



Winter Wellness - Staying Well, Warm & Safe

Healthwatch Southwark's Public Forum Report

#WinterWellness

healthwatch
Southwark

Winter Wellness - Staying Well, Warm & Safe

Come to our FREE Public Forum on Monday 19 December!

When?

Monday 19 December
11.30am - 2.30pm
(arrive for a prompt start)

Where?

Walworth Methodist Church,
54 Camberwell Road, SE5 0EN.

To book:

020 7358 7005
info@healthwatchsouthwark.co.uk
Visit: goo.gl/jmIF3H

- Find out about local services and support available
- Get information about health and wellbeing
- Help inform our future work to improve services
- First come first served for a free goodie bag!

Everyone is welcome

This event is **FREE** and includes a **free lunch**. It's open to everyone, but booking is essential!



Date: Monday 19 December

Time: 11.30am - 2.30pm

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

Attendees

We sold out of tickets for this event with 95 people reserving tickets, and had to hold a waiting list. In total 75 people attended including Southwark residents and representatives from the voluntary and community sector. Around 60 had not attended a Healthwatch Southwark (HWS) event before and 11 registered as new supporters.

Purpose of the forum and what happened

The purpose of this forum was to:

- 1) Inform people about Healthwatch Southwark (HWS)
- 2) Have stalls which offer information about local services and support available for older people in Southwark over the winter months
- 3) Have presentations from key services about how to keep healthy and well during the winter
- 4) Offer an opportunity to inform our future work to improve services
- 5) Enable people to take part in some festive activities, do some gentle exercise, share a hot lunch and take home a Winter Wellness bag of goodies!

What happened?

As people signed in to the event, the first 50 received a Winter Pack which was offered in partnership with Age UK Lewisham and Southwark. Guests settled in to the event by visiting the information stalls which held by the organisations below.



Aarti then welcomed the guests to Winter Wellness and encouraged people to take part in the chair based exercise session which was delivered by The Movement Factory.



Following the session, HWS volunteers brought food to each table and guests enjoyed a hot lunch of pie and mash with veg. The event then moved on to presentations from different services in Southwark.



Aarti Gandesha - Healthwatch Southwark (HWS)

Aarti, HWS Manager, spoke about what Healthwatch is and outlined some of our recent work under current priority areas which include: GP access, mental health, sexual health, social care.

She explained that the next task is to talk with local people, and organisations that support local people, to find out what is working well and not so well in health and social care. This will inform our priorities from April 2017 onwards.

HWS have produced a survey which can be completed online, on paper and verbally. Aarti encouraged attendees to complete a survey at the event and to think about whether they are connected with any groups that HWS can visit to find out more people's views. She shared contact details for HWS and then invited the first guest speaker on to the stage.





Susan Brannick - South London and Maudsley NHS Foundation Trust (SLaM)



Susan is a clinical psychologist who works at the older adults' psychology service at SLaM, and is training in mindfulness. She spoke at the event about mental health.

Susan explained that particularly at this time of year, people may start to feel down and show symptoms of mental illness, such as:

- Feeling sad or down
- Confused thinking or reduced ability to concentrate
- Excessive fears or worries
- Extreme mood changes of highs and lows
- Withdrawal from friends and activities
- Tiredness, low energy or problems sleeping.



Susan then led a mindfulness session where she gave everyone a raisin. She asked everyone to hold it in their hand and move it around to study the shape, weight, appearance, smell, texture, sound and finally the taste of the raisin. This allowed us to fully appreciate this small item by taking some time to observe and understand it. Susan explained that we can transfer this observation skill to be mindful about other things in our lives.



Susan told attendees that mindfulness can help to reduce symptoms of stress and anxiety and support people to sleep better.



Dr Noel Baxter - NHS Southwark Clinical Commissioning Group

Noel Baxter is a Southwark GP and a Clinical Lead for Quality at NHS Southwark Clinical Commissioning Group. Dr Baxter asked guests to think about some of the common conditions people might get over the winter time which included flu, chest cold and issues with circulation.

He informed guests that there will be a GP service available to local residents over Christmas and New Year even if their registered GP is closed and that they should contact the out-of-hours services called SELDOC - 020 8693 9066.



He also explained that the EPCS (Extended Primary Care Service) was available for local people to help provide extra appointments, which can be booked via your GP. A&E services are there in case of a medical emergency but warned they can get very busy and people should expect long waiting times this time of year - therefore it is important to know if GP appointments are available or if the pharmacy can help - local pharmacies can offer a variety of services now including flu jabs as well as over-the-counter medication.



Fraser Serle - Age UK Lewisham and Southwark (Age UK L&S)



Fraser talked through what was available in the Winter Packs which were offered by Age UK L&S with the support of NHS Southwark Clinical Commissioning Group. The bags contained information leaflets, a blanket, some gloves and some festive snacks.

Fraser encouraged everyone to consider whether they needed the pack, and if not to perhaps give it to someone less fortunate.

Fraser talked through top tips for keeping well in winter:

- Staying warm in your home: Set the temperature between 18 - 21 degrees to keep the house warm and your bills low. Wear several thin layers of clothes, including bed socks - this will keep you warmer than one thick layer.
- Look into financial support: There are grants, benefits and advice and it is worth claiming benefits you may be entitled to.
- Eat well and drink regularly: Eat regular hot meals and drink hot drinks, including plenty of water.
- Get a flu jab: You can get a flu jab from the pharmacy or from your GP if you are over the age of 65 or have a long term condition.
- Looking after yourself and others: On cold days avoid going out. If you do need to go out, wrap up warm and look out for any older neighbours or relatives.

- Have your heating and cooking appliances checked: Heating and cooking appliances should be checked regularly in case of any leakages of gas or deadly carbon monoxide.
- Keep your skin clean and moisturised: The drying effects of heating and the cold can cause skin to become dry and fragile, which can cause wounds and infections in older people.

Festive entertainment and activities

Then followed a light-hearted seasonal health quiz. Aarti asked a volunteer to sit at each table to encourage guests to create a team name. The volunteer read out the quiz questions to the table and wrote down the answers. The winning team got 7 out of 9 questions right and won some cake!



We then had some carol singing which was led by the Mind and Soul Choir which is a choir supporting the wellbeing of service users of the South London and Maudsley NHS Trust.

Aarti then closed the event and wished everyone a healthy and well time during the festivities.



Feedback about the event

33 people completed an evaluation form about the event.

Aspects of the event	% who Agreed
I thought the presentations were Good or Excellent	94%
I found the entertainment Good or Excellent	83%
I thought the venue was Good or Excellent	96%
I thought the food was Good or Excellent	80%
I now know more about Healthwatch Southwark	97%
As a result of today, I know more about what is available to me over the winter months	97%
The audience had a chance to ask question after presentations	83%

People said the best thing about the event was:

- Meeting other people, including carers and speakers
- Meeting other people to be able to discuss and share problems
- Advice on what is available and where to contact about health problems
- Dr Noel Baxter who gave some useful information, including about the out of hours' service
- Susan Brannick's lecture about mental health
- The chair based exercise
- Information about Healthwatch
- Useful goody bag items.
- The food and the atmosphere - delightful!
- Getting out of the house
- They care about people
- Friendly helpers and interesting speakers
- On the whole very worthwhile event. Will try to spread the word for next event

People said if they could improve one thing about the event, it would be...

- More opportunities to ask questions of the presenters through provision of a microphone or the presenters staying behind afterwards
- The presentation on mental health was a bit confusing, although it was good to have a presentation on mental health.
- Visuals on the screen when the speakers from CCG and SLaM were giving their presentations would have been helpful.
- Perhaps having a little introduction and speeches before lunch