

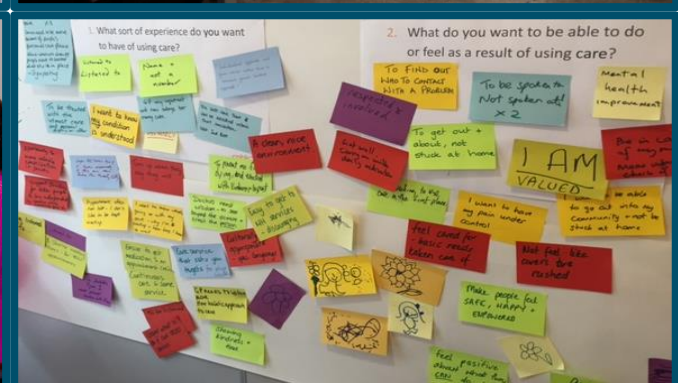
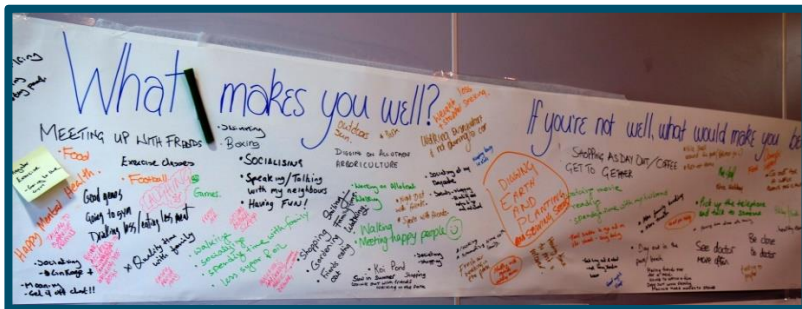


# healthwatch

Tower Hamlets

## Community Engagement Event

Harford Centre  
10-12:30 4 August 2016





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## Event aims

The Your Voice Counts event aimed to:

- gather community intelligence to influence the development of the Tower Hamlets Health and Wellbeing Strategy and the commissioning and service design plans of Tower Hamlets Together and Health and Wellbeing Board partners;
- engage local citizens in thinking about how they could improve their own health and that of their local community;
- engage children to understand their knowledge of health and wellbeing and how their health choices are influenced;
- test an integrated partnership approach to engaging the community on health and wellbeing.

Partners involved in the engagement included:

- Tower Hamlets Council - Public Health, adult social care and children's.
- Tower Hamlets Together - GP Care Group, Barts Health, East London Foundation Trust and the local authority
- Tower Hamlets Clinical Commissioning Group
- The Voluntary and community sector

Other groups attending with stands included East Thames Housing, Real, Tower Hamlets CVS, Parents Advice Centre, Stifford Health Trainers, St Joseph's Hospice, Voiceability.

## Background

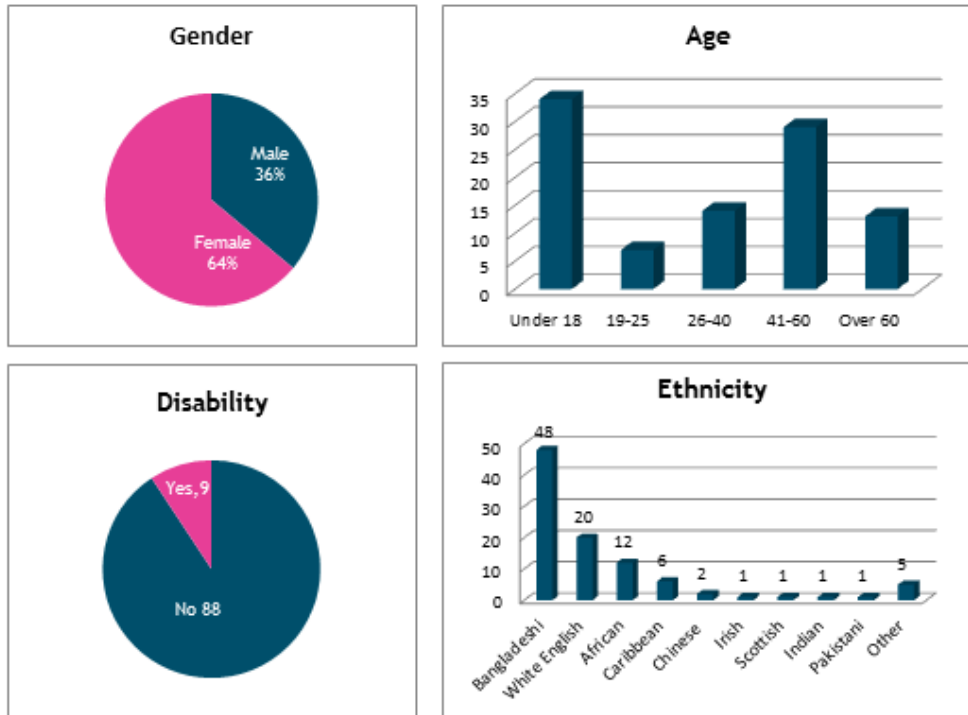
The event took place on Thursday 4 August 2016 from 10:00 - 12:30 at the Harford Centre, Harford Street. The Centre is based next to a busy GP practice in Stepney Green in GP Network three. Extensive event promotion was undertaken by a team of Healthwatch Tower Hamlets volunteers who went out to local community groups, schools, shopping areas, children's centres, GP Practices and door to door.

The event layout was designed to take participants on a journey around the hall providing both adults and children with creative space to provide their thoughts and ideas in an as interactive manner as possible.

People were given a loyalty style card and given a short explanation on how to collect stamps by taking part in various feedback activities around the room. When they had collected at least four stamps they were able to redeem their card for a goodie bag and a free lunch. Children also needed to participate in four activities before they were able to get their face painted.

## Participants

A total of 157 people attended the event (107 adults and 50 children) 97 of whom completed an equalities data form.



\* Nobody identified as LGBT which may have been a result of the very public nature of the registration process and maybe something we want to look at future events.

There was an over representation of women and children due to the deliberate targeting of schools in order to gather feedback from children who are seldom heard. The majority of under 18s were under 13 as they attended with their parents. There is a slight underrepresentation of white British residents but this is an area with a high Bangladeshi population.

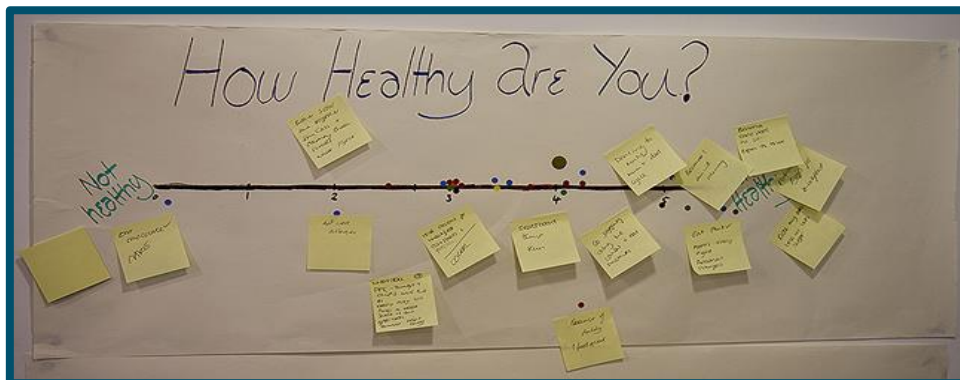
## Children’s Voice

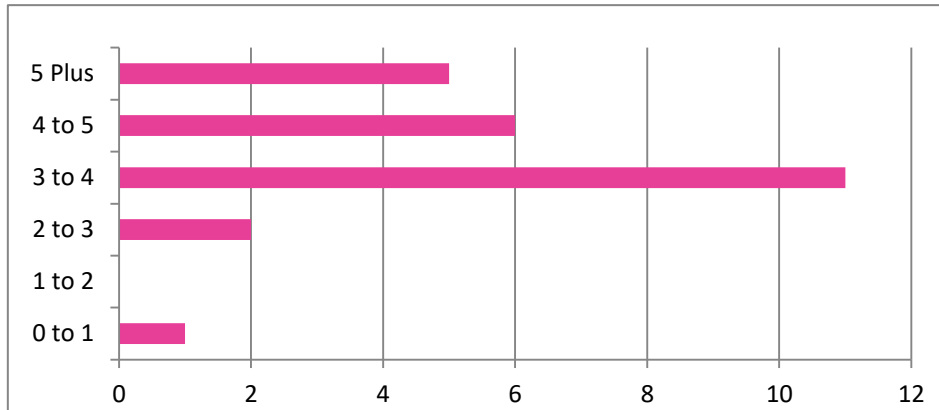
A series of activities were set with the aim of understanding more about:

- How children felt about their health;
- How well they understood what helped them to stay healthy;
- What influenced their health choices?

### Activity 1: How healthy are you?

Children were asked how healthy they were and given a sticker to place on a scale from 1-5 (1 being negative and 5 being positive).



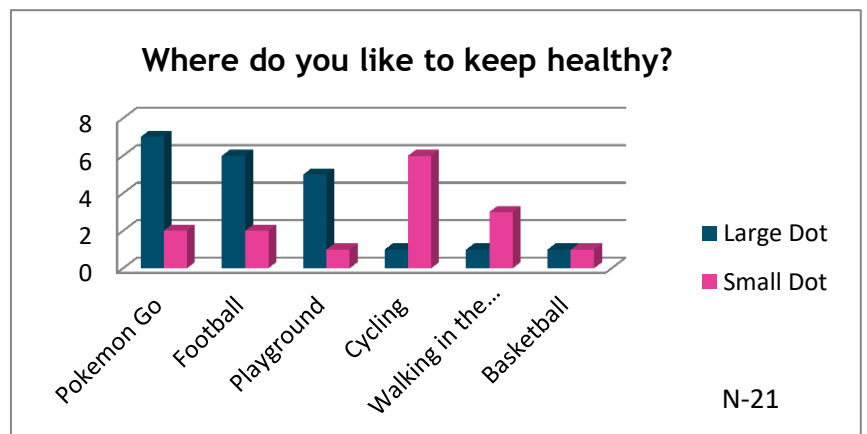


Brief feedback regarding their decision.

<p>0 -1</p> <ul style="list-style-type: none"> <li>● Eat chocolate cake</li> </ul>	<p>4-5</p> <ul style="list-style-type: none"> <li>● Skateboard, run, jump.</li> <li>● Because of daddy I feel good.</li> <li>● Go jogging along the canal and eat pastries.</li> <li>● Dancing to music. Mum and Dad cycle.</li> </ul>
<p>1-2</p> <ul style="list-style-type: none"> <li>● Not well allergies</li> </ul>	
<p>2-3</p> <ul style="list-style-type: none"> <li>● Had Weetabix for breakfast. Eat PFC 3 wings pus chips 2 or 3 times a week. Really tasty. Snack in the afternoon. Dinner of rice and curry. Age 13</li> </ul>	<p>5+</p> <ul style="list-style-type: none"> <li>● Because I am with Mummy.</li> <li>● Eat fruit. Apples every night. Bananas, oranges.</li> <li>● Banana, coco pops - no sugar. Been to the toilet.</li> <li>● Poached eggs for breakfast</li> <li>● Ride my bike, less oil less sugar</li> </ul>
<p>3-4</p> <ul style="list-style-type: none"> <li>● Brother and sister came together, John Cass and Stepney Green Schools. Walk and cycle. Had cereal for breakfast. Cornflakes and frosties.</li> </ul>	

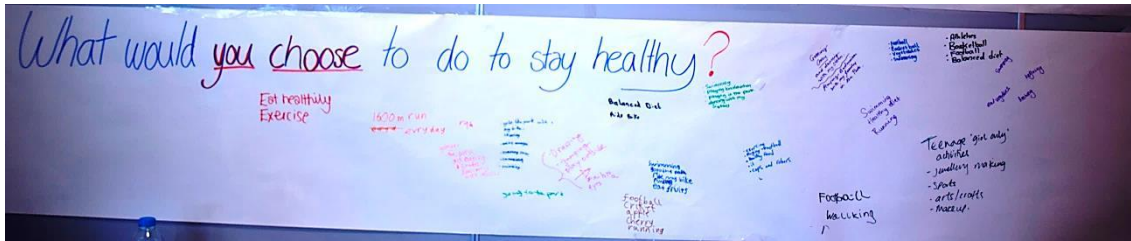
### Activity 2 Where do you like to keep healthy?

Photos of local activities were placed on the wall and children were given a large sticker and two small stickers and asked to place them where they most like to keep healthy. The bigger the sticker the more they liked it. If what they liked wasn't on there they were encouraged to add it on the graffiti wall



### Activity 3 Children's graffiti wall

This was a large piece of blank paper where children encouraged to write or draw what they would choose to do to stay healthy.

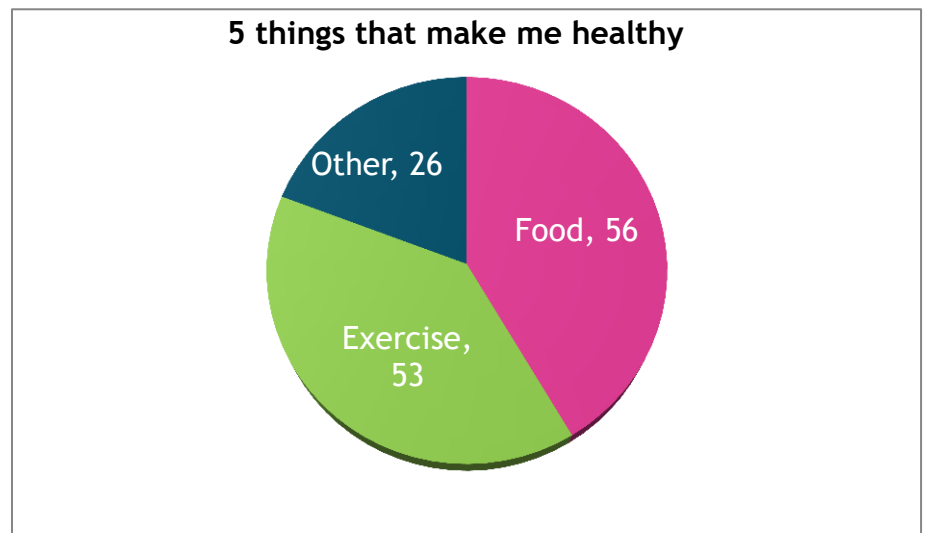


- Swimming, playing badminton, playing in the park, dancing with my sisters
- Football, basketball, swimming, vegetables
- go to the park with my bike, skipping, eating oranges, running races, canoeing, swimming
- Swimming, eat vegetables, kayaking, archery
- Swimming
- Running
- Athletics, basketball, football, balanced diet
- Dancing
- going to the park
- Have a nice doctor who cares
- Getting crazy and dancing with my sisters, playing badminton with my family in the park
- Going to the park and eating fruits, dancing with music
- exercising, playing football and cops and robbers
- Swimming, healthy diet, running
- 1600 m run everyday
- Badminton
- Teenage 'girl only' activities, jewellery making, sports, arts/crafts, makeup
- ride my bike
- drawing, jumping, play outside

Activity 4 Understanding what makes you healthy



Children drew around their hand and wrote 5 things that make them healthy (one on each finger). They then cut it out and stuck it on a body outline.



24 children participated and it was clear that they had a good understanding that healthy food and exercise is what would make them healthy. They understood that fruit and vegetables are important but they seemed to put more emphasis on fruit with a concern perhaps that many of these fruits are still high in sugar. Breakdown of answers.

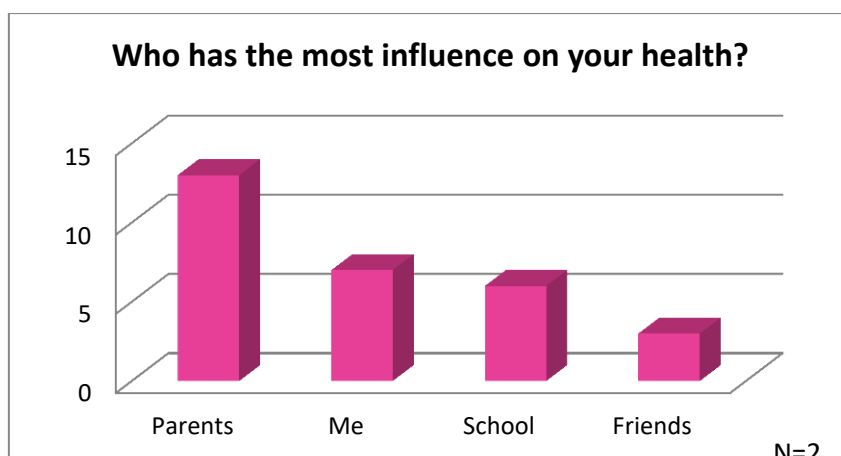
Food	Exercise	Other
<ul style="list-style-type: none"> <li>- fruit x 8</li> <li>- vegetables x 6</li> <li>- eating healthy x 5</li> <li>- sweetcorn x 2</li> <li>- water x 4</li> <li>- balance diet x 3</li> <li>- apple x 3</li> <li>- eat 5 a day x 2</li> <li>- peas x 2</li> <li>- grapes</li> <li>- oranges</li> <li>- banana</li> <li>- strawberry</li> <li>- mango</li> <li>- kiwi</li> <li>- nearly every day my Mum gives me lemon juice that she makes</li> <li>- broccoli - we always eat it at school</li> <li>- cucumbers</li> <li>- green beans</li> <li>- carrots</li> <li>- eat fruit and veg</li> <li>- eating</li> <li>- food</li> <li>- not over eating -portion size</li> <li>- oily fish</li> <li>- chicken only a bit</li> <li>- cutting out sugar</li> <li>- not having any salt on my food</li> <li>- less sugar, salt, fats</li> </ul>	<ul style="list-style-type: none"> <li>- running x 8</li> <li>- exercise x 8</li> <li>- walking x 7</li> <li>- swimming x 5</li> <li>- cycling x 5</li> <li>- football x 5</li> <li>- gym x 3</li> <li>- Basketball x 2</li> <li>- Skipping x 2</li> <li>- Karate x 2</li> <li>- doing a 7 minute workout</li> <li>- pedal on boats</li> <li>- tennis</li> <li>- I am in my school athletics team</li> <li>- dancing</li> <li>- cricket</li> </ul>	<ul style="list-style-type: none"> <li>- sleep x 4</li> <li>- wake up early in the morning</li> <li>- sunshine</li> <li>- fresh air</li> <li>- parks without traffic pollution</li> <li>- going to the park</li> <li>- outside play</li> <li>- playing</li> <li>- playing in the garden</li> <li>- gardening</li> <li>- follow routine</li> <li>- quit smoking</li> <li>- weight loss</li> <li>- happy mental health</li> <li>- socialising</li> <li>- family support</li> <li>- cartoons</li> <li>- TV</li> <li>- TV</li> <li>- car</li> <li>- playing my trombone</li> <li>- caring GP</li> <li>- vaccines</li> </ul>

### Activity 5 Influencing children's health

Children were asked who had the most influence on their health. Four jars were set up with options of **Me**, **Parents**, **Friends**, **School** and children were given a button to put in the jar of their choice.



Although the response numbers were not large they reflect feedback they reflect the outcome of other engagement activity that we have undertaken which is that it is parents that you need to influence and support on order to improve healthy weight and nutrition in children.



### Activity 6 The Diary Room



A Big Brother style diary room erected in the style of a beach hut with sand and beach chair inside was used to allow children to provide feedback. You can watch a short clip of the feedback by following this link [??](#).

## Children's key findings

The work schools do to educate children on health is reflected in a high recognition of what makes them healthy including fresh fruit and vegetables and getting exercise such as running, walking and swimming.

There was a strong correlation for children between being outside and keeping healthy and a real desire to use parks and playgrounds. It was perhaps surprising how few children identified play as a way of keeping healthy, both physically and mentally. Children seem to see exercise as something formally organised rather than just having fun outside.

Although the results were skewed by the options presented it was interesting how many children were instantly attracted to Pokémon Go. The ability to combine their love of electronic games and outdoor activities beyond the current popularity of Pokémon Go is worth exploring. This could also indicate that something like the 'beat the street' walking swipe cards and the 'Healthy Mile' programme linked to competitions across schools and areas could be effective.

Again although a small sample it was interesting that the majority of children identified their parents as having the most influence on their health. This is reflected in other community intelligence gathered by Healthwatch. Parents are struggling to apply the healthy eating principles that children learn at school when they take them home. More work with parents to support healthy snacking and exercise after school could be helpful.

A group of local parents have approached us to develop a 'Stay and Play' scheme to encourage parents to stay and play games with their children outside using the schools play and sports facilities. We would like to work with the parents and stakeholder as one of our first 'Communities Leading Change' projects in relation to tackling childhood obesity.



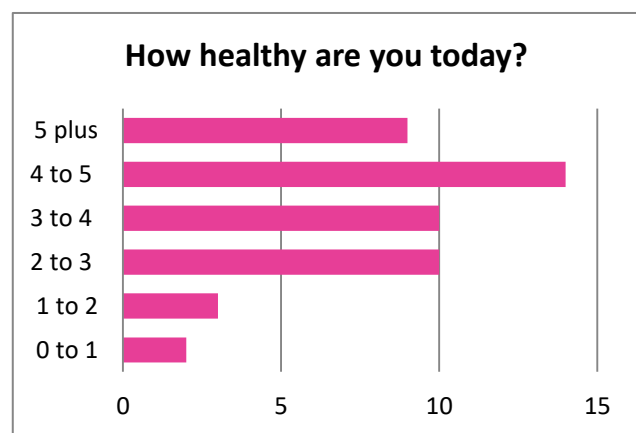
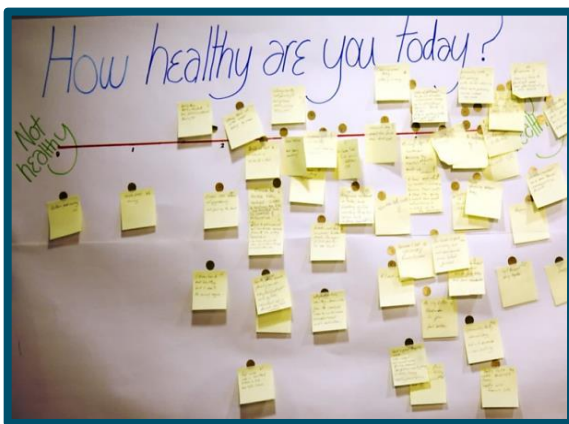
## Adults Voice

A series of activities were set with the aim of understanding more about:

- How adults felt about their health.
- What would support them to manage their health better?
- Their use of urgent care (CCG).
- Their expectations of using care in the future (THT)
- What their priorities are within the health and social care system.
- How individuals and the community could help make Tower Hamlets healthier.
- Their experience of health and social care services.

### Activity 1: How healthy are you?

People were asked to rate how healthy they felt today on a scale from one to five (1 being negative and 5 being positive).



#### 0 to 1

- Brother past away
- I know how to eat healthy but I don't. Too much agro

#### 2 to 3

- Sitting on own at work makes belly go weak
- Heads ok but sciatica and arthritis is bad
- Could be better. Feel uneasy - giddy and keeping an eye on myself due to change of medication. Like to get involved but had to stop because of health. Now getting back into it. Like to do things like this. Get to know things and pass them on.
- Health, walk. Everything not right. Miss my lads. Unemployed. Looking for work. Don't get. Looking forward to being here.

#### 3 to 4

- Bit sore. Tired. But otherwise nearly ok
- Pregnant so tired and hot but feeling quite healthy due to yoga and eating healthy.
- Not particularly healthy - power walked from home - realised I need to walk more. Disappointment and a realisation.

#### 4 to 5

- Woke up felt good no pains or aches, mood good, happy. Go to a lot of things helps as is Age UK and Healthwatch. Like to participate

#### 1 to 2

- Uncle past away
- Really down. Death in day centre. Sad circumstances. Feeling loss.
- Scales still 11 stone, not progressing. Not feeling too bad.
- Feel well. Life is beautiful. But have cramps
- Not very healthy but fell alright. Out of house. Participating and taking part.
- Didn't sleep well but learning something
- Before I left the house got asthma. Pump helped.
- Diabetic, not that ill compared to other people. Thankful to good services 'on the track'
- Bit unhealthy. Lazy not keeping up regime.
- Normal day. I met a few friend here, that's good.
- Feeling good today. Nothing wrong
- Feel well
- Because I look after myself and know it works.
- I eat well.
- Just in a good mood.
- Happy with work achieved today. Happy with family life.
- Generally healthy. Normal day Not a 1

- but need to get to know people.
- Feeling healthy waking up
- Feeling 4 out of 5. Healthier because by mental health is good at present. I feel good about my health and wellbeing because these events keep me going. I meet new people networking and catch up on the latest news.
- Do my little exercise in pm feel better.
- Had a good days work. Can't recruit mum for my research. Son got university place so really happy. Really proud of him.

### 5 plus

- Happy
- Happy
- Because of coming here to find out more and participate in this event
- Feel healthy. After a good breakfast. Banana, fruit. Good in bathroom. Good energy.

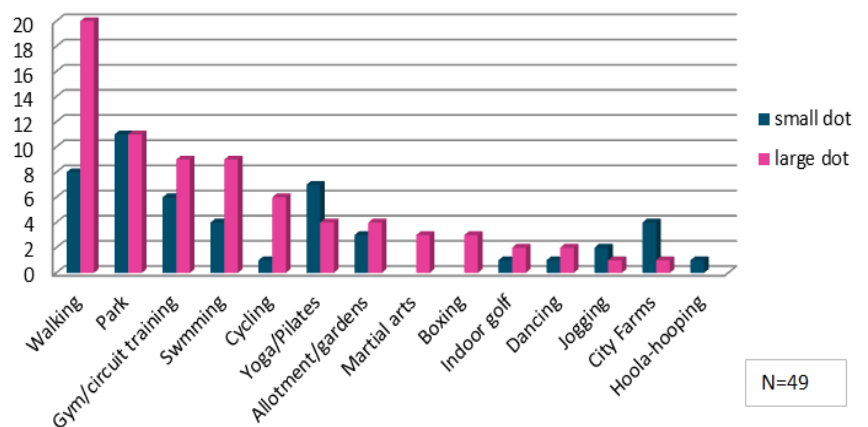
- because I am smiling.
- Not tense being together
- Live alone. Work in front of the computer. Take more exercise.
- Feel healthy waking up.
- No health concerns and happy.
- Normally work and not working. With kids relaxing. Have back problem made worse by work.
- Arthritis pain is minimal today otherwise would have been a 2.
- In flow of my regime. I box. Peak condition.
- Considering what I have been through - managed to go forward.
- I slept well. No hangover. Feel well.
- Feeling happy. Out of home. Out and about with the kids.

### Activity 2: How would you like to stay healthy?

There were pictures of walking, running, football, yoga, swimming etc. and adults were given three stickers and asked where they would like to keep healthy. The bigger the sticker the more they liked it. If what they like doing wasn't on the wall they were encouraged to add it.



How would you like to stay healthy?

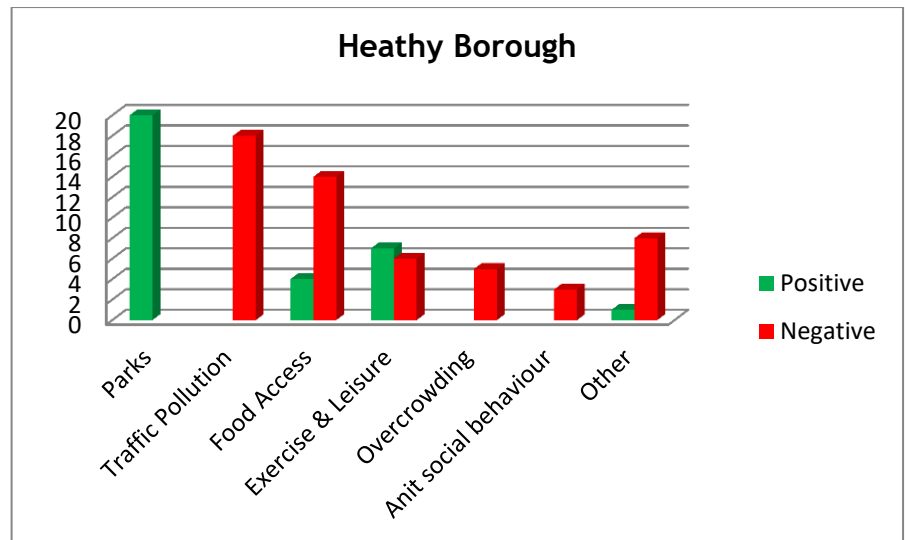


### Other suggestions:

- My fish pond - good for mental health
- Lunch Club
- More free stuff

### Activity 3: A Healthy Borough

Participants were shown an outline map of Tower Hamlets and were encouraged to place dots on the areas that they felt were good (green dot) or not good (red dot) for their health.



Parks (20)		Positive	Negative
Mile End Football Park		1	
Mile End Park and Victoria Park accessible and easy to get around. Running, football, outdoor activities. Youth Programme at Urban Adventure		3	
Victoria Park. Walking / exercise / fresh air-children enjoy playground. Fresh air, wildlife, green spaces		13	
Lots of parks for walking and cycling		1	
Too much choice where to play so many parks (7yr old)		1	
Quiet and peaceful place		1	
Pollution and traffic (18)		Positive	Negative
Retied traffic lights causing WORSE POLLUTION pedestrians for schools here			2
Narrow roads, road works and terrible pollution			1
Smoke that comes out from the cars			1
Traffic pollution from			1
Speed limit to 20mph is not good. Causing more accidents.			1
Too many cars			1
People don't like the environment to exercise unclean air			1
Pollution			1
Cement work-poor air quality, poor road safety			1
Traffic fumes, traffic is more stationary now there are bike lanes. stop start traffic at Whitechapel			8
Food 15		Positive	Negative
Too many fast food shops			2
Lots of chicken and chips shops (Mile End Rd)			5
Vegetables		4	2
Limited access to good food (Isle of Dogs)			1
Expensive to eat and stay healthy			1
Exercise and leisure (12)		Positive	Negative
Limited access to leisure centre facilities -times			2
Can't walk far. Would like help /facility to exercise in this Centre (Harford) or nearby.			1
Can we have a new outdoor gym here?			1
Difficult to walk down the canal now with speeding bikes			1



• Getting out and about, not being stuck in the house	• Feeling safer to go out on the street - drug dealing
• Disability care helps me to go out and about	• Being accepted and connected to community. Walking the dogs.
• Football	• Football
• Swimming	• Exercise classes
• Boxing	• Sports with friends
• Meeting up with friends	• Socialising
• Talking to supportive friends	• Speaking and talking with neighbours
• Socialising and Linkage Plus	• Pick up the telephone and talk to someone
• Socialising at my day centre	• Spending time with family
• Cooking, spending time with family	• Night out with friends
• More family bonding, more trust	• Talking to people
• Shopping as day out/coffee and a get together	• Having friends over for a meal. Going to watch a film. Day out with family. Having more money to spend
• Socialising/shopping	• Laughing
• Socialising	• Having fun
• Moaning - get it off your chest	• Good night's sleep
• Getting enough sleep	• More sleep
• Nice holiday	• Holiday/food
• Sunshine holiday	• Go out on holiday
• Digging earth and planting, sowing seeds	• Digging on allotment, arboriculture
• Medication, gardening, music, drawing	• Shopping, gardening, friends eating out
• Less sugar and oil	• Healthy eating
• Food	• Food
• Good genes, going to the gym, drinking less, eating less meat.	• Eating
• Happy mental health	• Practice mindfulness
• Weight loss and stop smoking	• Watching a movie, reading, spending time with my husband
• Having time to rest and recover	• Rest at home
• Passing time alone with family	• Carving out some time to pause and reflect.
• Domestic support	• Knee replacement - improved income
• Seeing a doctor more often	• Be close to doctor
• Koi pond	• Playing music- orchestra

The strongest preference for staying healthy was being outside and walking in the parks and open spaces. However the health benefits were seen by many as being diminished by high levels of air pollution.

People valued socialising with their family, friends and neighbours and saw an opportunity to combine the two by walking together or playing in the park.

In some areas there is an increasing conflict between open space users particularly along the tow paths where cyclists and walkers are finding it challenging to co-exist.

It was interesting perhaps that there were far fewer references to crime hot spots or people saying they did not feel safe going out than we would have received in the past. There was one complaint about drug dealers but this did not seem to be an issue of feeling safe but rather not wishing young people to be exposed to drugs.

It is also interesting that few people correlated being well with clinical care.

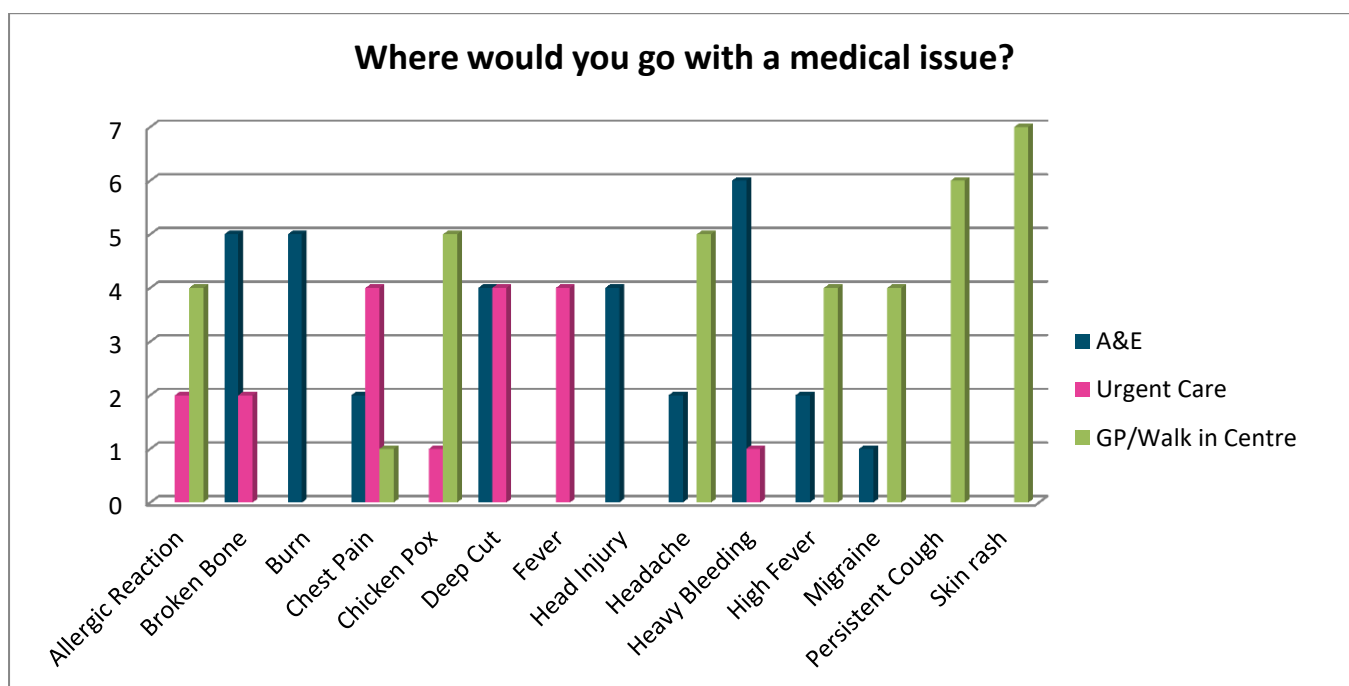
### Activity 5: Urgent Care Engagement

Tower Hamlets Clinical Commissioning Group led an engagement exercise to get a better understanding of local peoples understanding of urgent care services and when and how to access them.

#### Q1. What does Urgent Care mean to you?

A:

- I am going to die if I don't see someone now.
- Someone comes to see you soon
- Talking to someone when you have thoughts of suicide
- GP surgery should be checked up on more often; GP reception etc.
- If I need to be hospitalised
- It means everything as I'm housebound
- When you need to inform nurse that a change to your treatment (?) needs to happen. I want to be listened to and not feel uneasy.
- Going to hospital or even a dentist in some cases.
- Emergency treatment in A&E
- Serious health problem that needs attention now



Based on this exercise we found that people were not clear about the difference between A&E and Urgent Care. Fewer health issues were put into 'Urgent Care' because people were not sure what was meant by Urgent Care.

#### Q3. Why would you visit your local pharmacy?

- For anything minor (skin complaint, pain relief, allergies- where it would take ages to see a GP, a pharmacist can often sort it out quickly.
- Let pharmacist know about any change in your medication
- To get a prescription filled and any OTC treatments and to talk to someone friendly

- Free Drugs
- To get prescription drugs
- For advice
- To find out about the meds I'm on- side effects etc.
- For a small medical issue (a cough), but if it did not clear I would go to my GP.

#### Q4. Feedback and comments about Urgent Care services in Tower Hamlets

- Need more mental health services for young children
- Urgent Care should support people who are feeling suicidal
- There needs to be more information about WIC's and better signposting by other health services to WIC's
- Older people avoid A&E in order to avoid being admitted to hospital
- Walk in Centres are more helpful and friendly as they listen to your problems
- What are you doing for patients with Learning Disabilities?
- There should be more education/public awareness of the urgent care services available
- Hope for the best but prepare for the worst
- Mobility issues and unable to access healthcare equipment and aids
- I go to WIC because I can be seen quicker than if I go to my GP

Info to come from CCG on messages and next steps

We understand that more consideration is being given as to how to ensure that local citizens have the information they need to be able to access services appropriately to meet their needs. It's important the citizens understand changes or they will continue to default to A&E and their GP practice. People need to trust that they are getting the best possible treatment rather than being directed away from services because of the cost.

#### Activity 6: Tower Hamlets Together

Tower Hamlets Together (a partnership of Tower Hamlets GP Care Group, Barts Health Trust, East London Foundation Trust, the Local Authority and the voluntary and community sector) engaged local residents in an exercise to understand what kind of outcomes they would like to see from an integrated community based health system.



## 1. What sort of experience do you want to have of using care?

<i>I want to be listened to</i>	<i>I don't want to have to repeat myself</i>
<i>Shorter waiting times for appointments and happen when they are supposed to</i>	<i>To be treated with the utmost care and personal dignity on offer</i>
<i>Easier to get medication and appointments</i>	<i>Continuous care with the same people / service</i>
<i>Clearer what my options are if I cant access a service</i>	<i>I want to know my condition is understood</i>
<i>I want to know what is going on with my care – why I am waiting and how long for</i>	<i>Individualised approach and given choice rather than a standard general blanket approach</i>
<i>When services change, people need to know what else is in place – signposting</i>	<i>Care service that sets you targets for physical well being</i>
<i>Doctors need wisdom to see beyond the disease and treat the person</i>	<i>GPs need too listen more and take a more holistic approach to care</i>
<i>Culturally appropriate service s- e.g. language</i>	<i>Easy to access mental health services</i>
<i>Showing kindness and time</i>	<i>To be a name not a number</i>
<i>A clean, nice environment</i>	<i>The best care that can be accessed within that condition</i>
<i>To prevent me dying and treat me with kindness and respect</i>	<i>Carers need to be more aware of people's personal care plans</i>
<i>Spoken to, not spoken at</i>	<i>Not feel like carers are rushed</i>

Themes:

Listened to & understood

Access & information

Quality & continuity



## 2. What do you want to be able to do or feel as a result of using care?

Respected and involved in my care	Feel well and able to carry on with daily activities
To know who to contact to sort out a problem	To get out and about, not stuck at home
Not have to use care again	Feel cared for – basic needs taken care of
Have my pain kept under control	Feel valued
Improved mental health	In control of my own health and make informed choices for my care
Go out into the community and not be stuck at home	Feel safe, happy and empowered
Positive about what they <u>can</u> do, not what they can't	Opportunity to make a valuable contribution in society
Support for older people to live independently	

Themes:

Getting out & about

Feel in control

Cared for



### 3. What works well about care today that you wouldn't want to lose?

More interactive events – informative, social and fun	Links to support in the community like support groups of people with similar conditions
GP reception staff being helpful and friendly	Befriending services by Age Concern
I am very happy with everything	Person centred care
Mental health system in TH	Some language services – e.g. Bengali and Chinese Association
Community Options support – get out of the house and help with tricky tasks like finance	Sharing their experience with someone

Themes:

Support & sharing opportunities

Specific / individual services

People

### 4. What are your biggest priorities?

Getting in and out quickly to get on with life	More support for new mums who feel isolated and need all round support – support with physical issues that effect their mental wellbeing
Support for people with mental health issues - NHS to understand that mental health sometimes needs urgent care	Patient led support groups who have through it and can draw on their own personal experience
Older members of the community – think about the wisdom of older people	More advice centres for sign posting
Not presuming what the other people knows or feels	Learn to understand other disabilities
Available when I need it	Access to OOH services
Sustainable support for carers – so that they don't get burnt out	Information on how to stay healthy and practical tips for better health
Knowing what is available and making a choice	Being listened to
Everyone treated equally	Time to talk to someone
Financial and housing worries for people with mental health problems	Support for families - reducing passive smoking on the streets & help on healthy food / snacks for children

Themes:

Efficient service

Out of hospital support

Information

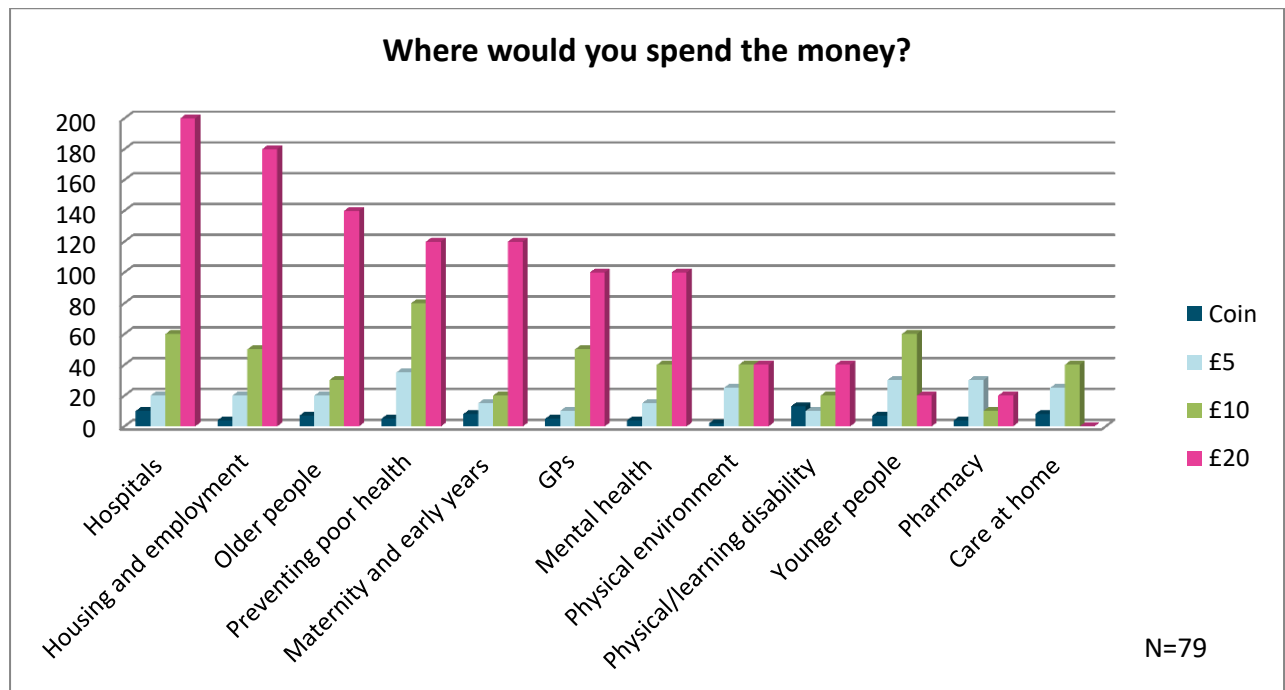
Time & understanding



## Activity 7: Prioritising spending in the Borough



People were given a fake coin, £5, £10, and £20 and asked if they were in charge of the health and social care budget in Tower Hamlets how they would they spend it. They fed the money through 12 labelled option slots in a box. They were not able to see where other people had spent their money.



Issue	Reasons given
Hospitals	<ul style="list-style-type: none"> <li>- Open 24 hours in case of emergency you can always go there</li> <li>- Treat people properly</li> <li>- Always underfunded</li> </ul>
Housing and employment	<ul style="list-style-type: none"> <li>- Support themselves and families</li> <li>- Currently unemployed and I want to support others like me in my community</li> <li>- Both are important to health.</li> </ul>
Older people	<ul style="list-style-type: none"> <li>- Mum is older and doesn't ask for much but when she needs it, it is not funded.</li> <li>- Important to look after people who have done so much for the community in the past.</li> </ul>
Preventing poor health	<ul style="list-style-type: none"> <li>- Educate people how to take care of themselves</li> <li>- If we can get this right, we won't need many of the other services</li> <li>- People stay healthy</li> <li>- Exercise classes</li> <li>- Cooking classes</li> <li>- Long-term investment</li> </ul>
GPs	<ul style="list-style-type: none"> <li>- Not quality care</li> <li>- Under a lot of pressure</li> </ul>

	<ul style="list-style-type: none"> <li>- First person I call when I need health services; should be high quality</li> <li>- Primary care</li> </ul>
Maternity and early years	<ul style="list-style-type: none"> <li>- Young borough</li> <li>- About the future and continue to support</li> <li>- Make their lives healthy from the beginning; improve nutrition and exercise</li> <li>- Prevention</li> </ul>
Mental health	<ul style="list-style-type: none"> <li>- Always gets left out</li> <li>- Badly funded</li> <li>- Previous work background in mental health</li> </ul>
Younger people	<ul style="list-style-type: none"> <li>- Development; remain educated and attend university</li> <li>- Recreational activities to have fun</li> <li>- I am young myself and want support</li> <li>- For my children.</li> </ul>
Physical environment	<ul style="list-style-type: none"> <li>- Clean air</li> <li>- Community cohesion</li> <li>- Parks and roads to encourage people to get outdoors</li> <li>- People neglect physical environment when thinking of health</li> <li>- Access to green, safe spaces.</li> </ul>
Physical/learning disability	<ul style="list-style-type: none"> <li>- Same access to health care as rest of population</li> <li>- Understand needs of this community</li> <li>- More services are needed.</li> </ul>
Care at home	<ul style="list-style-type: none"> <li>- More care at home prevents hospital visits</li> <li>- Dom more at home to prevent use of services</li> <li>- Sometimes they do not have the courage that care is needed.</li> </ul>
Pharmacy	<ul style="list-style-type: none"> <li>- access to medications</li> <li>- buy medications,</li> <li>- free medications.</li> </ul>

Local people seem to have a sense that the Royal London Hospital is struggling to deliver the service they would like within current resources and this is reflected in its top priority. However it is interesting that conversely GPs don't make it into the top five priorities.

It may reflect the level of understanding within the community of services but care at home comes twelfth on this list and pharmacies eleventh which may demonstrate a difficulty in moving care out of hospitals and closer to home. This exercise seems to reflect a belief in the community that the hospital is still the place you want to go to get the best quality advice and care.

It is very interesting that housing and employment comes second on the list and seemed to reflect a desire to be self-supporting and secure without which it was difficult to be healthy.

### Activity 8: The commitment line



People were asked 'What could you do as an individual or as part of your community to make Tower Hamlets Healthy'.

- Represent LGBT community and voice
- Become peer support worker for people with mental health problems. Represent people with mental health issues/advocate
- A way to make our community healthier is by doing more healthy challenges such as 'beat the street' more often so that it encourages people to go out and about even more.
- Supporting resident campaign against polluting concrete works
- A few ways I would encourage my community to become healthy is dress appropriately for the weather. For example wearing thick clothes in the winter so that people don't catch colds. Occasionally people are not bothered to go to their GP and their cold virus spreads and become a serious illness.
- Do a boot camp for people. Do a health education session (inform people what is in their fast food) Hold sports day for children and teens.
- Inspire people to take part in daily activities such as running and cycling to maintain fitness.
- Encourage them to do sports/go outside and eat healthy.
- Pick up litter for cleaner environment. Encourage other women to participate in physical activities.
- Informing other women of events happening locally.
- Veterans support, non NHS support and care. Take part in a support group.
- Keep the environment clean - organise litter picks.to get involved letting others/general i.e. GP/etc. know where help is needed and where they could be better.
- Encourage them to go outside and be more active

## Tell us your experience

Healthwatch volunteers were on hand to gather people's experience of health and social care in the Borough.

Royal London Hospital	Age	Gender	Ethnicity
1. A hospital appointment takes too long to be booked. Especially when you are being referred by via GP's.	26-30	Female	Pakistani
2. Not happy with cutting junior doctor's and other health professional. "We want more Doctors & Nurses Please"	Adult	Male	Bangladeshi
3. I am very happy with my hospital services and treatment providing by NHS and other health sectors.	Adult	Female	Bangladeshi
4. Hospital appointments are very late, especially when your appointments have been referred by GP.	Adult	Female	Pakistani
5. Budget cuts are costing the NHS hospitals big time, because there are less staff, not enough money to manage the health services which will affect future generation. Colourful building, no sprit inside. It should be here for our help.	Adult	Male	Bangladeshi
6. Royal London needs to improve the food in their hospital and waiting hour are long, plus no car park at for patients/ services users.	31-35	Male	Bangladeshi
7. Hospital usually takes too long to sort issues out and I think dentist appointments should be free, as many people find it to be expensive.	26-30	Female	Bangladeshi
GP Practices			
8. Happy with my GP and the services they provide.	31-35	Female	White other
9. There usually no appointments available. Receptionists are rude and not friendly.		Female	Bangladeshi
10. I have a few suggestions for Harford Health Centre: Woman only sessions; Teenage girls' activities- jewellery making; crèche - woman who come for exercise; Workshops for ladies; Toy bus for toddlers/ toy library.	31-35	Female	Bangladeshi

11. There are hardly any appointments available at Harford Centre and receptionist are also rude & unfriendly		Female	Bangladeshi
12. Happy with my local GP	22-25	Female	Bangladeshi
13. Happy with NHS services and their treatments	19-21	Female	Bangladeshi
14. I have to wait a long time to get an appointment, but do not get enough out the services from my local GP.	26-30	Female	Bangladeshi

#### Dentists

15. My local dentists are really good, but I think all treatments should be free for full -time students, no matter what the ages.	22-25	Female	Bangladeshi
16. Most of my local health services in Tower Hamlets are good, but I think that dentists should be free for full time students no matter what age.	22-25	Female	Bangladeshi
17. Happy with dental services and NHS.		Male	Bangladeshi
18. Hospital usually takes too long to sort issues out and I think dentist appointments should be free, as many people find it to be expensive.	26-30	Female	Bangladeshi

#### Other

19. Veterans in the borough don't get a voice in tower hamlets.	41-45	Male	Other
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## Recommendations

1. As a result of the intelligence gathered Healthwatch Tower Hamlets would like to make the following recommendations and requests for information:
  - 1.1. That strategic partners provide participants with feedback on how the intelligence gathered has been used and any impact on commissioning as a result.
  - 1.2. That strategic partners review current activity to raise awareness of healthy snacking and exercise with parents and children and how this could be promoted more widely. A group of parents in a number of schools are working in this area and this could be a chance for us to move the community intelligence bursary programme on to communities leading change approach under the new Health and Wellbeing Strategy approach.
  - 1.3. That more work is done to understand the motivating forces for encouraging families to play outside on a regular basis and what are the barriers. Apps and electronic devices that record how far you've walked and calories burnt etc. can be a very good incentive for people to walk more. Something like the 'beat the street' walking swipe cards and the 'Healthy Mile' programme could form the basis of a schools competition that included parents. Could a group of local people help public health to design and develop this?
  - 1.4. Encourage more group walking activities that also enable people to socialise and meet their neighbours. Parents at some local schools have organised to walk in the local park after they've dropped children off at school for instance.
  - 1.5. We develop a greater understanding of what the community can do to tackle air pollution and where they need to put pressure to improve conditions particularly for children.

- 1.6. Is there any work being done to tackle the competing usage of some public spaces e.g. walkers and cyclists on the tow paths, young people and mums and children in the parks?
  - 1.7. Local people should be involved in co-designing the information systems providing advice on accessing local services particularly any changes in urgent care and community services. If not people will continue to default to their GP and A&E. This should be built into the Single Point of Access development.
  - 1.8. That we form a stronger partnership with Housing associations such as HARCA, Tower Hamlets Homes, Tower Hamlets Community Housing, and East End Homes etc. to engage with residents and to promote health messages.
  - 1.9. Consider how we better facilitate and empower people to develop their own health prevention activities e.g. boot camps in the park, walking groups, looking after local green space, creating more community gardens and allotments. How can we promote this at the next Locality event?
2. Viewing the Your Voice Counts event at Harford Street as a pilot for integrated engagement across strategic partners we would like to make the following recommendations for future events
- 2.1. Continuation of a partnership based community engagement approach at a locality level that is co-ordinated through the Tower Hamlets Together partnership structure.
  - 2.2. That the events happen on a quarterly basis (one in each locality per year) and are linked to the Health and Wellbeing Board meeting schedule.
  - 2.3. That we clearly identifying where community intelligence can influence outcomes and have an impact and we report back to local people the difference they have made.
  - 2.4. That events are as interactive as possible and not presentation focused as this seemed to engage a wide range of attendees. Important that next time everyone feeds into the priorities for the engagement and the best mechanisms for gathering intelligence.
  - 2.5. That people who attend locality events and who agree to share their contact details can be included on a central database of local citizens that can be engaged in co-production either jointly or separately by partner organisations. They can form practice, network, locality, user, patient or specific disease user groups depending on the need and interest of partners. This allows:
    - a larger pool of citizens to be engaged on an ongoing basis;
    - the intelligence gathered to be held and shared centrally;
    - us to build on, rather than duplicate, engagement and intelligence;
    - for feedback on impact to be fed back to the people involved;
    - for citizens to develop their own knowledge, expertise and initiatives;
  - 2.6. Consider Healthwatch continuing to manage the events and the membership as they have access to a regular pool of volunteers that allows the events to remain independent and community driven.
  - 2.7. We also consider developing a 'Big Survey' of jointly agreed key questions that could be widely circulated once a year to judge progress against the HWS areas and key areas of individual partners work.

- 2.8. We undertake an evaluation of the next event from the participants and partners.

## What difference has it made?

The feedback gathered and the engagement itself helped Healthwatch Tower Hamlets make a strong case for including as a priority in the draft Health and Wellbeing Strategy ‘Communities driving change to improve health and wellbeing’. This includes all of the Health and Wellbeing Board partners working together to support more people to:

- feel in control of their health and informed to make positive changes
- support each other around their health and wellbeing
- take joint action on issues that affect their health and wellbeing
- get involved in shaping local services.

They also agreed to connect the Health and Wellbeing Board to the community by holding four engagement events, like this Your Voice Counts Event, in each of the four health localities in the Borough. Each event will be followed up by a Board meeting taking place in that locality involving dialogue with residents.

The next Health and Wellbeing Board on Tuesday, 13 December 2016 should take place at the Whitechapel Ideas Store following a community engagement event on Saturday 26 November at the Ideas Store.

Recommendation	Feedback/Progress
<p>1.2 That strategic partners review current activity to raise awareness of <b>healthy snacking and exercise with parents</b> and children and how this could be promoted more widely. A group of parents in a number of schools are working in this area and this could be a chance for us to move the community intelligence bursary programme on to communities leading change approach under the new Health and Wellbeing Strategy approach.</p>	<p><b>Tower Hamlets Together</b></p> <p>These kinds of activities are at the heart of Tower Hamlets Together. The Population Health workstream is focused on preventing ill health through the promotion of healthy lifestyles and working with residents from early years onwards to do this. The aim of the Children’s service model is ‘to ensure that all children and their families have access to high quality, ‘joined up’ services and opportunities in order to optimise physical, social, emotional and cognitive development, improve life-long health and wellbeing and mitigate the effects of socio-economic deprivation’. The model is being developed in 2016/17 with the aim of implementation from 2017/18 onwards.</p> <p>A key aim will be developing Children’s Centres as local hubs from early years onwards. There are three workstreams, one of which is ‘Integrated Early Years Transformation’. This has Nutrition (Oral Health and Healthy Weight) as one of its priorities.</p> <p>One of the current Staff Innovation Fund projects being supported by THT is GROW which is developing the links between William Davis Primary School and Blithedale GP Practice to help improve an understanding of healthy lifestyles for parents and children.</p>

Recommendation	Feedback/Progress
	<p><b>Healthwatch Tower Hamlets</b>            Smithy Street school are piloting a stay and play scheme led by parents to encourage family exercise and healthy eating. Healthwatch are developing this as a co-production pilot.</p> <p>No response from <b>London Borough of Tower Hamlets</b></p>
<p>1.3 That more work is done to understand the motivating forces for encouraging families to <b>play outside</b> on a regular basis and what are the barriers. Apps and electronic devices that record how far you've walked and calories burnt etc. can be a very good incentive for people to walk more. Something like the 'beat the street' walking swipe cards and the 'Healthy Mile' programme could form the basis of a schools competition that included parents. Could a group of local people help public health to design and develop this?</p> <p>1.4 Encourage more group <b>walking activities</b> that also enable people to socialise and meet their neighbours. Parents at some local schools have organised to walk in the local park after they've dropped children off at school for instance.</p> <p>1.5 We develop a greater understanding of what the community can do to tackle <b>air pollution</b> and where they need to put pressure to improve conditions particularly for children.</p>	<p><b>Tower Hamlets Together</b></p> <p>Work is currently underway <i>on</i> developing an outcomes framework for THT with the key headings of place, system and people. Under place there will be outcomes for the environment including:</p> <ul style="list-style-type: none"> <li>• 'Individuals have clean air to breathe' measured by the fraction of mortality attributable to particulate air pollution, quality of air measurements and air pollution morbidity</li> <li>• 'Individuals have access to green space' measured by the percentage of people who do.</li> </ul> <p>The aim is to agree the outcomes by January 2017 and they will then be used to measure the overall quality of THT services.</p> <p>This work will help services begin to address the issues raised by 1.4, 1.5 and 1.6 below.</p> <p>No response from <b>London Borough of Tower Hamlets</b></p> <p><b>Healthwatch Tower Hamlets</b>            Smithy Street parents are piloting a drop and walk scheme led by parents where parents drop kids off and then go for a walk and a chat.</p> <p>No response from <b>London Borough of Tower Hamlets</b></p>
<p>1.6 Is there any work being done to tackle the competing usage of some public spaces e.g. walkers and cyclists on the tow paths, young people and mums and children in the parks?</p>	<p>No response from <b>London Borough of Tower Hamlets</b></p>
<p>1.7 Local people should be involved in <b>co-designing the information systems</b> providing advice on accessing local services particularly any changes in urgent care and community services. If not people will continue to default to their GP</p>	<p>Planning is now under way for a Single Point of Access which is being set up by Tower Hamlets Together, Health and Wellbeing Hubs (Public Health) and the Patient Portal (Vanguard). The proposed principles of the SPA are to:</p> <ul style="list-style-type: none"> <li>• Integrate access to local health and social</li> </ul>



Recommendation	Feedback/Progress
<p>and A&amp;E. This should be built into the Single Point of Access development.</p>	<p>care;</p> <ul style="list-style-type: none"> <li>• Act as a one stop shop with ‘no wrong front door’;</li> <li>• Provide an up to date directory of services for the whole system;</li> <li>• Easy to access and responsive with choice of method including telephone and internet;</li> <li>• Available on a 24/7 basis with web access for appointments, self-assessment and referral, and providing supporting information;</li> <li>• Support self-management &amp; assessment;</li> <li>• Supports different languages.</li> </ul> <p>It will include: - Mental Health; Children’s Centres; Schools &amp; Colleges; Acute; Primary Care; Community; Patients and Carers; Social Care; <u>Voluntary Sector</u>; Ambulance, 111 and Care Homes/Agencies. Healthwatch is working with the SPA group to ensure that residents are involved in the design of information systems.</p>
<p>1.8 That we form a stronger partnership with <b>Housing associations</b> such as HARCA, Tower Hamlets Homes, Tower Hamlets Community Housing, and East End Homes etc. to engage with residents and to promote health messages.</p>	<p><b>Tower Hamlets Together</b></p> <p>THT is exploring with the Tower Hamlets Housing Forum how to build a stronger partnership in governance, the development of service models, improving population health and the longer-term future of housing locally.</p>
<p>1.9 Consider how we better facilitate and <b>empower people</b> to develop their own health prevention activities e.g. boot camps in the park, walking groups, looking after local green space, creating more community gardens and allotments. How can we promote this at the next Locality event?</p>	<p>The <b>Tower Hamlets Together</b> Population Health workstream is working to develop self-care and self-management as intrinsic to local lifestyles. Doing this successfully (which will help address many of the recommendations above) demands co-production and the empowerment of local residents. Currently the Community Research Network is exploring the views of residents about how best to do this.</p>
<p>1.10 Feedback on outcomes from Urgent Care engagement</p>	<p><b>Clinical Commissioning Group</b></p> <p>The feedback helped the CCG to shape some of the questions they are now asking within their Urgent Care engagement Strategy.</p> <p>It was also clear that many people did not know what ‘urgent care’ meant, so this has informed their wider strategy about how they communicate the changes to the public and how they ultimately brand urgent care services in the future.</p> <p>The CCG also gained more clarity on the fact that</p>

Recommendation	Feedback/Progress
	<p>they need to take the pressure off of the public to decide what service to use when they need urgent attention by creating a single point of access and clearer communications about what this is and how to access it.</p> <p>All of the feedback gathered will also be used to shape and finalise all of the changes and improvements to Urgent Care in Tower Hamlets.</p> <p>A final report that includes information gathered from all engagement activities will be available at the end of November that they will share with Healthwatch.</p>

- 2 Viewing the Your Voice Counts event at Harford Street as a pilot for integrated engagement across strategic partners we would like to make the following recommendations for future events

Recommendation	Feedback/Progress
<p>2.2 Continuation of a partnership based community engagement approach at a locality level that is co-ordinated through the Tower Hamlets Together partnership structure.</p>	<p>Agreed by the HWB and THT User and Stakeholder Group.</p>
<p>2.3 That the events happen on a quarterly basis (one in each locality per year) and are linked to the Health and Wellbeing Board meeting schedule.</p>	<p>Agreed</p>
<p>2.4 That we clearly identifying where community intelligence can influence outcomes and have an impact and we report back to local people the difference they have made.</p>	<p>Information on what difference the information is included in this report.</p>
<p>2.5 That events are as interactive as possible and not presentation focused as this seemed to engage a wide range of attendees. Important that next time everyone feeds into the priorities for the engagement and the best mechanisms for gathering intelligence.</p>	<p>The Health and Wellbeing Board and Tower Hamlets Together partners are meeting to identify issues and develop interactive activities. Next event on 26 November at Whitechapel Ideas Store.</p>
<p>2.6 That people who attend locality events and who agree to share their contact details can be included on a central database of local citizens that can be engaged in co-production either jointly or separately by partner organisations. They can form practice, network, locality, user, patient or specific disease user groups depending on the need and interest of partners. This allows:</p> <ul style="list-style-type: none"> <li>• a larger pool of citizens to be engaged</li> </ul>	<p>People who attended the Harford St Your Voice Counts Event will receive a copy of this report and will be invited to the next event on 26 November. Healthwatch propose to adopt a new data management system that allows us to better engage specific patients on the issues that interest them and the issues which are important to</p>

Recommendation	Feedback/Progress
<ul style="list-style-type: none"> <li>• on an ongoing basis;</li> <li>• the intelligence gathered to be held and shared centrally;</li> <li>• us to build on, rather than duplicate, engagement and intelligence;</li> <li>• for feedback on impact to be fed back to the people involved;</li> <li>• for citizens to develop their own knowledge, expertise and initiatives;</li> </ul>	commissioners and providers.
2.7 Consider Healthwatch continuing to manage the events and the membership as they have access to a regular pool of volunteers that allows the events to remain independent and community driven.	Healthwatch to organise the next event and then review.
2.8 We also consider developing a ‘Big Survey’ of jointly agreed key questions that could be widely circulated once a year to judge progress against the HWS areas and key areas of individual partners work.	To be discussed at a later date as the system and approach develops.
2.9 We undertake an evaluation of the next event from the participants and partners.	Agreed

## Glossary

**Clinical Commissioning Group (CCG)** plan and fund (commission) most local health services.

**Health and Wellbeing Board (HWB)** is a forum where leaders from the NHS, the local authority, large providers and the community can work together to improve the health and wellbeing of their local population and reduce health inequalities.

**Health and Wellbeing Strategy (HWS)** developed by the Health and Wellbeing Board it is the overarching plan to improve health and wellbeing and reduce health inequalities in the borough.

**Tower Hamlets Together** (formerly Tower Hamlets Integrated Provider Partnership (THIPP)) is a partnership of Tower Hamlets GP Care Group, Barts, ELFT and local authority that provides integrated care and delivers the Community Health Services contract.