

**Analysis of Healthwatch Hackney  
signposting activity  
2014-15**

## 1. Introduction

Healthwatch Hackney (HWH) signposting helps people find out about available services and how to access them. Our signposting service for Turkish speakers launched in February 2014 and the data in this report reflects a full year's activity for that project.

In 2014-15 HWH carried out 403 signposting interventions. A majority of interventions involved signposting individuals to community and statutory services and other sources of information, support and advice.

A substantial minority of our signposting interventions involved signposting other organisations to sources of help for multiple clients. We also provided signposting advice directly to groups from disadvantaged communities including many Turkish/Kurdish and migrant/refugees groups.

Overall we estimate that our signposting work has benefited more than 800 Hackney residents. Healthwatch signposting interventions happen in a number ways and in different settings including:

- In person, people attending HWH/HCVS office
- Over the phone
- By email
- At the HWH stalls at community events
- Outreach sessions at Homerton Hospital and Hackney Migrant Centre
- Directly to community groups, at their invitation
- Through leaflets/referral forms and supporting people to use iCare

## Key points:

- 403 signposting interventions
- More than half to Turkish/Kurdish community
- 51-60 year olds largest age group to benefit
- 63% of signposting was in person/face to face
- 16% signposted to Wellbeing services
- 13% signposted to mental health services
- 11% interventions involved information provided to groups
- 11.5% involved complaints about health or social care
- 10.5% interventions about access to healthcare
- More than half had English as a second language
- Language barrier was main reason people sought help from Healthwatch to find health/social care services
- Many sought help because their migrant or refugee status was a barrier to accessing health or social care services
- Many people signposted had complex/multiple needs that required support from more than one service

## Key recommendations:

1. **Produce a leaflet explaining complaints processes across health and social care in main Hackney community languages**

*Case study: A Turkish organisation in Hackney contacted the HWH signposting officers about a parent whose 18 years old being kept in the Homerton Hospital's psychiatric ward. The young man had complained about harsh treatment at the clinic and he wanted to leave the hospital and he had attempted suicide. The parent's did not have good English and was making it hard to her help and support her son. HWH sign posted her to the Turkish Speaking representative at Homerton Hospital PALS.*

2. **Review quality and effectiveness of NHS complaints advocacy services in Hackney**

*Case study: A patient in her 70s contacted HWH about historic mistakes on her GP records which she feels are impacting one current care. She changed GP practices, but the mistakes in her medical notes were not corrected. The patient spoke of her exasperation at going around in circles for over a year trying to use NHS complaints and advocacy to support her to get the notes corrected without success. She said she had lost faith in the complaints services. HWH Hackney directed to the*

*Information Commissioners Office and guidance on NHS Choices about changing medical notes and explained her rights to make a 'Subject Access Request' for her notes under Data Protection Legislation.*

### **3. Fragmentation of services creating confusion for vulnerable/elderly and carers**

**Case-study:** *An 80-year-old carer was referred to our signposting service because she was struggling to make and attend an appointment at her health centre's dermatology clinic. The woman cares for a deaf-blind husband and has mobility problems. She had to attend an appointment to check if a skin lesion was malignant. She needed someone to go with her to the appointment but also help her get to the health centre. She was unsuccessfully calling a number for a befriender and was becoming anxious and confused. We checked the number and eventually worked out that it was Outward's befriending service but a digit was wrong. We spoke to the volunteer befriending service who said they could attend the appointment but did not have the time or resources to arrange transport or a wheelchair - and referred her back to the health centre for patient transport support.*

**Commentary:** Frail and vulnerable residents, especially older people, struggle to find the support they need to access healthcare and other services. Befriending services are useful but rely on volunteers and have limited resources to provide the help needed. Community transport options are fragmented confusing and difficult to navigate, especially for older people. There is evidence of people being bounced around services with finding a solution.

**Recommendation:** commissioners should consider commissioning a simple to use community transport hub/booking system bringing together all transport options available and provide more help for vulnerable/frail residents who struggle to access healthcare and other services like lunch clubs

#### 4. Multiple needs/complex signposting cases

*Case study: A distressed Kurdish woman with five children and a disabled husband approached Healthwatch experiencing mental health issues and her benefits had been sanctioned for three weeks. Our Turkish speaking signposting officer put her in touch with City and Hackney Carers Centre which has benefit advisers and advocates and to Turkish speaking mental health support services at DERMAN.*

**Commentary:** Our signposting service frequently helps residents like this woman who have multiple and related health and social needs. Complex cases like these show the need for easy-to access community based one-stop services which can support people with a range of linked needs including poor mental health, access to health wellbeing services, advocacy, interpreters, debt, benefits, employment and housing advice.

**Recommendation:** Commissioners should consider commissioning more one-stop services that can provide a range of advice and advocacy in one place.

#### 5. Better access to emotional health services

The two biggest areas of signposting activity in 2014-15 involved people seeking advice on how to find community based wellbeing services and psychological support or talking therapies. Many of these individuals were from communities who need interpreter help to find and access support.

*Case study: A 35 year old African man came to the HWH stall at an outreach event at Hackney Service Centre. He said he had lost his job three months ago and had experiences many problems with ESA and Housing Benefit. He complained about isolation and loneliness. HWH signposted him to the Mind employment service, talking therapies and told him about social prescribing available via his GP.*

**Recommendation:** printed information on wellbeing and mental health services in Hackney should be printed in a range of community languages and widely distributed regularly to community centres, GP surgeries and other settings including within the Hackney Service Centre.,

#### 6. HWH to renew efforts to collect postcode information. No postcode was collected for 39% of comments. Better postcode recording will

provide insight into those areas which may need targeted information provision, particularly printed materials.

**7. HWW to collect quantitative data on language barrier issues**

*Case study: A Turkish Cypriot woman who could speak very little English came to HWH as she was confused by her medication and taking her tablets correctly. She was particularly confused because there were given to her in different types and coloured boxes and some of the pills had different names. Our signposting officer wrote a note translating her difficulties in English and gave the note to take back to her GP so they could provide better help and advice to help her take her pills safely and consistently.*

## 2. Who used the HWH signposting service in 2014-15?

### Where do people live?

The table below shows that most people (156/403 or 39%) signposted to services did not provide a postcode. Of those who did, most were residents of N16, E9, E8 and E5 Hackney postcodes.

HWH should renew efforts to capture postcode data to enable us to cross reference our activity against areas of high deprivation in the borough.

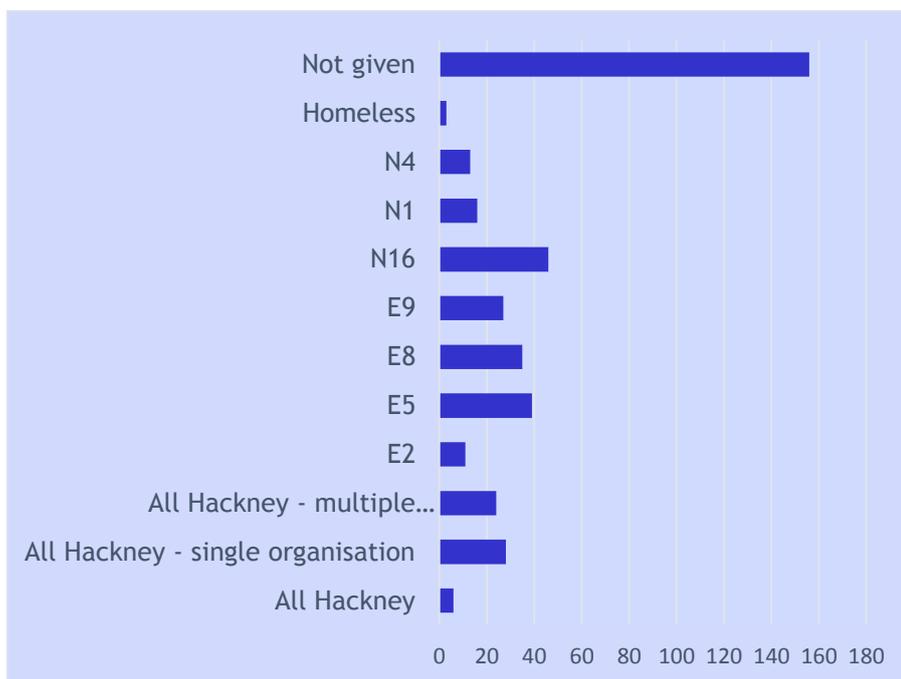


Figure 1 HWH Signposting by Hackney postcode 2014-15

## Ethnicity/cultural background of people we signposted

The table below provides a breakdown by ethnicity of people signposted in 2014-15. Of the 362 people who provided information on their ethnic/cultural background, half (202) were from Turkish/Kurdish or Turkish speaking communities. People from Hackney's

African communities made up the second largest group (15%). This group includes people from Central, North, West and South Africa as well as Somalia and Horn of Africa. We signposted 47 organisations and groups which comprised residents from a range of ethnic/cultural backgrounds.

Ethnicity	Number
Organisations, mixed ethnicity	22
African - all	60
Asian - all	5
Groups, mixed ethnicity	27
European in East European	8
White British	17
African - Caribbean/Black British	21
Turkish/Kurdish/Turkish speaking	202
Not given	41
<b>Total</b>	<b>403</b>

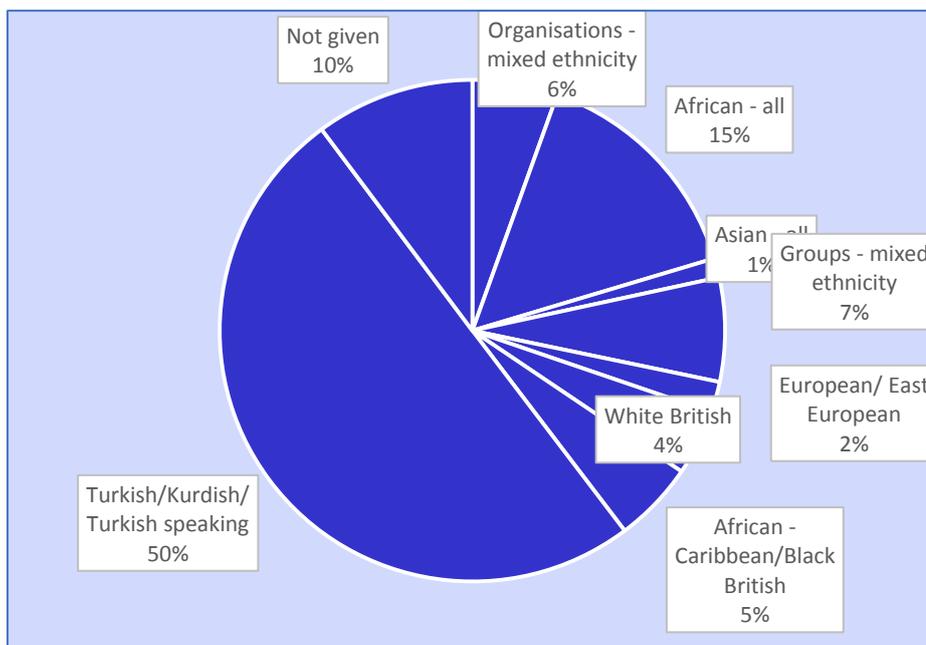


Figure 2 HWH signposting by ethnicity/cultural background 2014-15

## Signposting by gender

Healthwatch Hackney signposted more individual women than men in 2014-15. However, it is likely that when the 46 mixed gender groups are factored in, it is likely that the gender split is more even. Unfortunately, we are not able to provide level of detail at the moment. We signposted one transgender person to find appropriate services.

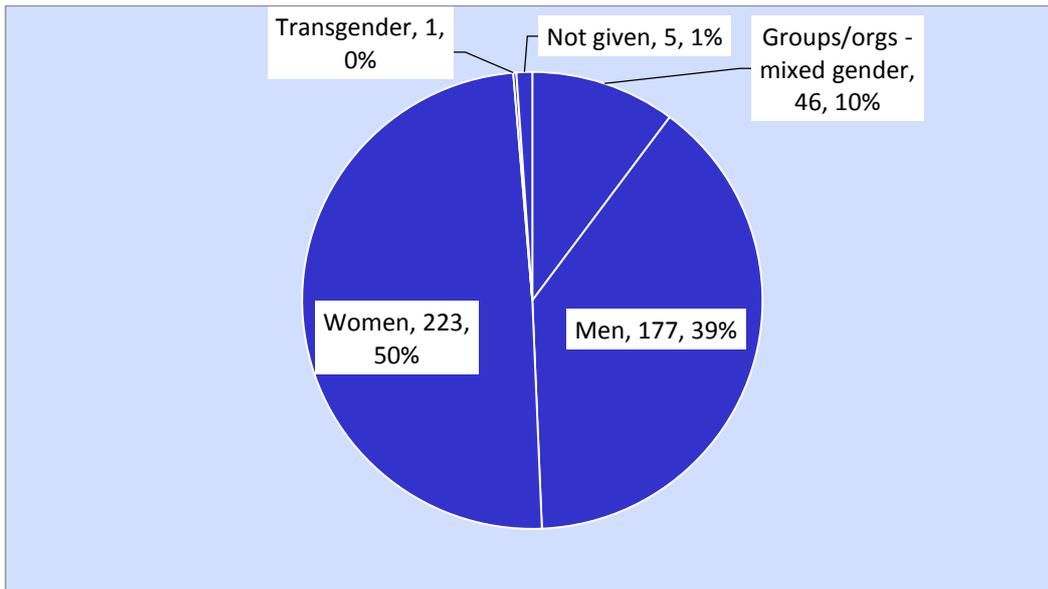


Figure 3 HW Signposting by gender 2014-15

## Signposting by age group

A substantial number of people (198/403) signposted by Healthwatch Hackney in 2014-15 were in the 30-70 age group. A large number of these (90) were aged 51-60. We signposted fewer older people (70+) but this may be due to the particular way older people often seek help to find services.

Older people are often more likely to turn to family, neighbours, carers or agencies to find the help they need. However, it is likely that there are a number of isolated older people in Hackney who do not have friends and family to help them. In light of this, Healthwatch Hackney may wish to consider more signposting outreach for both older residents during 2015-16. Signposting groups and organisations ensure information is even more widely disseminated to disadvantaged residents in Hackney.

Age group	Number
18-20	12
21-30	15
31-40	30
41-50	31
51-60	90
61-70	47
71-80	9
80+	8
Mixed groups/orgs	72
Not given	89
<b>Total</b>	<b>403</b>

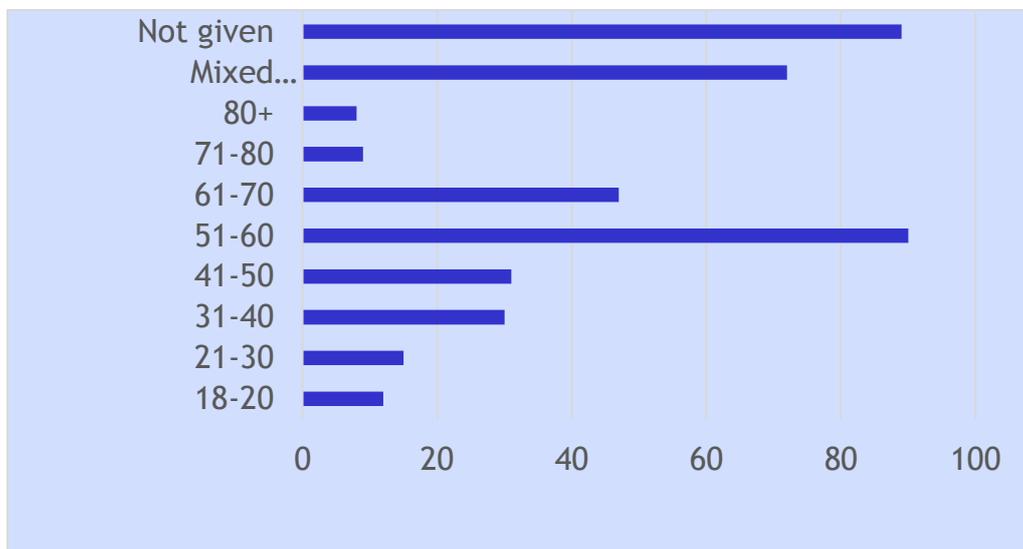


Figure 4 HWH signposting by age group 2014-15

## How did people contact us?

Most signposting took place face to face with the client. This occurs through people visiting the HWH office or at community events/outreach sessions. The high rates of 'in person' signposting may be an indicator of high rates of digital exclusion rates among people who seek help from HWH. Language needs may also be a factor as a large part of HWH signposting is delivered by our Turkish speaking volunteer manager.

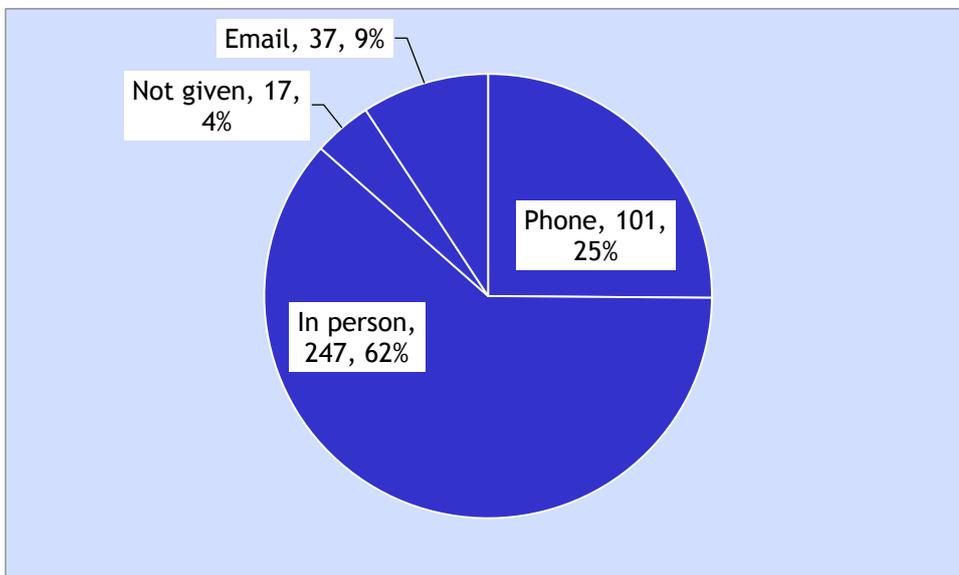


Figure 5 HWH signposting by contact type 2014-15

### 3. Signposting by category

Healthwatch Hackney delivered a wide range of signposting activity during 2014-15. Almost all signposting involved helping people to navigate or access statutory and community-based health and social care services.

We identified 17 main areas of signposting activity carried out during the year. Signposting residents to wellbeing services including smoking cessation, exercise, weight-loss and talking therapies formed a large part of the work. Signposting to mental health services and supporting people with complaints about health and social care also ranked among the busiest areas.

A large tranche of signposting involved access to healthcare issues including struggles to register with a GP, out-of-hours healthcare and language issues. A full list of signposting activity by category can be seen in Annexe 1 of this report

Signposting category	Number
Wellbeing	65
Mental Health	54
Information for groups	48
Complaints	46
Access to healthcare	42
Other	33
Carer	23
Disability (Adult)	21
Children's services	12
Domestic violence	11
Diabetes	9
Housing	9
Older People	8
Benefits	7
Destitute/Food Poverty	7
Dementia	4
GP	3
<b>Total</b>	<b>402</b>

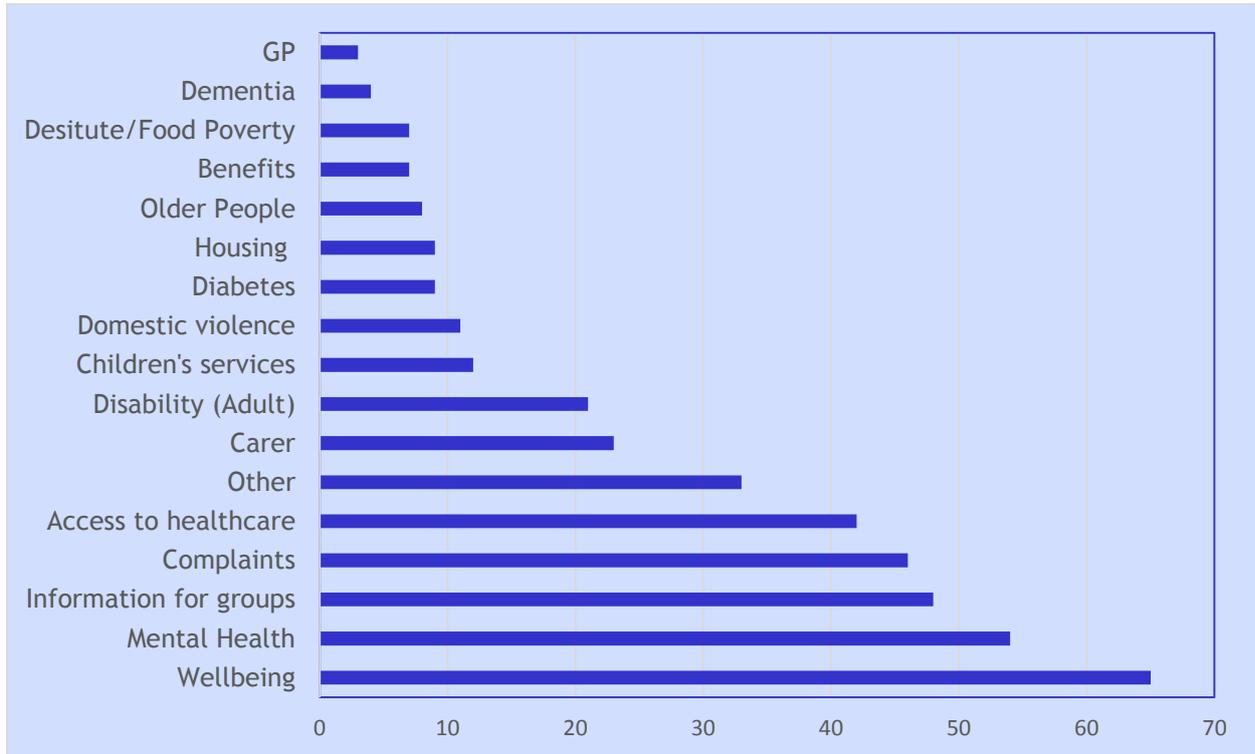


Figure 6 signposting by category 2014-15

### 3. Where did we signpost people in 2014-15?

It is hard to adequately represent the richness, range and complexity of Healthwatch Hackney signposting interventions. It is common for people to contact us with for example, mental health needs alongside debt, housing problems while struggling to access health and social care services due a language barrier. Few signposting interventions in 2015-16 involved directing people to just one service.

The table below provides a snapshot of frequently used signposting. Detail for the largest ('Other') category is provided at the end of this section. The large amount of signposting to (or back to) GPs reflects problem people registering or communicating with GPs due to language issues.

Other* (see list overleaf for breakdown)	59
GP	44
Various - multiple signposting at events/groups	34
Complaints/PALS/Voiceability/GP complaints/Advocacy	29
Not given	28
Shoreditch Trust	25
DERMAN plus (MH and wellbeing)	20
Talking therapies	19
Turkish speaking organisations/services/advisers	13
Carers Centre plus	12
Homerton Hospital: diabetes, psychological, sexual health, walk-in	10
DBU and related services	9
Sharp End, walking groups, social prescribing	9
Refugee link worker and related services	8
Training - various	8
MIND and related services	6
Support completing forms	6
Take Care of the Pennies	6
Hackney Ark	5
Alzheimer/Dementia	4
ASC including TPS/Homecare feedback line	4
DAAT plus	4
Food Banks	4
Hackney Migrant Centre and related services	4
Minik Kardes Children's Centre	4
Out of Hours GP (CHUHSE) and walk In service	4
Befriending/Connect Hackney	3
HBV Turkish speaking services	3
ICare	3
Royal London Hospital Dental Emergency Service	3
TLC	3
Family Action	2

Health Centre blood testing	2
Ivy Centre	2
Off Centre plus	2
One Housing and immigrant centre	2

Other - Advocacy for All, info on Discretionary Payment
Other - Arranged wheelchair
Other - Asthma Club via GP
Other - AvMa
Other - Banister House Community Centre (Healthy Eating)
Other - BIHR, as is rights issue
Other - Caribbean Elders, Take Care of the Pennies, Will writing support
Other - Centre for Public liability Insurance Payments
Other - Child protection, mental health services, disabled children's services
Other - Children's health bursary
Other - Choice in Hackney (training)
Other - Council DV team x 2
Other - Details of 50 organisations
Other - E5 health centre
Other - Funding info sent
Other – GALOP
Other - Get Hackney Healthy grant information x 2
Other - grant information x 6
Other - H&S care event
Other - HAWA/ FGM
Other - HCVS networks and projects, People's Network, ELFT, MIND
Other - Headway East London
Other - Healthwatch Hackney
Other – Hospice
Other - Hoxton Health
Other - ACAS, FRU, DERMAN, GP
Other - JSNA and NEPHO
Other - LGBT Stonewall, Albert Kennedy Housing support groups
Other - MENCAP Free events for children with LD
Other - Moorfield Eye Hospital A&E
Other - Older People's reference group - leaflet
Other – Optician
Other – POWWER
Other - Potential Funding for BME communities - health support
Other - Preparing for Adulthood event for disabled YP
Other - Psychological therapy team
Other - Psychotherapy Consultation Service
Other - Raised with Medical Director
Other - Raised with NHS commissioner and followed up
Other - Royal London Hospital
Other - Safeguarding – general
Other - School
Other - Sight support group
Other - Specialist bereavement services

Other - Violence against women and girls forum
Other - Volunteer Centre
Other - volunteer interpreters
Other - Whitechapel
Other - Advice Sector Programme, migrant access to benefits/ support
Other - HCVS CYPS officer, HAWA
Other - women's groups

## Sample case studies

*A destitute 51-year old man, a migrant from central Africa had various health problems from rough sleeping and needed to see a doctor. We sign posted him walk in centres at Green House (Tudor Road) and Praxis.*

*A 78 year old Kurdish man came to HWH with a bag full of tablets and creams, some from Turkey. He didn't know which medicines were for which ailment. He could not speak English and needed an interpreter to accompany him to the GP to go through the tablets. HWH signposted him to organisations who provide volunteer interpreters.*

*An elderly woman carer for her deaf-blind husband was struggling to make an appointment and attend at local health centre. She has mobility problems and had to borrow a neighbour's wheelchair to get to her last appointment. Healthwatch Hackney contacted the Outward befriending service who arranged for someone to accompany her. The befriending service was unable to provide transport but agreed to explore community transport options with her.*

*A Charedi carer who uses a wheelchair contacted HWH after her adult son who has learning disability was referred to NHS emergency dental care in King's Cross only to find the building had no ramp access. The mother was unable to enter. She raised the complaint with the service who apologised as there had been a ramp but the receptionist was unaware. HWH helped to raise the issue with the relevant NHS commissioner.*

*An Asian carer of 20-year-old son man with autism and learning disabilities came to our offices looking for City and Hackney Carers Centre. Her son has finished college and is home all day with nothing to do. 'Even going out to get milk is a major struggle with him. I have to take him everywhere with me'. He is not able enough to access Transition Outreach. HWH signposted her to the new Carers Centre and to an HLT event on planning the future for disabled young people.*

*A 19-yearold ex offender with mental health issues came to the HWH stall at the Refugee Migrant Centre as he needed accommodation as is sleeping on a friend's sofa. He said his mental health was very bad. HWH provided him with information on One Housing youth support and other youth support organisations.*

*A 35 year old transsexual refugee from Turkey said she was depressed and socially isolated and found it hard to find information on services. HWH made an appointment for her at Galop*

*A 58-yearold Caribbean Woman spoke to HWH about her loneliness and social isolation. We directed her to her GP to ask to be referred for social prescribing.*

*A 44-year-old Turkish man with asthma and other lung problems wanted to stop smoking but lack of English made it hard for him to access services. HWH signposted to drop-in services at Shoreditch Trust and DERMAN who both have Turkish speaking smoking cessation advisers.*

## **Appendix 1 - detailed signposting by category**

**The list below shows details of signposting activity across 17 categories of signposting. Many of the entries below represent signposting multiple signposting interventions.**

Access to healthcare - costs  
Access to healthcare - emergency dental  
Access to healthcare - emergency dental - carer in wheelchair, no ramp  
Access to healthcare - GP registration  
Access to healthcare - GP registration & antenatal care  
Access to healthcare - GP registration refugee/migrant  
Access to healthcare – homeless  
Access to healthcare - interpreter support  
Access to healthcare - language and refugee  
Access to healthcare - language barrier  
Access to healthcare - language barrier, understanding meds  
Access to healthcare - migrants/refugee  
Access to healthcare - migrants/refugee - ill health from rough sleeping  
Access to healthcare - needs new walking stick from GP - language barrier  
Access to healthcare - no GP appointment  
Access to healthcare – OOH  
Access to healthcare - OOH - stomach pain  
Access to healthcare - OOH - non registered migrants – group  
Access to healthcare – Ophthalmic  
Access to healthcare - Ophthalmic - needs referral to eye specialist  
Access to healthcare - Ophthalmic - eye test  
Access to healthcare - Ophthalmic – optician  
Access to healthcare - transport to appt older care VI/disabled  
Benefits  
Benefits - pension & disability  
Benefits – pensions  
Benefits - pensions & social care  
Benefits & health advice - language barrier  
Benefits & social care  
Carer – advocacy  
Carer - befriending for cared for person  
Carer – benefits  
Carer - benefits - language barrier  
Carer - benefits / support for disabled daughter (refugee)

Carer - dementia support for husband  
Carer - disabled adult daughter, nursing home not meeting needs  
Carer - disabled son - language barrier  
Carer - drug issue in family  
Carer - mental health  
Carer - mobility equipment for husband (ramp)  
Carer - needs advice and support  
Carer - no activity or service for ASD adult son (20)  
Carer - of refugee who needs access to healthcare  
Carer - social care  
Carer - social isolation  
Carer - social isolation/befriending  
Carer - support and language barrier  
Carer - support with benefits  
Carer  
Carer - disabled person asking about support for her carer  
Carers - no support  
Child - parent-carer - children's sleep issues  
Child - parent-carer - support for child with ADHD  
Child - parent-carer - support for disabled child  
Child - Post natal - baby keeps crying  
Child - Post natal - vaccinations  
Child with disabilities  
Child with disabilities/additional needs  
Children - parenting support  
Children and Young People  
Children with disabilities  
Children with disabilities - language barrier  
Children's services  
Complaint - how to complain H&S care  
Complaint - accident in community centre  
Complaint - access to GP appointment after nasty fall  
Complaint - cardiology  
Complaint - carer of disabled teenager  
Complaint - dental  
Complaint - elder care  
Complaint - ENT  
Complaint - GP  
Complaint - GP - language barrier  
Complaint - GP - leg pain  
Complaint - GP – physiotherapy waits  
Complaint - GP - switching BP meds due to cost  
Complaint - GP & hospital  
Complaint - GP & hospital , late diagnosis

Complaint - GP skin condition - refuge/migrant

Complaint - home care

Complaint – hospital

Complaint - hospital - elder care

Complaint - hospital - long A&E waits

Complaint - hospital - needs earlier appointment

Complaint - mental health

Complaint - mental health services, language barrier

Complaint - mental health, language barrier

Complaint - post op care, patient with epilepsy

Complaint - sexual health

Complaint - working conditions of interpreters

Complaints - how to complain H&S care

Dementia

Dementia - want to set up AZ group

Dementia - reaching community groups

Dementia - support - language barrier

Diabetes

Diabetes - eye checks

Diabetes - toes removed, no wheelchair

Diabetes & flu jab

Diabetes & weight loss

Diabetes & weight loss - language barrier

Diabetes & weight loss,

Disability - benefits & support

Disability - want to start Turkish group – language

Disability – benefits

Disability - benefits - serious accident

Disability - benefits (language barrier)

Disability - benefits after sanction (MH needs)

Disability - cerebral palsy & health & safety in home

Disability - children's services

Disability – harassment

Disability - Hearing & VI - support needs

Disability - home adaptations

Disability - learning disabilities - refugee/migrant

Disability - learning disability - degenerative illness - social isolation

Disability - learning Disability - support for adult son

Disability - needs wheelchair

Disability – physio

Disability - support info

Disability & exercise

Domestic Violence

Domestic Violence - advice on community funding

Domestic Violence - signposting for group  
 Domestic Violence & FGM - advice on community funding  
 Domestic Violence & FGM - outreach to community groups  
 Domestic Violence & Safeguarding - mum and daughter  
 Domestic Violence & Safeguarding - signposting for groups  
 Other - Drug and alcohol  
 Other - Drug and Alcohol - son drinking  
 Food poverty  
 Food poverty - benefit sanctions - needs food bank  
 Food poverty - benefits and housing advice  
 Food poverty - debt/arrears -needs foodbank  
 Food poverty - destitute - migrant - needs food bank  
 Food poverty - destitute - needs food bank  
 Food poverty - destitute - needs food banks/church lunch clubs  
 GP - failed to transfer notes to new practice  
 GP - med review - language barrier  
 GP - surgery closure  
 Housing - damp, migrant  
 Housing - health issues from damp  
 Housing - ill health from housing conditions - language barrier  
 Housing - ill health from damp  
 Housing - ill health from damp  
 Housing - ill health from damp - language barrier  
 Housing - ill health from damp - refugee/migrant  
 Housing - ill health from housing conditions - language barrier  
 Housing - substandard  
 Info on Child Safeguarding - sexual behaviours - refugee/migrant groups  
 Info on Child Safeguarding & MH and Disabled Children - Turkish groups  
 Info on Child Safeguarding training - refugee/migrant groups  
 Info on funding - H&S care projects  
 Info on funding - H&S care projects - African groups  
 Info on funding - H&S care projects - groups  
 Info on funding - H&S care projects - refugee/migrant groups  
 Info on funding - H&S training - refugee/migrant groups  
 Info on funding - health projects - groups  
 Info on funding - older people, end of life  
 Info on funding H&S care projects - refugee/ migrant groups  
 Info on getting health check service for event  
 Info on H&S care - BME group  
 Info on H&S care - group  
 Info on H&S care - parents at school  
 Info on H&S care - refugee/migrant group  
 Info on H&S care - Turkish group  
 Info on H&S care - various

Info on H&S care - various  
Info on H&S care - various - Alevi group  
Info on H&S care - volunteers and refugee/migrant  
Info on H&S care - young people - Alevi community  
Info on H&S care services - refugee/migrant  
Info on H&S care signposting - refugee/migrant group  
Info on Healhwatch  
Info on health and benefits – general  
Info on migrant health - PH researcher  
Info on outreach to Turkish speaking community  
Info on refugee and migrant health - Hackney trainee GPs  
Info on Safeguarding training - refugee/migrant groups  
Info on various H&S care services - various groups  
Info on volunteering in H&S care  
Info on wellbeing services - Turkish group

#### Mental Health

Mental Health – activities  
Mental Health - activities  
Mental Health - advocacy  
Mental Health - benefits advice  
Mental Health - BME group  
Mental Health - children's  
Mental health - complaints advocacy  
Mental Health - debt advice  
Mental Health – depression  
Mental Health - depression  
Mental Health - depression & eviction  
Mental Health - depression & social isolation  
Mental Health - depression (medication)  
Mental health - depression and housing needs  
Mental health - depression and social isolation  
Mental health – destitute  
Mental Health - ex offender homeless  
Mental Health - family breakup  
Mental Health - family support  
Mental Health – harassment  
Mental Health – memory  
Mental Health – mindfulness  
Mental Health - older person  
Mental Health – psychotherapy  
Mental Health – refugee  
Mental health - refugee/migrant group  
Mental Health - social isolation & unemployment  
Mental Health - stress and depression

Mental Health - suicide - reaching Turkish speaking communities  
Mental Health - suicide & depression researcher - Alevi  
Mental Health - suicide prevention  
Mental health - support group  
Mental Health - talking therapies  
Mental Health - talking therapies (refugee migrants)  
Mental Health - talking therapy  
Mental Health & debt  
Mental Health & high blood pressure  
Mental Health & Sexual Health (YP)  
Mental Health & smoking  
Mental Health, Mobility and Drug and Alcohol

Older people  
Older people - talking therapy  
Older people - transport - language barrier  
Older person - exercise & support group  
Older person - needs more social care hours  
Older person - needs social care  
Older Person - social care needs & social isolation  
Older person confusion - social isolation

Other - Pain (swelling) - GP not helping  
Other - access to medical records  
Other - asthma  
Other - Bereavement - suicide in family  
Other - Brain tumour  
Other - Community transport  
Other - Employment advice  
Other - FGM - signposting for group  
Other - First Aid training  
Other - LGBT support and advice  
Other - NHS entitlements while overseas  
Other - Pain - GP won't refer for MRI scan  
Other - Pain - needs complimentary therapy  
Other - Pain - post op, benefits sanctions - language barrier  
Other - Post-operative infection  
Other - Pregnancy - whooping cough  
Other - Sexual Health - family planning  
Other - Sexual Health & weight loss  
Other - Sickle Cell - info on H&S care  
Other - Stroke group - community outreach  
Other - Testing - phlebotomy  
Other - user led training VI  
Other - Work injury advice & Mental Health support  
Other - Writing a will

Other statistics for funding proposal

Wellbeing - activities  
Wellbeing - befriending  
Wellbeing - depression and social isolation  
Wellbeing – exercise  
Wellbeing - exercise & smoking  
Wellbeing - flu jab  
Wellbeing - health and exercise  
Wellbeing - healthy eating  
Wellbeing - signposting OP group  
Wellbeing – smoking  
Wellbeing - smoking - in own language  
Wellbeing - smoking - language barrier  
Wellbeing - smoking - refugee/migrant  
Wellbeing - smoking & alcohol  
Wellbeing - smoking & drinking  
Wellbeing - social isolation  
Wellbeing - social isolation - language needs  
Wellbeing - social isolation - refugee/migrant  
Wellbeing - social isolation & weight loss  
Wellbeing - social isolation and exercise  
Wellbeing - social isolation & weight loss  
Wellbeing - Social Prescribing - outreach to refugee/migrant groups  
Wellbeing- Social prescribing - outreach to refugee/migrant groups  
Wellbeing - stop smoking  
Wellbeing – stress  
Wellbeing - stress employment support  
Wellbeing - unemployed wants skills  
Wellbeing - walking therapy after accident  
Wellbeing - want exercise class - refugee/migrant  
Wellbeing - want exercise group - refugee/migrant  
Wellbeing - want stop smoking group - refugee/migrant  
Wellbeing - weight loss  
Wellbeing - weight loss  
Wellbeing - weight loss & exercise  
Wellbeing - weight loss & exercise  
Wellbeing - weight loss & smoking  
Wellbeing - weight loss, exercise, social isolation

