people and adults and to make sure that health and social care services are safe, effective and designed to meet the needs of patients, social care users and carers.

It exists in two distinct forms: Local Healthwatch, at a local level, Healthwatch England, at a national level. There are 152 Local Healthwatch organisations nationally.



1.2. About Healthwatch Bromley and Lewisham

Healthwatch Bromley and Lewisham (HWBL) is the local independent champion, for both health and social care services for children, young people and adults. HWBL works to help improve services for people who live or access services in the two boroughs. We have a legal duty to monitor services, obtain the views of people about their experiences of care and make recommendations about how services could be improved, to persons responsible for commissioning, providing, managing or scrutinising local care services. The HWBL network is open to everyone in Bromley and Lewisham including residents, voluntary groups, community groups and people working in Bromley and Lewisham.

Our approach is to encourage broad public involvement and to inform, influence and help shape future commissioning and provision.



- We gather insight through our engagement, outreach and participation activities.
- We listen to views and experiences of local health and social care services and help people share their views and concerns about health & social care
- We use what we have heard in our Influencing role -
 - telling service providers and commissioners and those who monitor services what the public have told us;
 - asking providers and commissioners questions and make suggestions so that services are fair for everyone;
 - using our Enter and View powers to visit some services to see and report on how they are run;
 - sitting on both Bromley and Lewisham Health and Wellbeing Board and on other decision-making or influencing groups, ensuring that the views and experiences of patients and other service users are taken into account;
 - recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC).
- We support individuals by providing information and signposting about services so they can make informed choices. We also signpost people to the local independent complaints advocacy service if they need more support.

2. Purpose of the event

- To raise awareness of the Self Care week and importance of self-care
- To encourage stakeholders to take part in the campaign and to encourage self-care to their service users
- To promote HWBL achievements in supporting patients in Self Care so far including:
 - ✓ Organising Self Care week
 - ✓ Encouraging stakeholders including third sector organisations to take part in the project and displaying information materials to patients and service users
 - ✓ Raising awareness through pharmacy project
 - ✓ Raising Mental Health Awareness through delivering Mental Health Drama workshop to local schools.
 - ✓ Delivering workshops in partnership with the Health Promotion team in Lewisham stressing the importance of self care and use of pharmacy
 - ✓ To enable partners to stress the importance of self care and present their achievements in this area



3. Marketing of the event



The event was advertised through various communication means for both Bromley and Lewisham boroughs including: the bi-monthly E-News, Website, Eventbrite, voluntary sector bulletins and forums, social media such as Twitter and Facebook. The event poster was distributed to 120 individuals and community spaces with kind support by the Pensioners Forum through their mail-out list.

56 people from Bromley and Lewisham attended the event. Please see appendices for a breakdown of the equality and diversity data.





4. Presentations and information

4.1. Welcome and Introduction

The event started with Linda Gabriel, Healthwatch Bromley Chair welcoming participants and encouraging them to browse through provided information about self - care including:

- minor illnesses fact sheets
- information on what role does the pharmacy play in self-care
- what to do if you need help or questions about your medicines
- keeping warm this winter
- flu vaccination information
- Is your medicine cabinet fit for the winter?



Linda informed participants that there is an hour and a half allocated to enable people to take part in the wellbeing checks by Bromley Healthcare and Lewisham Health Improvement Team. During this time a lunch was served and it was a good opportunity for participants to network. In addition Healthwatch staff and volunteers asked people about what they have been doing to look after themselves and gathered responses by asking people to write it on a board and taking photographs of them holding the board.





After lunch, Linda provided an overview of Healthwatch Bromley and Lewisham’s achievements in promoting Self Care including raising awareness about local pharmacies and their services through our pharmacy project; raising awareness around mental health issues through Drama Workshops aimed at primary and secondary school children; and delivering a workshop with a self-care element in partnership with the Health Improvement team in Lewisham to the Vietnamese community.

Linda continued by introducing the guest speakers.

4.2.Keep Warm, Keep Well



Assistant Director of Public Health Bromley, Dr Ade Fowler, spoke about the importance of keeping warm during winter. She pointed out that as a result of cold weather 25,000 people die every year in the UK.

Dr. Fowler pointed out that children under 5 years, older people, people with long term conditions or a serious illness and homeless people/street sleepers are particularly vulnerable to the cold weather.





Ade advised what we can do to look after ourselves including:

- Wearing suitable warm clothing and footwear
- Insulating our homes
- Eating Healthy and exercising
- Looking out for vulnerable people around us and our neighbours

She then provided useful links for accessing more information:

- Energy Saving Advice Service (ESAS): www.energysavingtrust.org.uk
- Keep warm this winter
www.gov.uk/government/publications/keep-warm-this-winter
- NHS health advice
www.nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx

4.3. Self Care – Minor Illnesses, Pharmacy First Scheme



Community Pharmacist and a member of the Local Pharmaceutical Committee in Lewisham, Zinat Abedin talked about the importance of

pharmacies for local people. She highlighted the benefits such as:

- As pharmacists we provide a package of care, not just a package of pills
- We are easily accessible
- Highly trained team
- No appointment required

Zinat then explained additional functions provided by pharmacies such as:

- Stop smoking service
- Substance misuse service
- Flu and pneumococcal vaccination
- NHS Health checks
- Vitamin D distribution
- Sexual Health service



Zinat also highlighted what pharmacies offer for people with long term conditions including:

- The New Medicine Service
- Medicines Use Review

4.4. How to Maintain Your Mental Wellbeing

A Lewisham Mind, Mindkit volunteer, Kate Scott gave a talk about her experience of using The Five Ways to Wellbeing framework which is a set of evidence-based actions that promote people's wellbeing. Here is how They are:



Connect

There is strong evidence which indicates that feeling close to, and valued by, other people is a fundamental human need and one that contributes to functioning well in the world.

It's clear that social relationships are critical for promoting wellbeing and for acting as a buffer against mental ill health for people of all ages.

With this in mind, try to do something different today and make a connection:

- Talk to someone instead of sending an email
- Speak to someone new
- Ask how someone's weekend was and really listen when they tell you
- Put five minutes aside to find out how someone really is
- Give a colleague a lift to work or share the journey home with them.

Be active

Regular physical activity is associated with lower rates of depression and anxiety across all age groups.

Exercise is essential for slowing age-related cognitive decline and for promoting well-being. But it doesn't need to be particularly intense for you to feel good - slower-paced activities, such as walking, can have the benefit of encouraging social interactions as well providing some level of exercise.



Today, why not get physical? Here are a few ideas:

- Take the stairs not the lift
- Go for a walk at lunchtime
- Walk into work - perhaps with a colleague - so you can 'connect' as well
- Get off the bus one stop earlier than usual and walk the final part of your journey to work
- Organise a work sporting activity
- Have a kick-about in a local park
- Do some 'easy exercise', like stretching, before you leave for work in the morning
- Walk to someone's desk instead of calling or emailing.

Take notice

Reminding yourself to 'take notice' can strengthen and broaden awareness.

Studies have shown that being aware of what is taking place in the present directly enhances your well-being and savouring 'the moment' can help to reaffirm your life priorities.

Heightened awareness also enhances your self-understanding and allows you to make positive choices based on your own values and motivations.

Take some time to enjoy the moment and the environment around you. Here are a few ideas:

- Get a plant for your workspace
- Have a 'clear the clutter' day
- Take notice of how your colleagues are feeling or acting
- Take a different route on your journey to or from work
- Visit a new place for lunch.



Learn

Continued learning throughout life enhances self-esteem and encourages social interaction and a more active life.

Anecdotal evidence suggests that the opportunity to engage in work or educational activities particularly helps to lift older people out of depression.

The practice of setting goals, which is related to adult learning in particular, has been strongly associated with higher levels of wellbeing.



Why not learn something new today? Here are a few more ideas:

- Find out something about your colleagues
- Sign up for a class
- Read the news or a book
- Set up a book club
- Do a crossword or Sudoku
- Research something you've always wondered about
- Learn a new word.

Give

Participation in social and community life has attracted a lot of attention in the field of wellbeing research.

Individuals who report a greater interest in helping others are more likely to rate themselves as happy.

Research into actions for promoting happiness has shown that performing an act of kindness once a week over a six-week period is associated with an increase in wellbeing.

These activities are simple things individuals can do in their everyday lives.

Source:

<http://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-yourself/five-ways-to-wellbeing/>



4.5. Self-Care Over the Winter



Chief Officer, NHS Bromley CCG, Dr Angela Bhan talked about improving care on a strategic level. Angela then explained what we need to do - on a personal and community level and reiterated the effects that bad weather can have on vulnerable people.

Angela gave tips on what to do to keep well:

- Keep a well-stocked medicine cabinet
- Keep warm and eat well
- Get your flu jab from your doctor or most pharmacists. This is free for people at risk, pregnant women, carers and some young children
- Most common winter ailments such as a cough or cold cannot be treated by antibiotics
- Rest, drink plenty of fluids, eat well and seek advice from your pharmacist for pain relief
- Call 111 or visit www.nhs.uk if you are worried and need advice

Angela also encouraged participants to use pharmacies. She pointed out benefits such as:

- If you start to feel unwell, even if it's a cough or cold, then get help from your pharmacist quickly before it gets more serious.
- Pharmacists are fully qualified to advise you on health matters and the best course of action for all common conditions.
- Talk to your pharmacist if you are taking regular medicines, just to make sure you are getting the best out of them.



4.6. Self-Management of Long Term Conditions

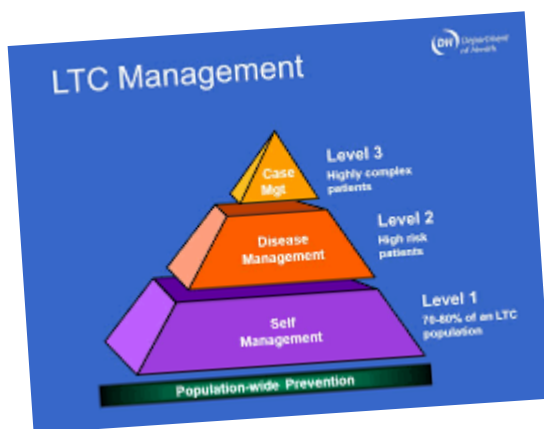
GP and a Clinical Director, Lewisham CCG, Angelika Razzaque spoke about self-care for long term conditions. She started by presenting national facts about long term conditions and outlined what is self-care. Most importantly she explained what is self-management, listing facts such as:



- Self-management is about helping those of us who are living with a long term condition(s) being in “the driving seat” to successfully manage their condition
- It’s about having the skills, ability, confidence and resources to manage our long term condition(s) that can severely affect our day-to-day lives.
- ‘On average, people living with a health condition spend just three hours per year with their health care team; the rest of the time they are managing day-to-day life with that condition by themselves - or ‘self-managing’.

Angelika assured participants that self-management is NOT about:

- Being left alone to cope
- ‘Doing it all myself’
- Not to ‘bother’ my GP or health professional
- Suffering in silence
- Saving money or cost cutting



It is about empowering you to have the information, skills, confidence and resources to better understand and take control of your own health and wellbeing in partnership with health professionals, friends, family and local communities.

Angelika gave examples of support available both nationally and locally (Lewisham) such as:

- Structured Educational Programmes (DESMOND, DAFNE, LEEP)
- Expert Patient Programme
- National Patient Support Groups (Breathe Easy Club, AsthmaUK, DiabetesUK, National Eczema Society)
- Online resources (Patient.co.uk, Healthtalkonline, NHS choices (Lifecheck - self care for healthy living), Self Care Forum)

She ended her presentation listing a toolkit for long term conditions self-care which can be found in Angelika’s presentation on our website.

Presentations from all the speakers can be found at www.healthwatchbromley.co.uk and healthwatchlewisham.co.uk



5. Conclusion

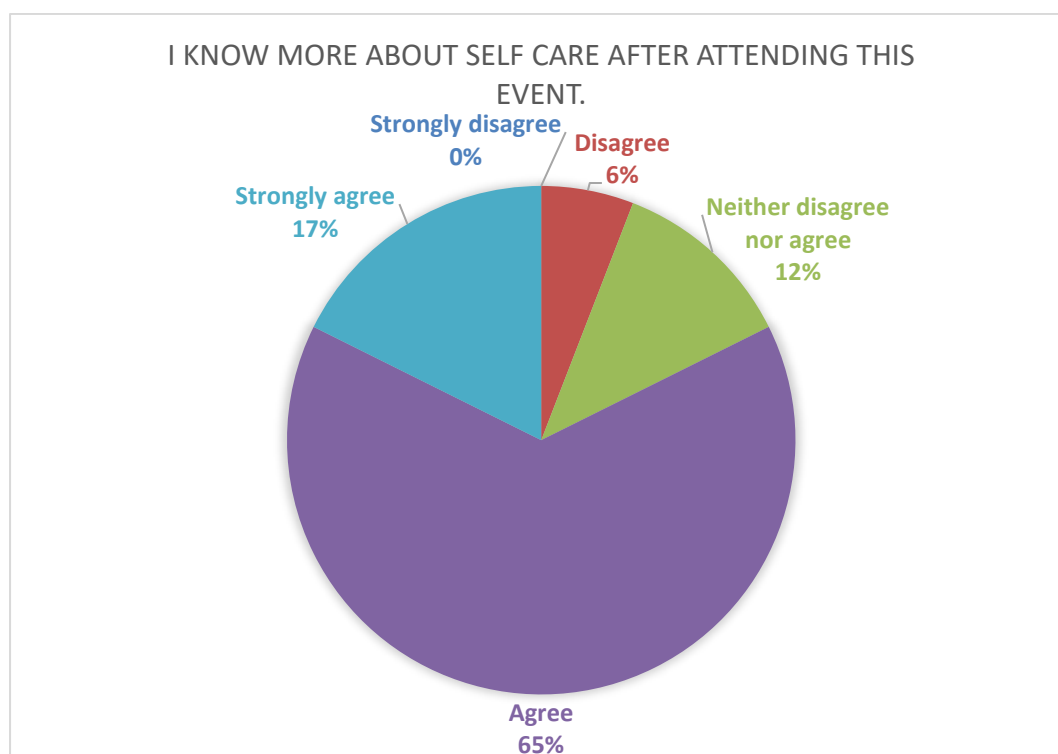
5.1. Close

Before Linda Gabriel closed the event, attendees were offered a question and answer session.



5.2. Evaluation

The overall feedback from the event was positive with the majority of attendees (82%) stating that they agreed they knew more about self care after attending this event.



16% of people found out about Healthwatch as a result of attending the Self Care Matters event and the majority of people were happy with the selection of topics covered. Most people have also confirmed that they have no further requests for self care information, one confirming that they managed to organise further information about self care at the event.

5.3. Next Steps

This report will be publicised via Social Media and published on the Healthwatch Bromley and Lewisham websites alongside copies of the presentations from the guest speakers. We will also dedicate an e-bulletin to Self-Care Matters event to ensure its legacy especially for the upcoming winter months.

The feedback obtained will be used to help us improve the ways in which future events are organised, how we engage with the public and provide information and signposting. It will assist in ensuring people's voices are heard and that services meet the requirements of the local people who use health and social care services.



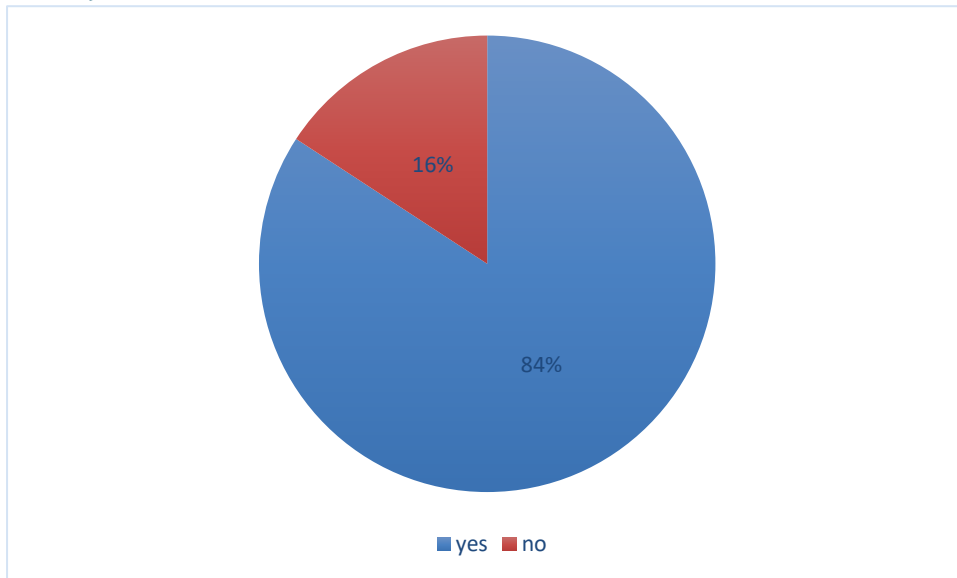
6. Appendices

6.1. Appendix - Feedback

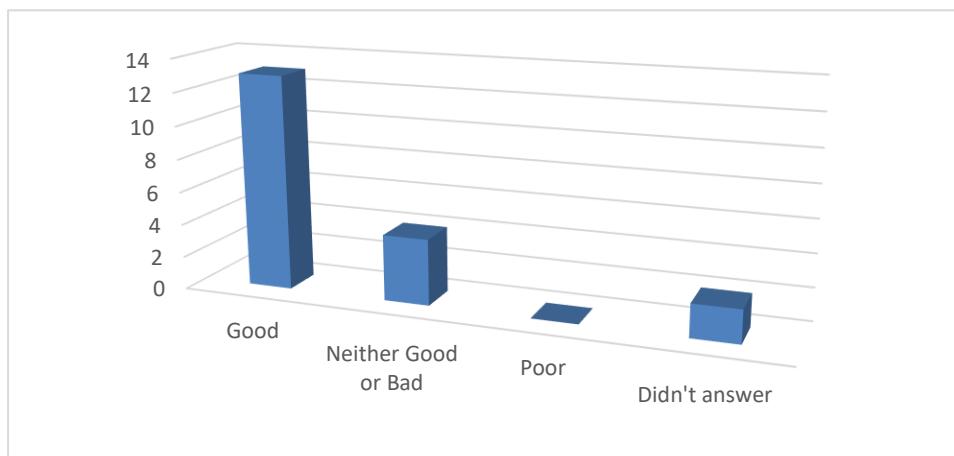
56 people attended the event and there were 19 evaluation forms returned.

Results:

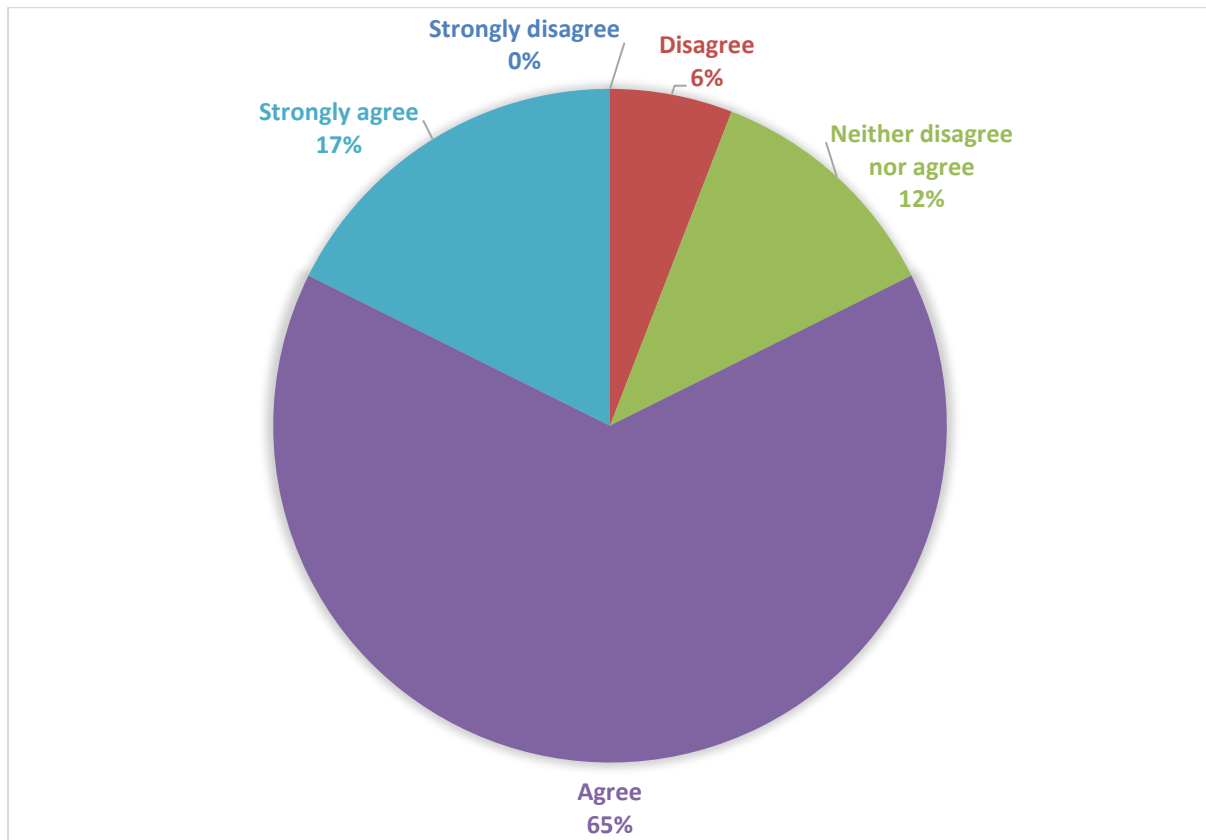
Have you heard about Healthwatch before this event?



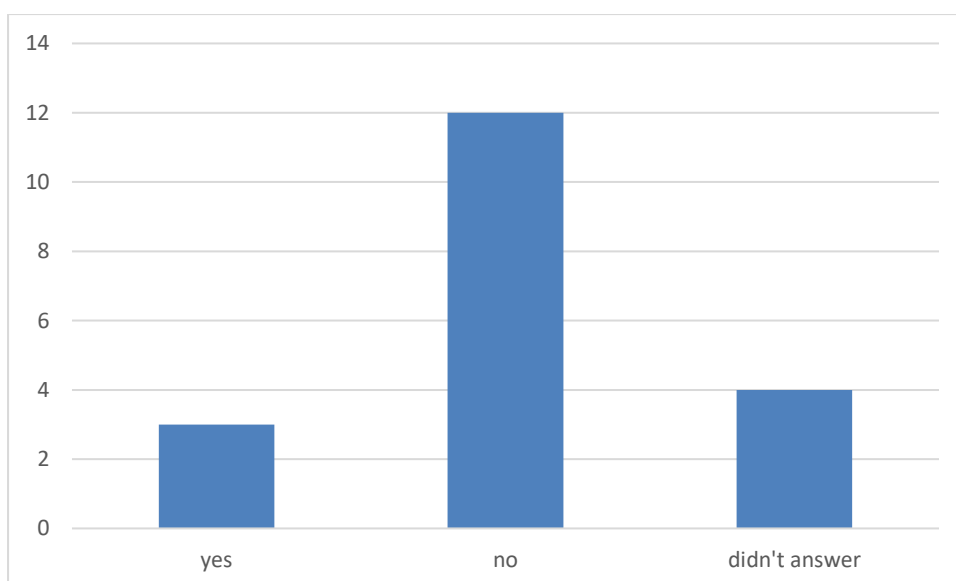
What did you think about the selection of speakers and topics covered?



How much do you agree with the statement: I know more about Self Care after attending this event.



Would you like any support and/or information about Self Care?



The responses to the question: 'Please specify what your needs are and leave your telephone number and/or email so we can contact you' were:

Responses:

- Information clearly marked on the Healthwatch website about the self care forum and LLMHC and Mental Health Self Care
- More information on support for Lewisham residents with mental health needs as the mental health champion for the borough.
- I've had my questions answered today.

Please tell us if there is anything that would have improved today's event.

Main themes/useful feedback:

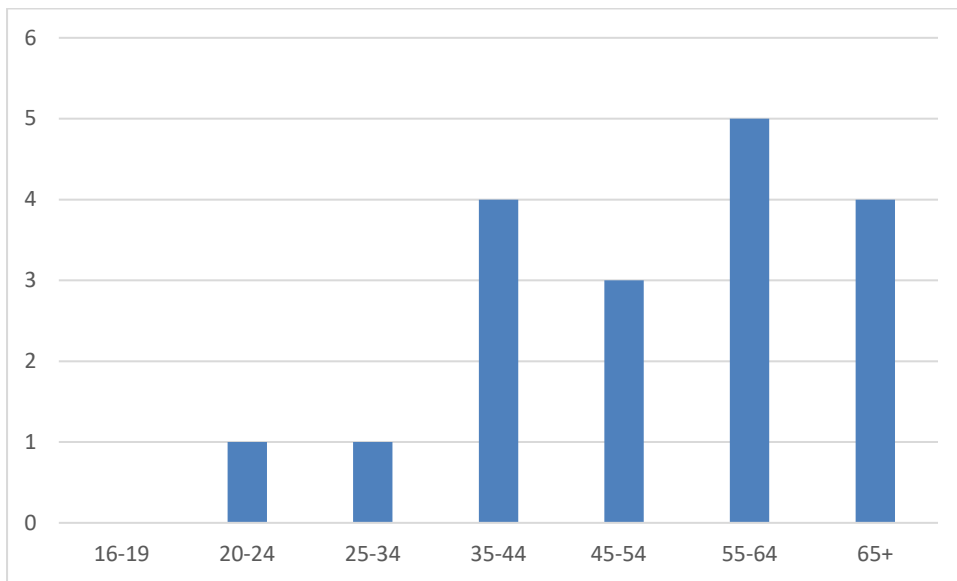
- Less time for networking and lunch. Earlier start for the speakers would be preferable with a short coffee break.

Comments:

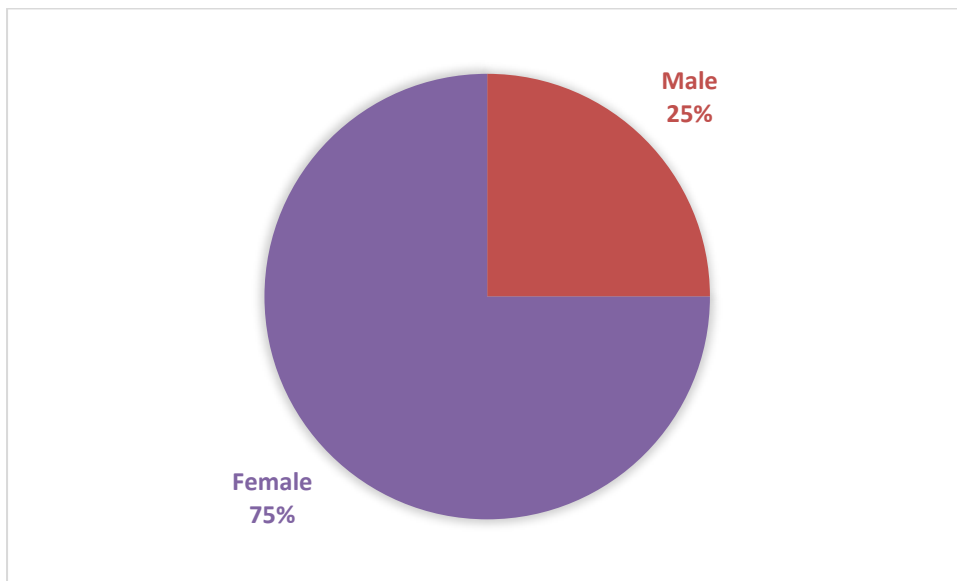
- Greater focus on young people, greater focus on Lewisham.
- More than 10 min for each speaker and to be talked to not at.
- Less lead up time before the speakers started. More Q and
- Coffee break.
- No so many panel speakers. Session could have been organised so that there was more interaction/discussion with speakers/audience. For example have small groupings (mixed) - discuss, questions and feedback.
- Two microphones.
- Shorter lunch and networking and to have a break in the middle for tea/coffee.
- Earlier notice of the agenda - networking is useful but more than a full hour in a busy day was too long and an earlier end to the event would have been appreciated.
- Be more aware of my health and my child staying fit a little something every day.



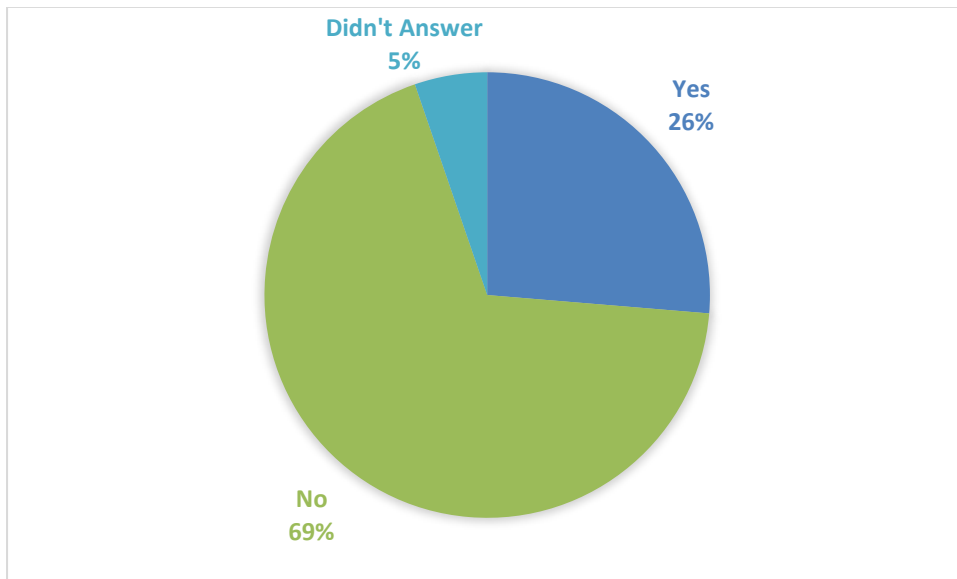
Age group



Gender



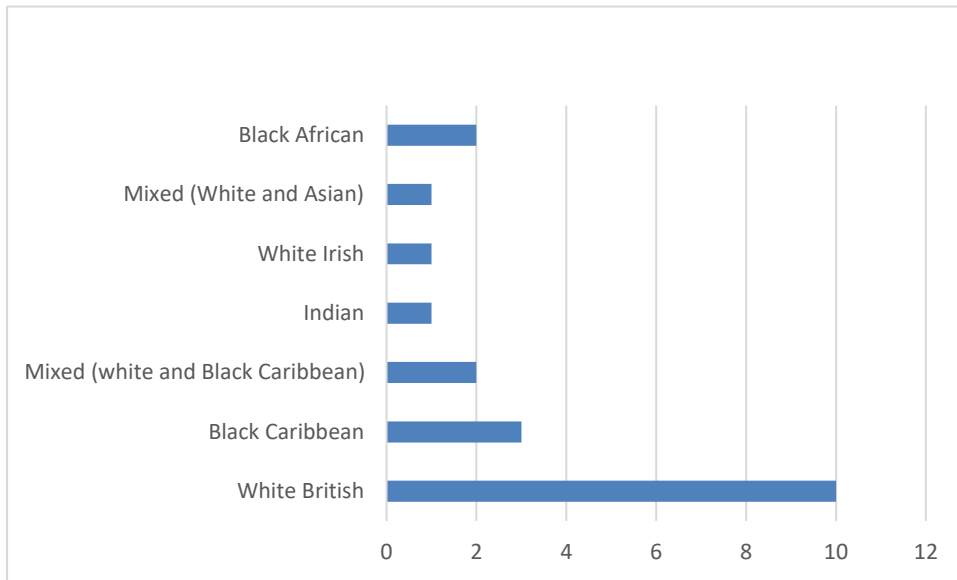
Do you consider yourself to have a disability?



Carer: Do you care for someone else with a disability or a long term illness?



How would you describe your ethnicity?



11. Sexual Orientation: Please select the option which best describes your sexuality

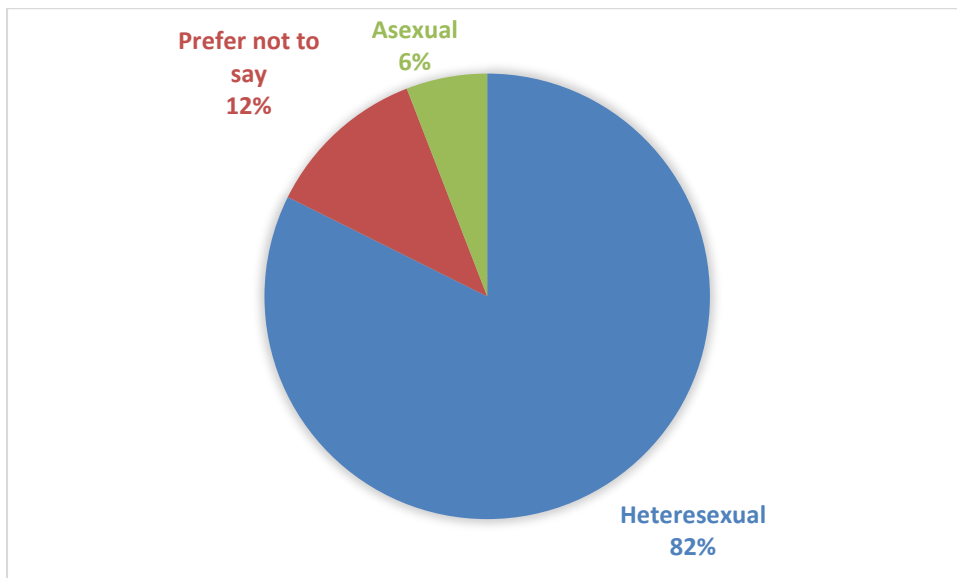
Lesbian

• Homosexual

Heterosexual

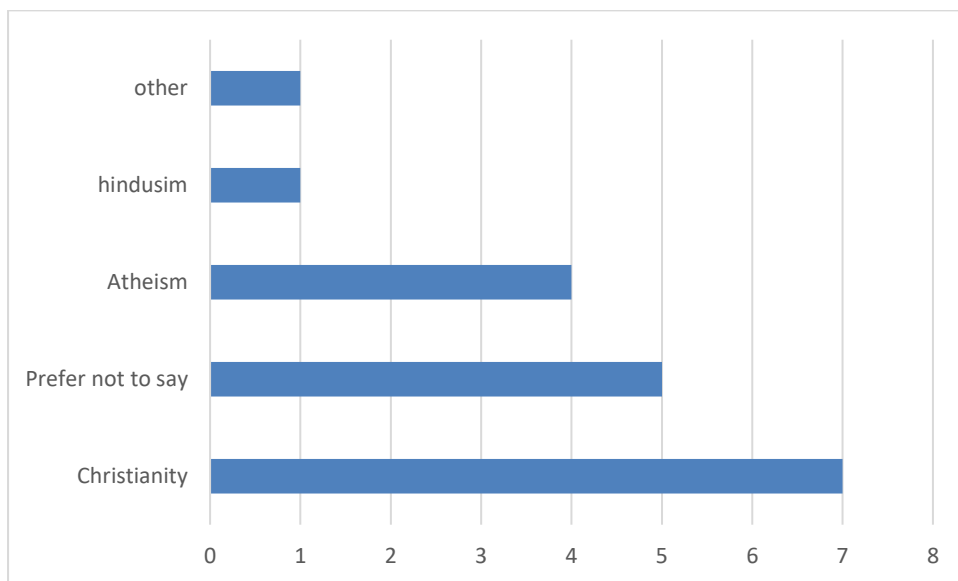
Bisexual

Prefer not to say



Religion: Please select the option which best describes your religion or belief

Christianity	<input type="checkbox"/>	Atheism	<input type="checkbox"/>	Buddhism	<input type="checkbox"/>
Judaism	<input type="checkbox"/>	Islam	<input type="checkbox"/>	Hinduism	<input type="checkbox"/>
Sikhism	<input type="checkbox"/>	Other	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>



6.2. Appendix 2 - Healthwatch Bromley's core functions

They are:

- Gathering the views and experiences of service users, carers, and the wider community
- Making people's views known
- Involving locals in the commissioning process for health and social care services, and process for their continual scrutiny
- Referring providers or services of concern to Healthwatch England, or the CQC, to investigate
- Providing information to the public about which services are available to access and signposting people to them
- Collecting views and experiences and communicating them to Healthwatch England
- Work with the Health and Wellbeing board in Bromley on the Joint Strategic Needs Assessment and Joint Health and Wellbeing strategy (which will influence the commissioning process).

