



COMMUNITY CONVERSATIONS

Tackling Health Inequalities
in the London Borough of Richmond

October 2023



South West London



Table of Contents

<u>Introduction</u>	1
<u>What We Did</u>	2
<u>What We Found - Richmond Overview</u>	3-9
<u>Hampton North</u>	10-15
<u>Hampton</u>	16-21
<u>West Twickenham</u>	22-27
<u>Heathfield</u>	28-33
<u>Ham & Petersham</u>	34-39
<u>South Richmond</u>	40-45
<u>North Richmond</u>	46-51
<u>Mortlake</u>	52-57
<u>Barnes</u>	58-63
<u>Next Steps</u>	64-65
<u>Acknowledgments</u>	66
<u>Appendix</u>	67-79

Introduction

The conditions in which we are born, grow, live, work and age can impact our health and wellbeing. For some people these differences will mean they will face unfair and unavoidable impacts on their lives. Tackling these Health Inequalities is a strategic priority for the NHS as improving these conditions can have a positive impact on a person's long-term outcomes.

Although Richmond is a relatively affluent borough there are still significant areas of deprivation, where people's socio-economic circumstances impact on both their life expectancy and their healthy life expectancy.

Over the last year Ruils has been working in some of these areas, hosting health and wellbeing fairs and attending local community groups. Although attendance has been good, and we have been able to engage with residents*, administering basic health checks and providing information on health and wellbeing activities, we are very aware that there are many residents who are isolated and are not engaging with their local community. This is particularly true following the Covid pandemic, where people are still nervous to engage in community-based services/activities.

Our aim with this project was to systematically target households and, through guided conversations with individuals in their own homes, gather more information about what matters to them, what health and wellbeing activities they access and what they would like to change.

We also wanted to take the opportunity to provide information about local services and activities to people who may be isolated or who are not currently engaging with services within the most deprived areas of the borough.

Because we targeted specific areas and only spoke with people who opened their doors and engaged with us, it is important to note that the data collected is not necessarily representative of whole areas. Data collected does, however, indicate trends in certain areas where many residents have shared experiences and views.

Residents were offered to be included in a draw to win a £100 Amazon voucher for taking part.

*Please note that for ease of reporting we have referred to the residents we interviewed as residents. We are not inferring that this is representative of all the residents of this area, it is merely shorthand for reporting purposes.

What We Did

Working with the South West London Integrated Care Board (SWL ICB) Transformation team and utilising the data from the National Index of Multiple Deprivation, we identified areas of deprivation with a score of 5 and below and drew up maps of areas to target. This included households in areas of:

- Hampton North
- Hampton
- Heathfield
- West Twickenham
- Ham & Petersham
- North Richmond
- South Richmond
- Mortlake
- Barnes

For maps of the specific areas, please see Appendix E, pages 71-79.

We created a generic “Access your Community” leaflet that featured information on borough-wide community organisations (e.g. Richmond Borough Mind, Age UK Richmond) as well as local assistance schemes. We then focused on each area creating an area specific leaflet that provided information on essential local services such as Food Banks, Warm Spaces and community-based activities.

We approached both our NHS and voluntary sector partners, and Richmond Borough Mind, Healthwatch and our local NHS communication team provided us with leaflets on local services, health checks and immunisation programmes.

We also created a “sorry we missed you” postcard, that was posted through letterboxes inviting people who we had missed to complete the survey online (for engagement assets, see Appendices A,B,C,D).

We recruited a team of community connectors who worked Tuesday to Saturday 11am - 7pm from the 12th of March to the 5th of May. Where possible, we revisited areas at different days and times.

The Community Connectors were trained on:

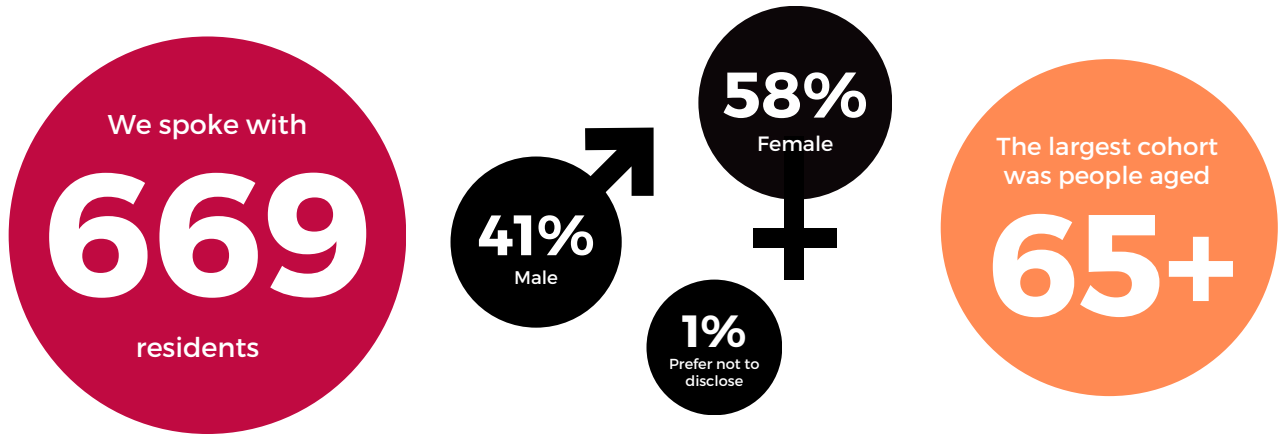
- ✓ the importance of tackling Health Inequalities,
- ✓ conducting coaching conversations
- ✓ and the activities and services available in each area.

Although we were essentially asking residents to complete a survey, we wanted the connectors to engage with residents and to be able to provide information and answer any questions confidently.

Residents were given information on Social Prescribing and were encouraged to have a follow up from the service, if they had any concerns or wanted to know more about local services and activities. Connectors were also trained to identify and report any safeguarding issues or concerns.

What We Found

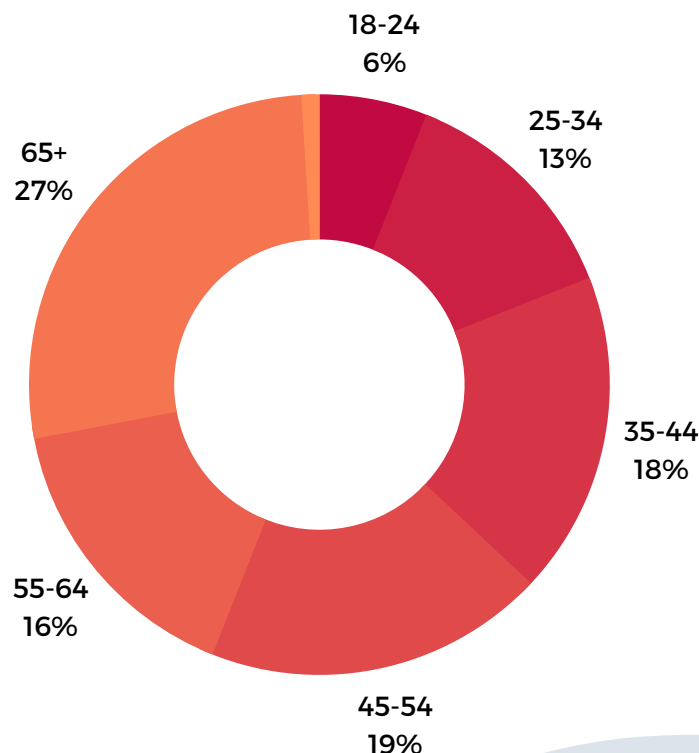
The Community



Our team spoke to 669 residents across the Richmond Borough between March and May of 2023. The largest cohort was 65 years and over, but there was a reasonably equal distribution of respondents from the remaining age groups (see Figure 1.1). 1% of people preferred not to disclose their age.

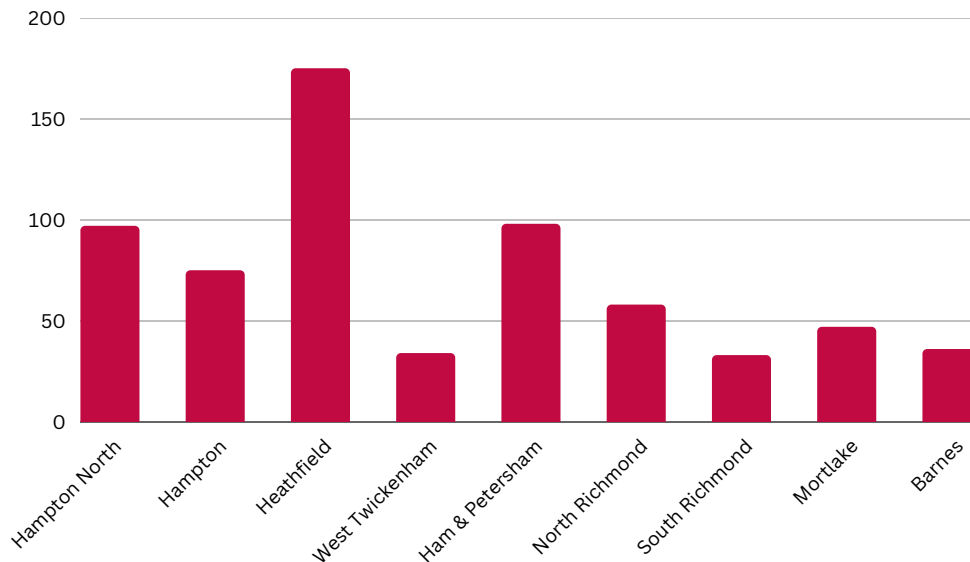
58% of respondents identified as female, with 41% identifying as male and 1% preferring not to disclose. Although presenting as less than 1%, there were a few residents who identified as non-binary.

Figure 1.1 Age Breakdown across Richmond Borough



Of the 669 residents, we spoke to the most people in Heathfield (175) with Ham & Petersham (98) and Hampton North (97) following. The smallest cohorts were West Twickenham (34) and South Richmond (33).

Figure 1.2 Residents by Area



We found that there was a high level of awareness of local amenities and services across all areas, but a lower engagement rate when compared to awareness levels.

When residents were asked what was missing in their local area (within 15-20 minutes walking distance from their home), overwhelmingly, a bank was chosen as the top answer. The top 4 categories selected by residents across the borough were:



When asked what groups or activities residents would like to see in their area, physical fitness based groups and activities were at the top of the list:

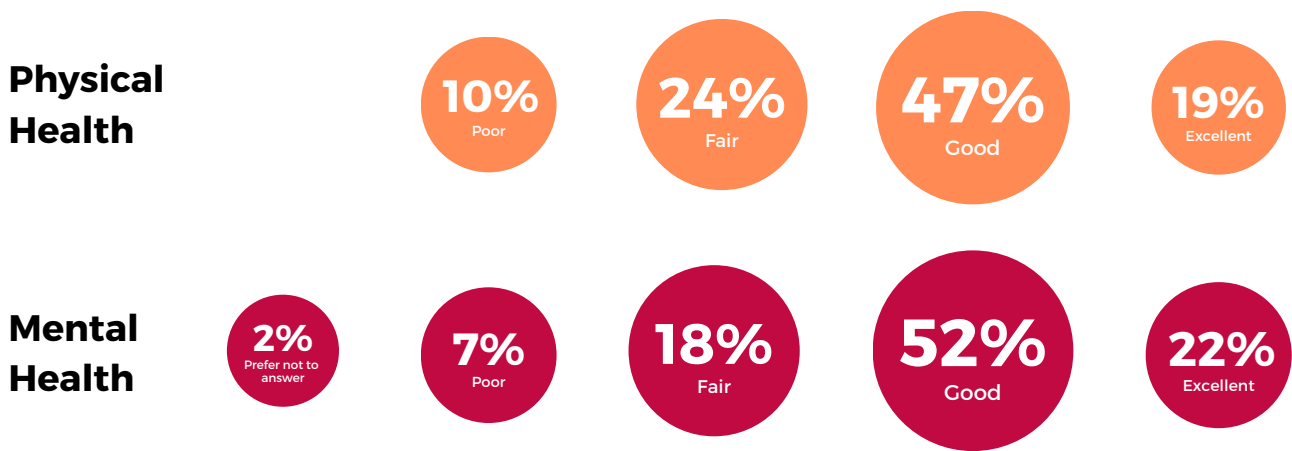
- 29% selected Indoor Sports (e.g. Yoga, Pilates/gym)
- 22% selected Creative Activities (e.g. arts and crafts)
- 20% selected Healthy Walks
- 19% selected Outdoor Sports (e.g. tennis/football)
- 19% selected Coffee Mornings

On the whole, residents reported feeling very positive about living in the Borough of Richmond.

84% of residents were either satisfied or very satisfied with the services and facilities in their local area.

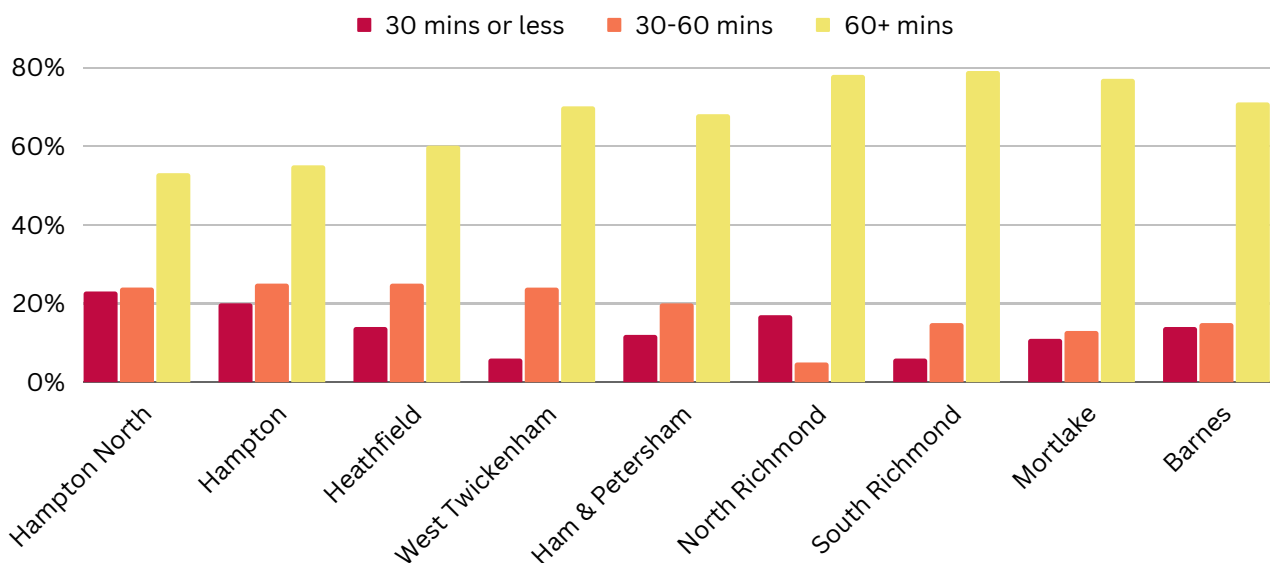
Health and Wellbeing

Most people reported their physical health as 'good' or 'excellent' overall (64%) with the majority (74%) indicating their mental health was 'good' or 'excellent'.



65% of residents reported taking part in 60+ minutes of moderate activity per week. Lowest activity levels were reported in Hampton North and Hampton with 47% and 45% respectively not meeting the 60+ minute per week target.

Figure 1.3 Average minutes of moderate physical activity completed in a week





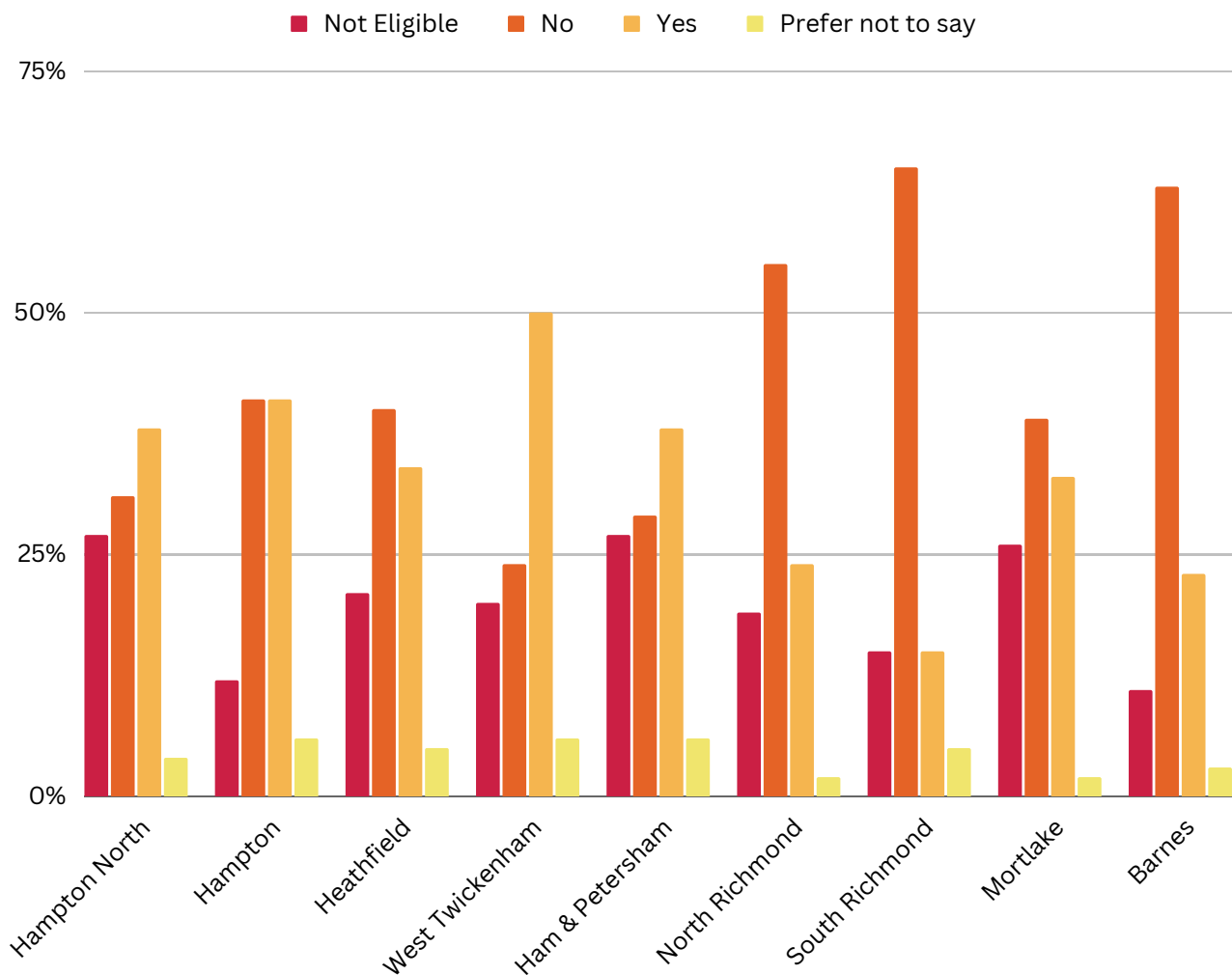
Residents reported very low engagement with local urgent treatment centres with only 6% indicating that they would use them in a non-emergency situation.

Additionally, only 26% of households across Richmond indicated they would call 111 if they needed a non-emergency intervention. The majority of people (62%) said that they would go to their GP.

Barnes (32%), Hampton (40%) and Hampton North (44%) had high numbers of people who haven't been screened for Cancer, but who had concerns about possible Cancer related symptoms.

Of the residents eligible for an NHS health check, 55% of the people we spoke to had not had one, with the lowest uptake in North Richmond (55%), Barnes (63%) and South Richmond (65%).

Figure 1.4 Residents taking up NHS Health Checks across Richmond Borough



84%

of residents reported being up to date on their vaccinations.

Out of all of the people we spoke to, only 1 was not registered with a GP and the majority of residents (57%) had been to see their GP between 1-3 times in the last year.

There was an overarching theme of people having trouble getting GP appointments, with 74% of residents experiencing at least one barrier, including 'lack of appointments' (48%) and 'difficulty getting through to reception over the phone' (40%).

Internet Access

There were surprisingly high rates of digital inclusion, with an average of 93% of households having access to internet at home.

Cost of Living

65%

of households reported that the Cost of Living crisis was impacting on their daily life in at least one way.

Of those impacted, 49% have reduced the amount of heating they are using, 38% have cut back on their food shopping and 30% are struggling to pay their utility bills.

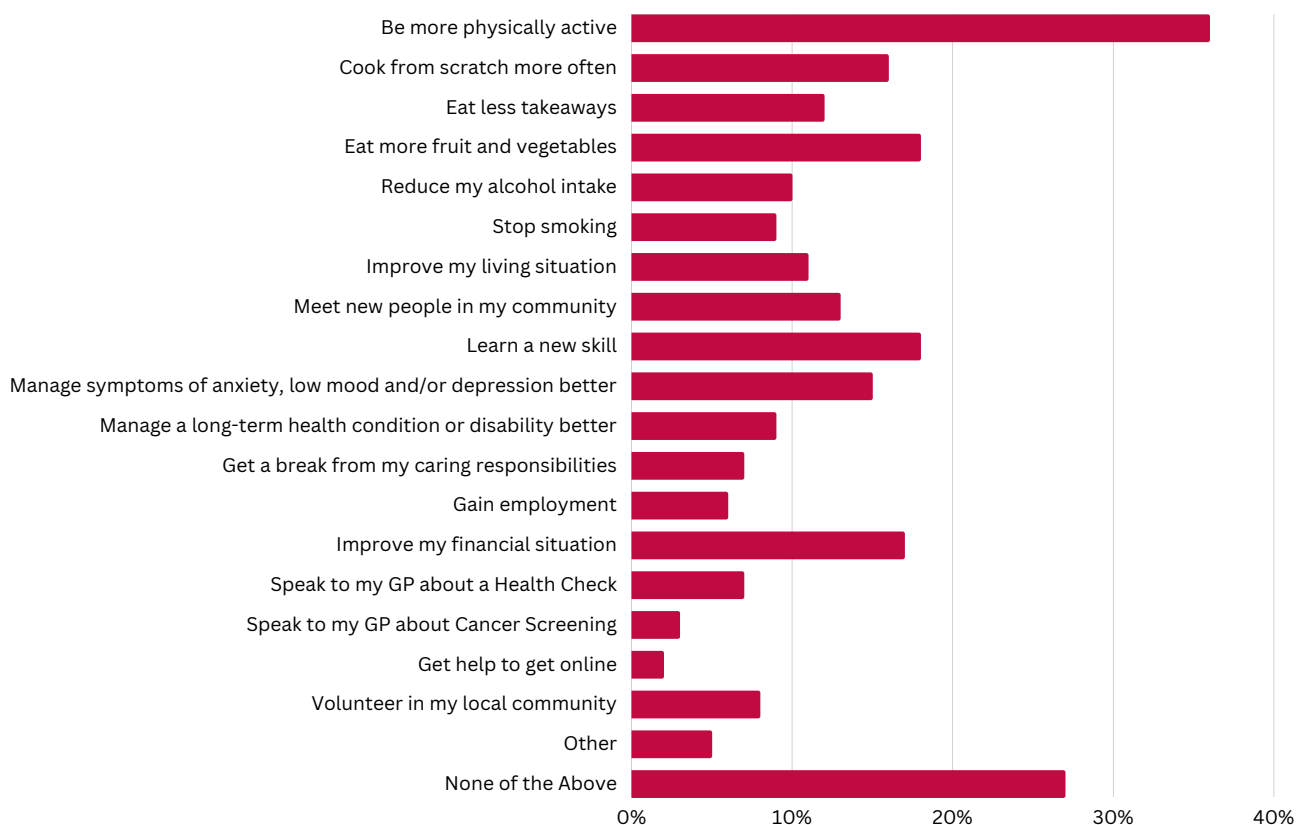
What would make a difference?

Residents were asked what changes they would like to make to benefit their health & wellbeing. The top answer was 'be more physically active' (36%), with 'eat more fruit and vegetables' and 'learn a new skill' tied at 18% and 'improve my financial situation' at 17%.

Some residents selected the "other" option and the top responses centred around:

- 1 Physical health advice and support
- 2 Work-life balance
- 3 Further education
- 4 Accessible services and activities for disabled people
- 5 Emotional and wellbeing support

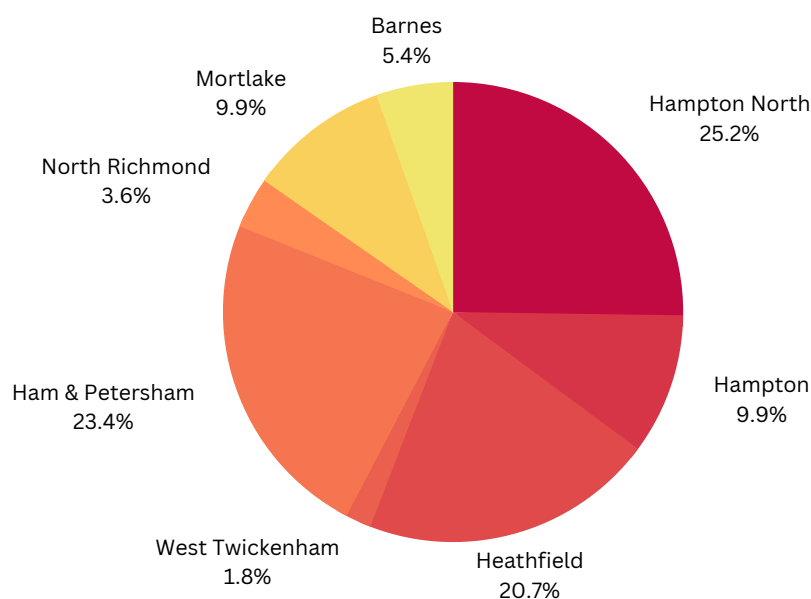
Figure 1.5 Changes that would benefit your health and wellbeing



Referrals and Support

116 people (19%) requested a follow-up from the Ruils Social Prescribing team. Hampton North (25%) and Ham & Petersham (23%) had the highest numbers of those requesting a follow-up, while South Richmond had none.

Figure 1.6 Area Distribution of Social Prescribing Follow-up



Social Prescribing Case Study

Local resident Laura* spoke with one of our Community Connectors when they were in her area and completed the survey. In their conversation, she explained that she often feels lonely and isolated and experiences symptoms of anxiety and depression. She also shared that she didn't have a computer and was unsure of what was available in her local area.

Laura requested a follow up from the Ruils Social Prescribing team and a Link Worker made contact with her. She explained to the Link Worker that she is disabled and lives with her daughter. She also shared that they had no food in the home and had reduced the amount of heating they were using due to high utility bills.

The Link Worker was able to provide a food bank voucher right away for Laura to use and also made a referral to an organisation to provide a winter warmth home assessment and support to reduce energy bills.

During her next appointment, Laura shared that she wanted to learn how to use a laptop. Her Link Worker referred her to a service that provided equipment for her to try and supported her to get online.



Laura was hesitant to access services, but with support, she attended a Health in Your Hands Wellbeing Fair to speak with local organisations to learn more about the support they could offer her. She connected with an advice service, booked a home visit to talk about reducing her bills, spoke with several mental health services and signed up to a course on living well with diabetes.

What started as a doorstep conversation with one community connector has grown into a network of support for Laura. From speaking 1-2-1 with a Link Worker, getting online for the first time on her own laptop and attending a health fair to talk with a broad range of people and services, Laura is more connected than ever.

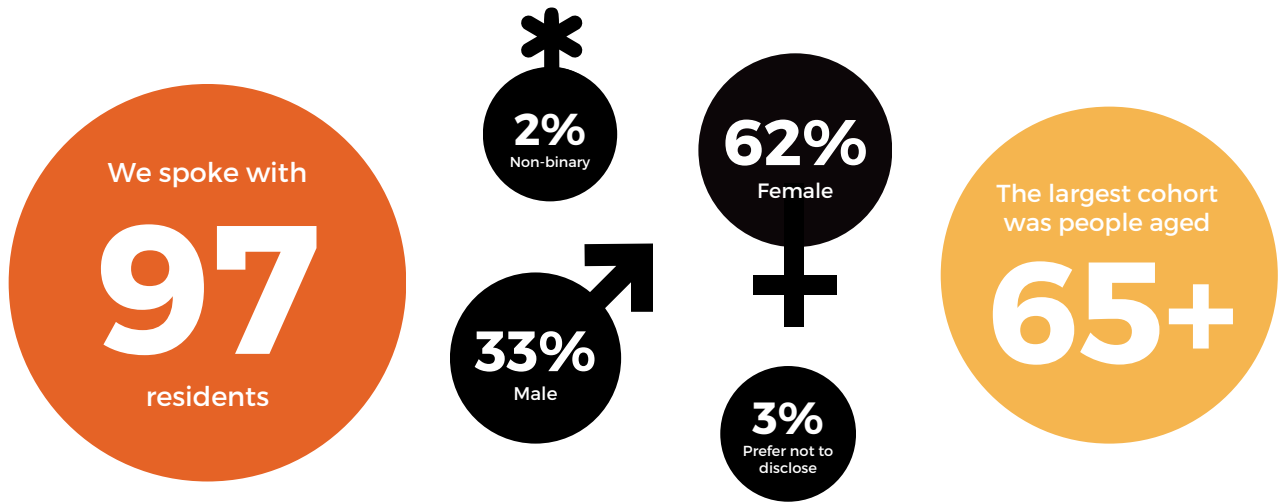
Laura's feedback has been that she has gained energy, is feeling physically better and more positive within herself.

*Resident's name changed for anonymity

The following sections are the full results of the survey broken down by area.

Hampton North

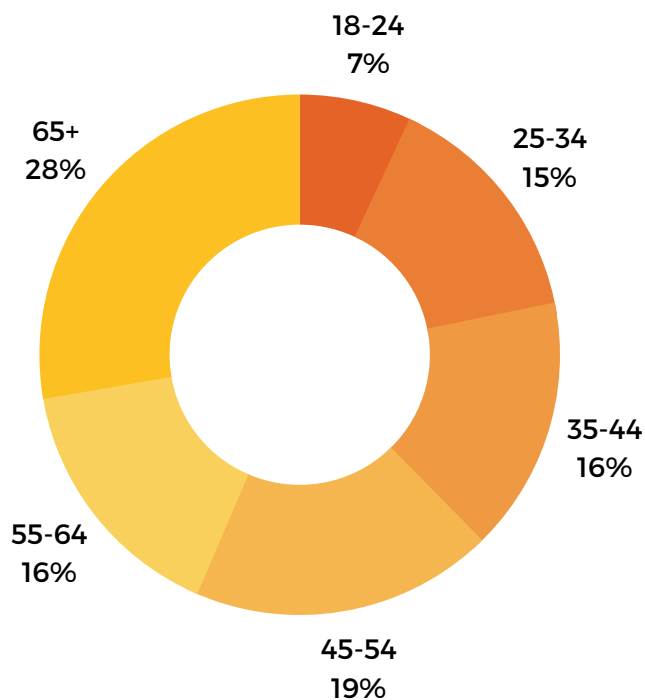
The Community



Our team spoke to 97 residents - the largest cohort was 65 years and over, but there was a reasonably equal distribution of respondents from the other age groups (see Figure 2.1).

62% of respondents identified as female, with 33% identifying as male, 2% as non-binary and 3% preferring not to disclose.

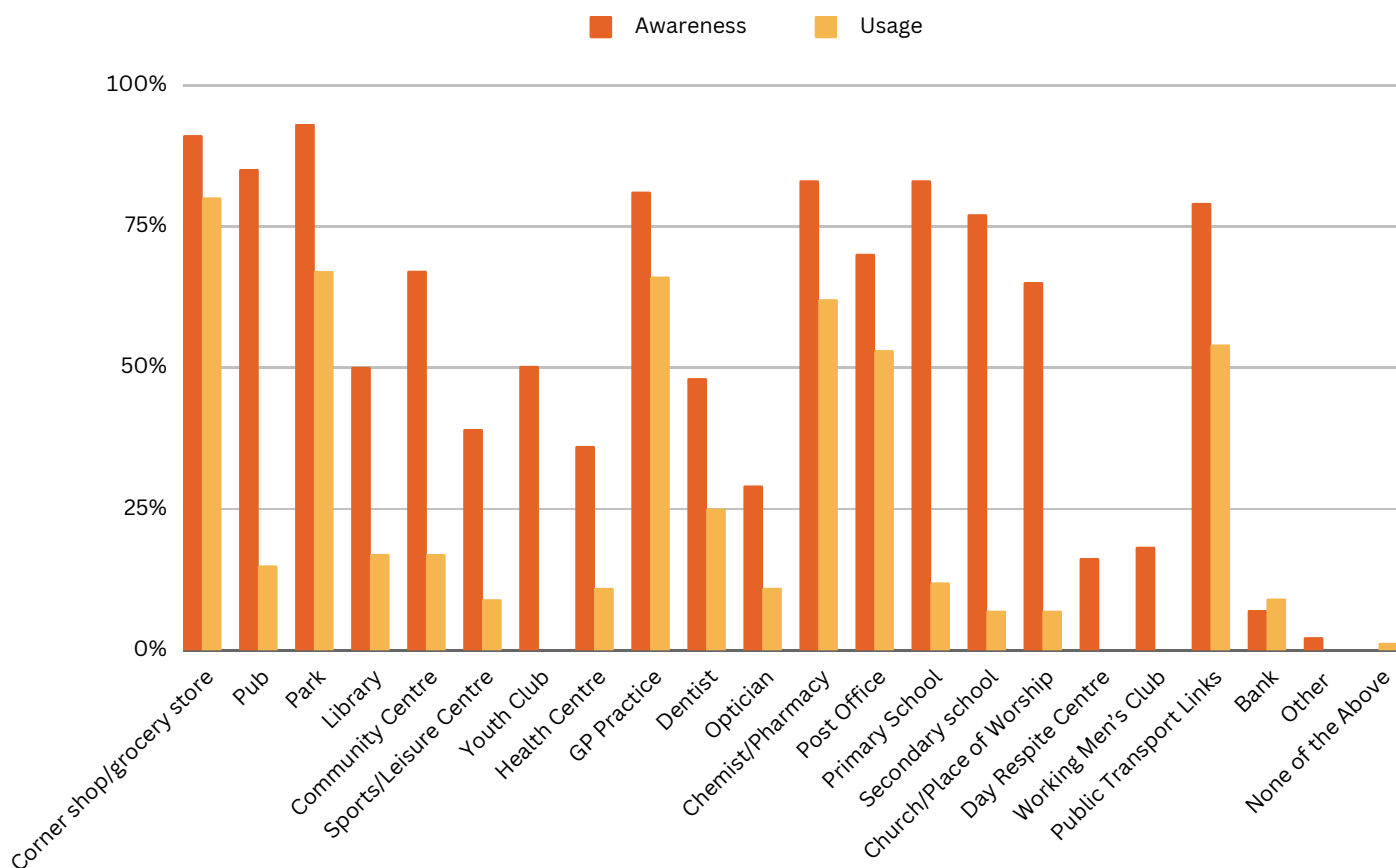
Figure 2.1 Age Breakdown in Hampton North



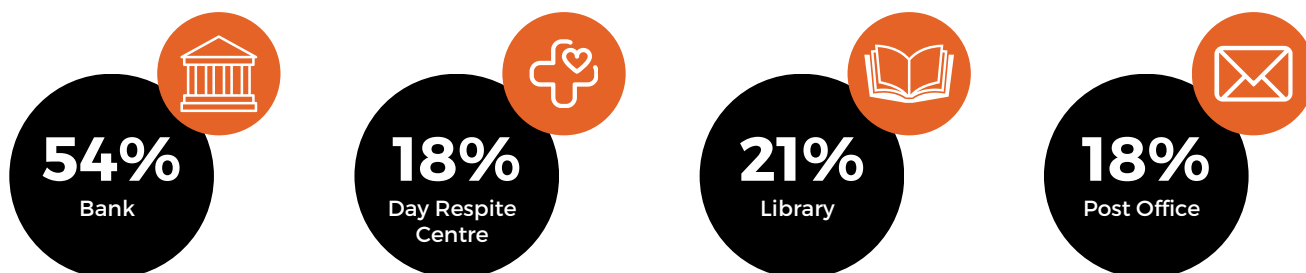
The residents we interviewed had a good knowledge of their local area. They were aware of amenities such as corner shops, local park and pubs, but less residents were aware of sports and leisure facilities.

In spite of this awareness, some facilities had not been well used over the last 6 months. For example, although 67% of the residents interviewed were aware of their local community centre only 17% had used the centre in the last 6 months.

Figure 2.2 Awareness and Usage of Local Facilities

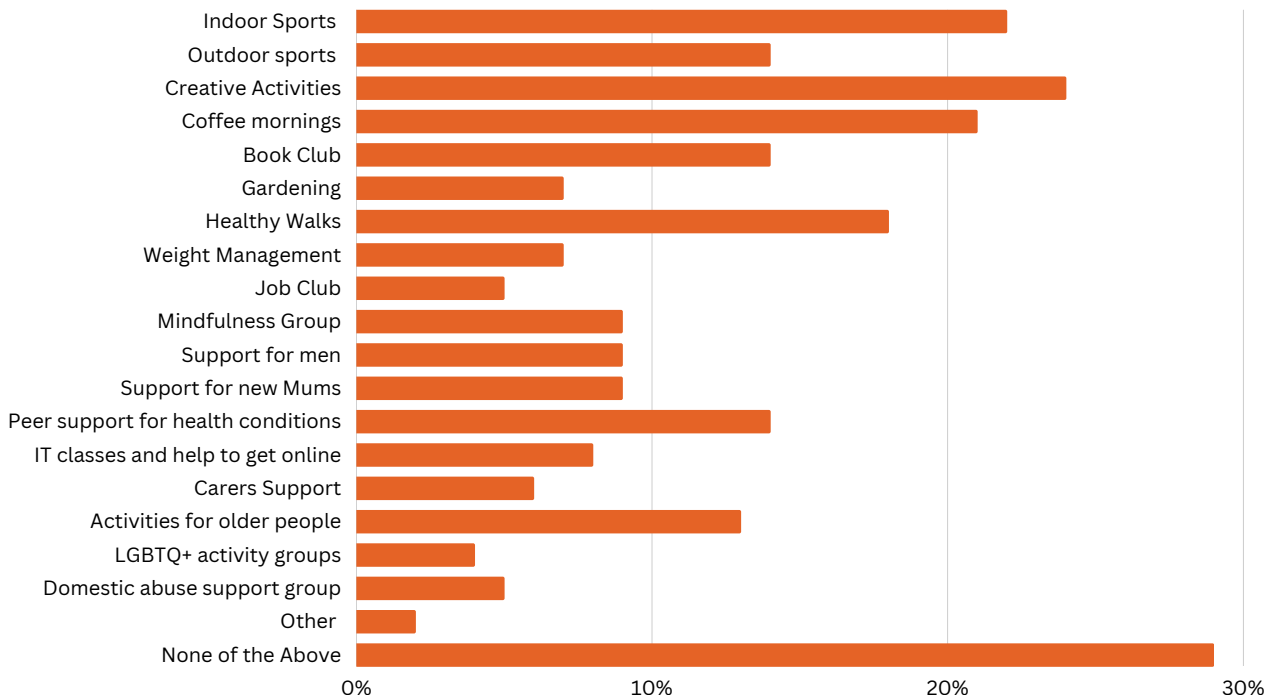


When asked what was missing in their local area over 50% of residents said a bank, 18% a day respite centre and 16% a library. 13% felt that there was nothing missing from the area. The top 4 categories selected by residents were:



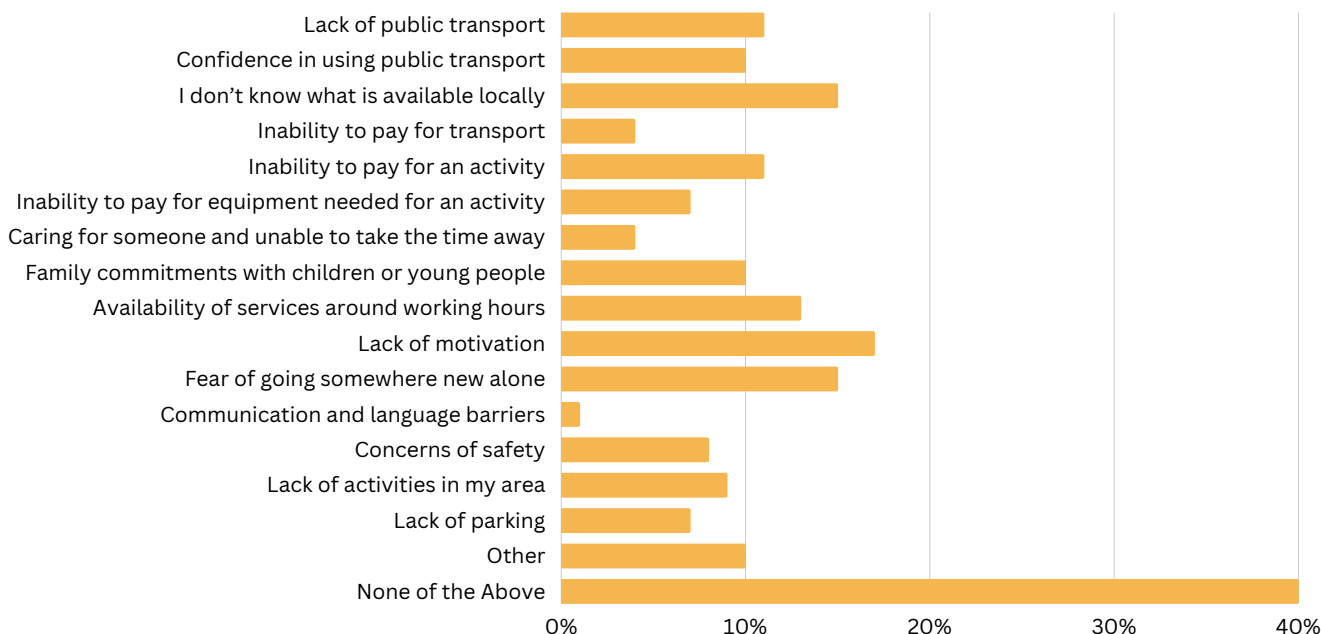
Residents were given a list of activities and groups and asked which activities they would like to see or take part in in their local community. 24% of residents indicated that they would like access to creative activities (e.g. arts and crafts and painting), with indoor sports e.g. Yoga/Pilates/gym being selected by 22% of respondents. Coffee mornings (21%) and healthy walks (18%) were also of interest.

Figure 2.3 Activities and groups Hampton North residents would like to take part in or see in their community



60% of residents felt that they faced at least one barrier to accessing local groups and activities, including a 'lack of motivation' (17%) and 'not knowing what was available locally' (15%). 15% of respondents 'feared going somewhere new alone'.

Figure 2.4 Barriers to accessing local groups and activities



On the whole, residents reported feeling very positive about living in Hampton North.

75% of residents were either satisfied or very satisfied with the services and facilities in their local area.

19% were 'neither satisfied nor dissatisfied' and only 5% were 'dissatisfied'. 81% of residents reported feeling safe where they lived with only 8% reporting feeling unsafe.

The vast majority of residents (78%) 'agreed' or 'strongly agreed' that they were satisfied with the state of the property they live in, with 13% either 'disagreeing' or 'strongly disagreeing' with this statement.

76% of residents either 'agreed' or 'strongly agreed' that they had access to healthcare when they need it with 10% feeling that this was not the case.

Encouragingly 82% of residents reported meeting up with friends and family regularly, with only 17% of residents reporting that they often feel lonely and isolated.

Health and Wellbeing

Physical Health



Mental Health



53% of residents reporting taking part in 60+ minutes of moderate activity (e.g. taking a walk or climbing a flight of stairs) per week, 24% reported doing 30-60 minutes per week and 23% doing 30 minutes or less.



When residents experience a non-emergency health condition:

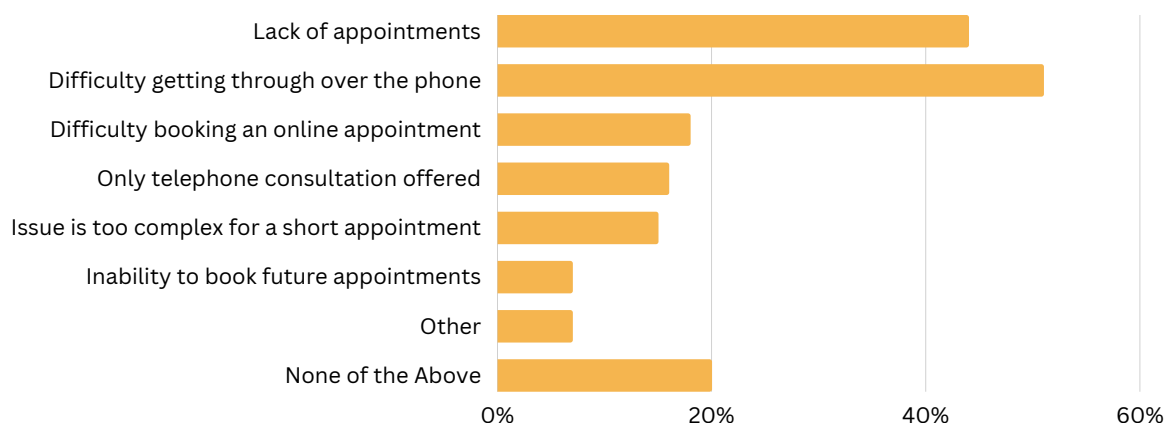
- 62% would go to their GP for advice and help
- 35% would call 111
- 30% would go to their pharmacy
- 16% would turn to the internet
- 7% would go to their local Emergency department

All of the residents interviewed were registered with a GP although 19% had not accessed their GP in the last year. 47% had been to the GP between 1-3 times, 15% between 4-5 times and 20% had seen their GP over 5 times in the last year.

Thinking about the last time they had tried to book an appointment with their GP, 34% of residents felt that it had been 'difficult' with a further 14% reporting it as 'very difficult'. 25% felt it has been 'straightforward' with 22% feeling it was 'easy'.

Residents faced a number of barriers when booking an appointment with their GP with 51% reporting that they had 'difficulty getting through over the phone'.

Figure 2.5 Barriers to booking an appointment with a GP



In terms of their health, 79% of residents were up to date with their vaccinations, 10% were unsure of their status. 27% of residents were not eligible for a health check, 38% had had a health check and 31% who were eligible had not.

40% of residents had been screened for Cancer with no concerns being reported, with 2% having had screens and a subsequent Cancer diagnosis. **32% of residents had not been screened but did have concerns. These residents were given a screening leaflet and encouraged to contact their GP.**

Internet Access

92% of households have access to the internet and for those that don't, barriers included 'not having access to a computer/tablet or smart phone' with a small proportion of residents feeling like they 'didn't know how to use technology' nor 'did they want to use it'.

Cost of Living

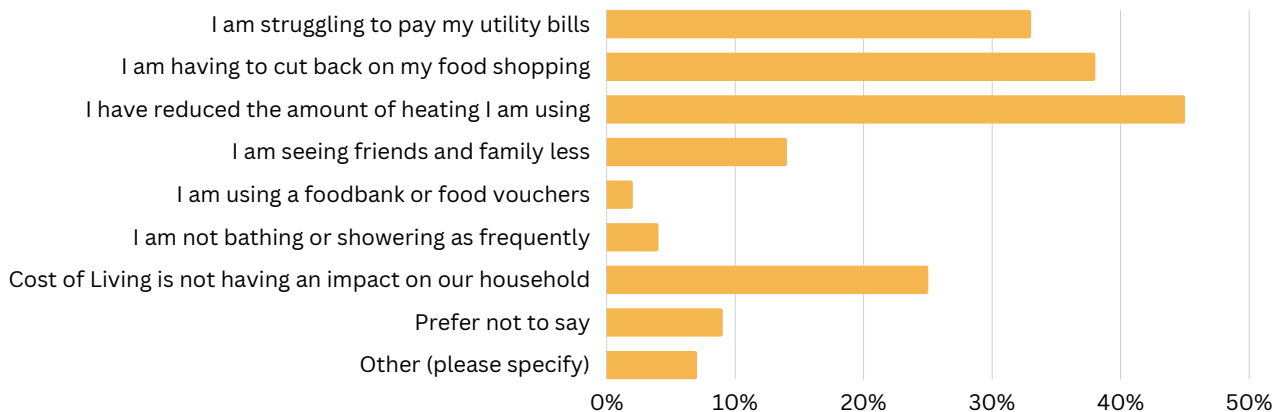
66%

of households reported the Cost of Living Crisis was impacting on their daily life in at least one way.

Of this group, 45% of residents had reduced the amount of heating they are using, 38% had cut back on their food bills and 33% were struggling to pay their utility bills.

47% of residents felt that lack of money 'sometimes' prevented them from doing the things they wanted to do, 23% felt this was 'quite often' with 7% reporting that lack of money 'always' stopped them from doing things they wanted to do.

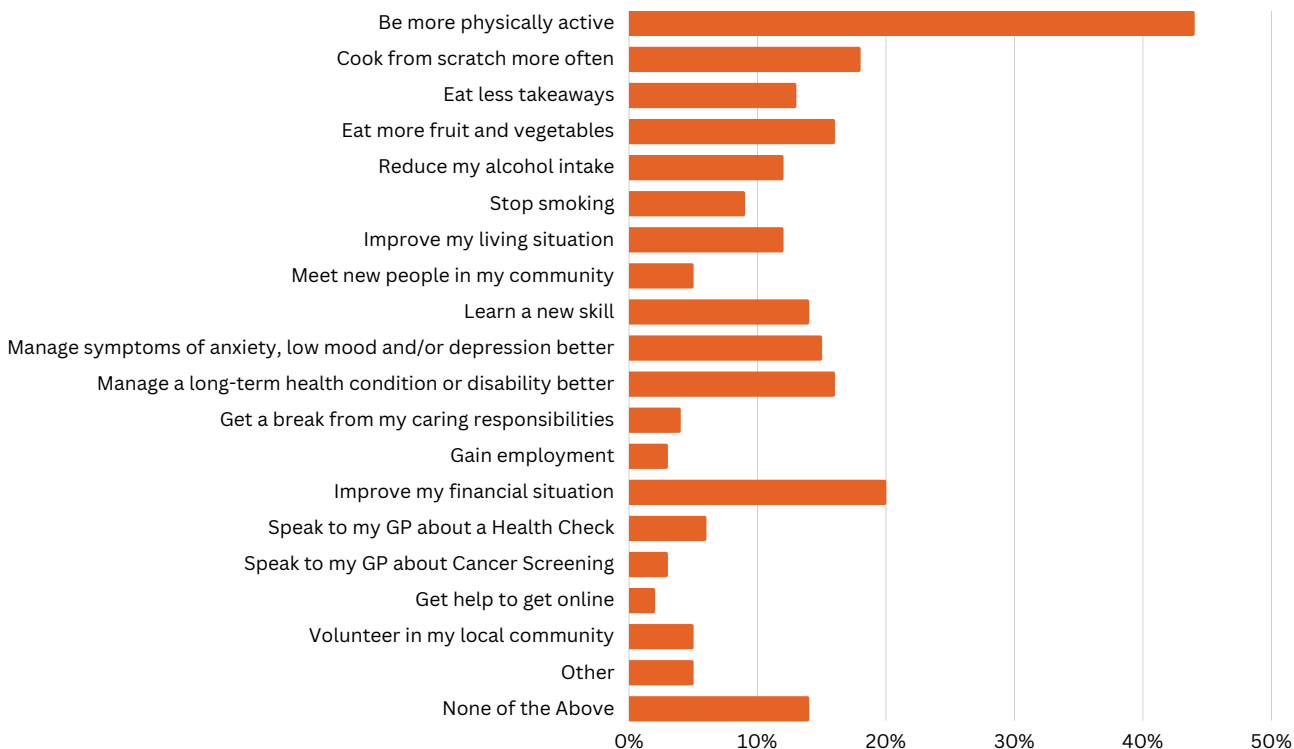
Figure 2.6 Cost of Living Impact



What would make a difference?

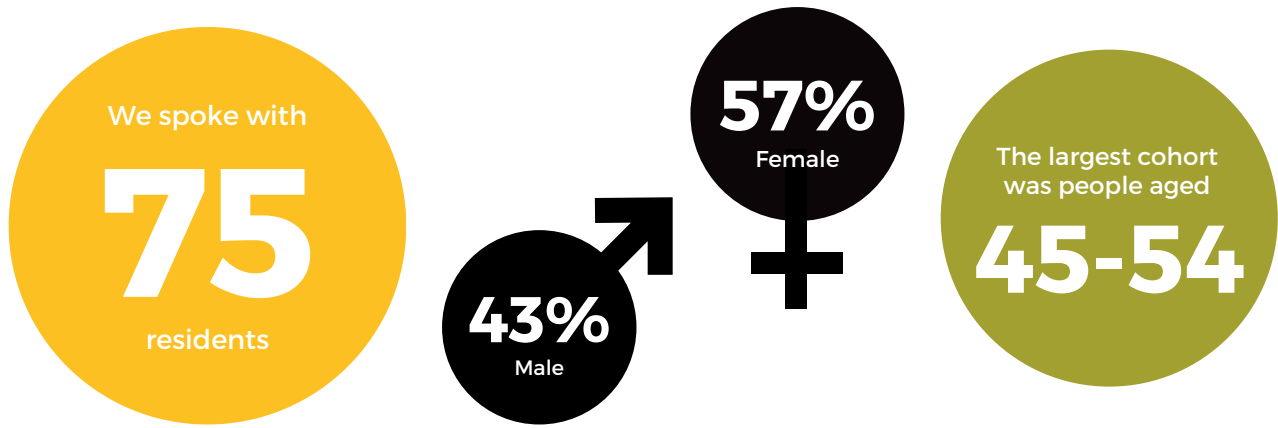
Residents were asked what changes they would like to make to benefit their health & wellbeing. 44% stated that they would like 'to become more physically active', 20% would like 'to improve their financial situation' and 18% would like 'to cook from scratch more often'.

Figure 2.7 Changes that would benefit your health and wellbeing



Hampton

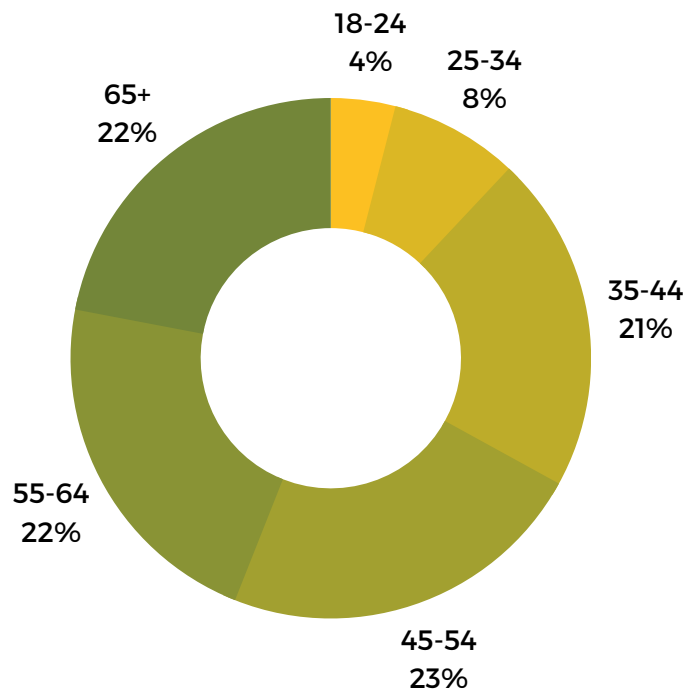
The Community



Our team spoke to 75 residents with a relatively even distribution across age ranges. Only 12% of the residents we spoke to were under the age of 34.

57% of respondents identified as female, with 43% identifying as male.

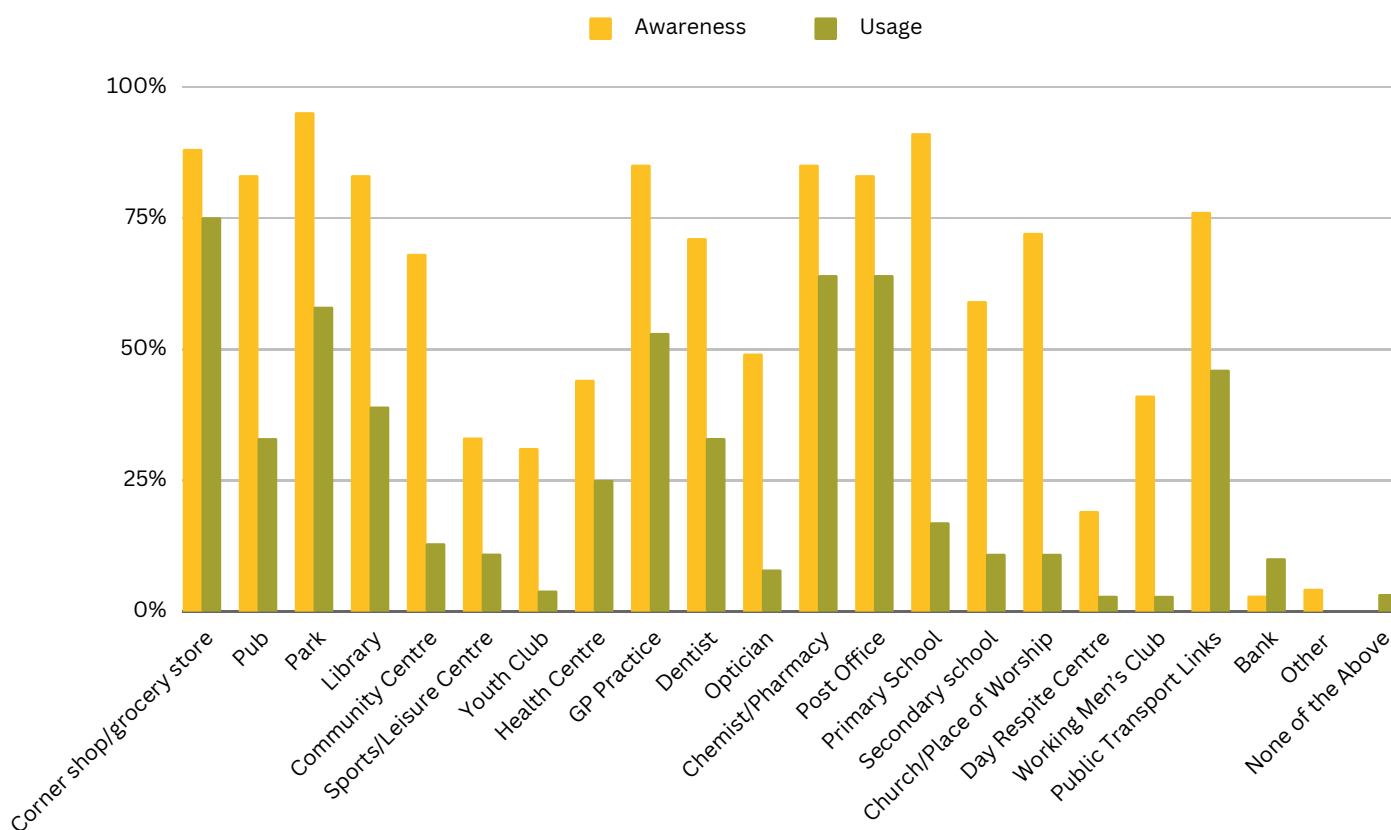
Figure 3.1 Age Breakdown in Hampton



The residents we interviewed had a good knowledge of their local area. They were very aware of amenities such as corner shops, local parks, schools, etc, but slightly less aware of community facilities such as clubs and leisure centres.

This was reflected in the residents actual usage of these facilities, with - for example - 11% reporting use of a sports/leisure centre and 13% using a community centre, compared to 75% using a corner shop or grocery store.

Figure 3.2 Awareness and Usage of Local Facilities

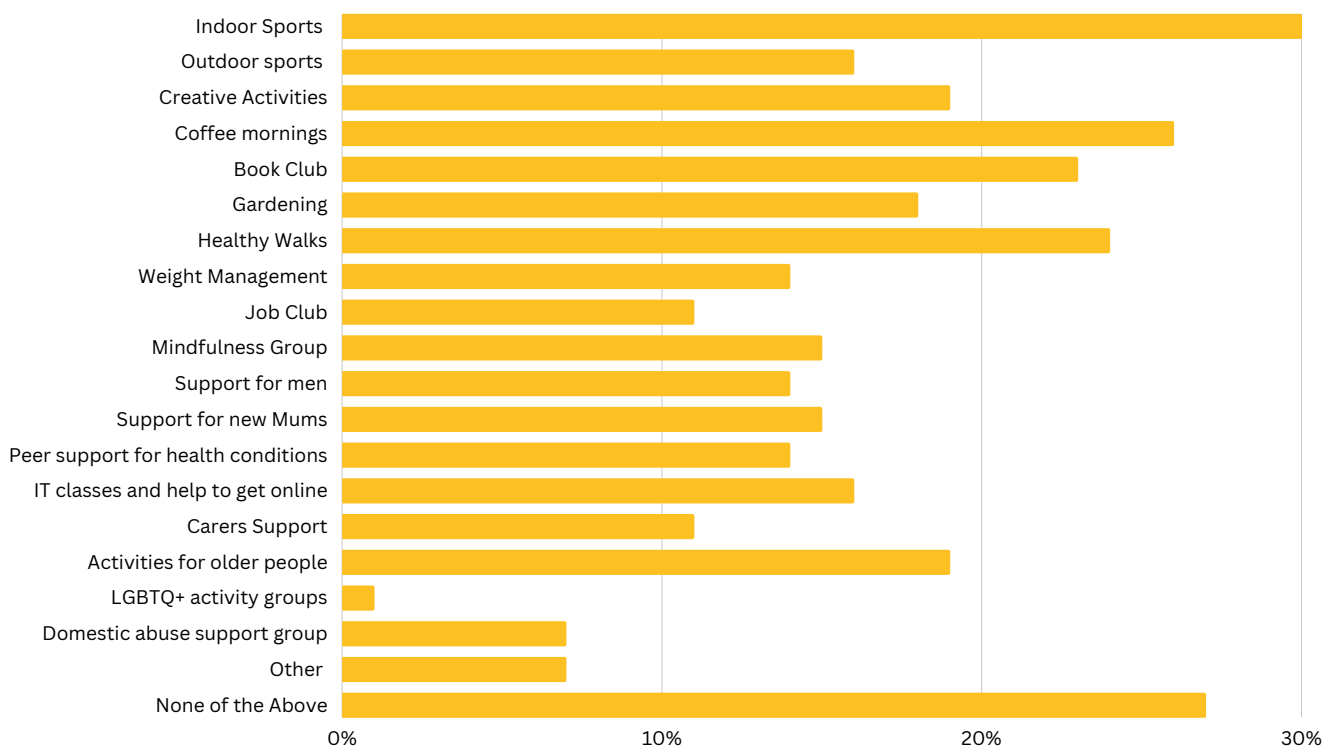


Consistent with data from other local areas, a high percentage (over 60%) reported a Bank as something residents felt was missing. 19% of residents indicated the need for a Sports/Leisure Centre. The top 4 categories selected by residents were:



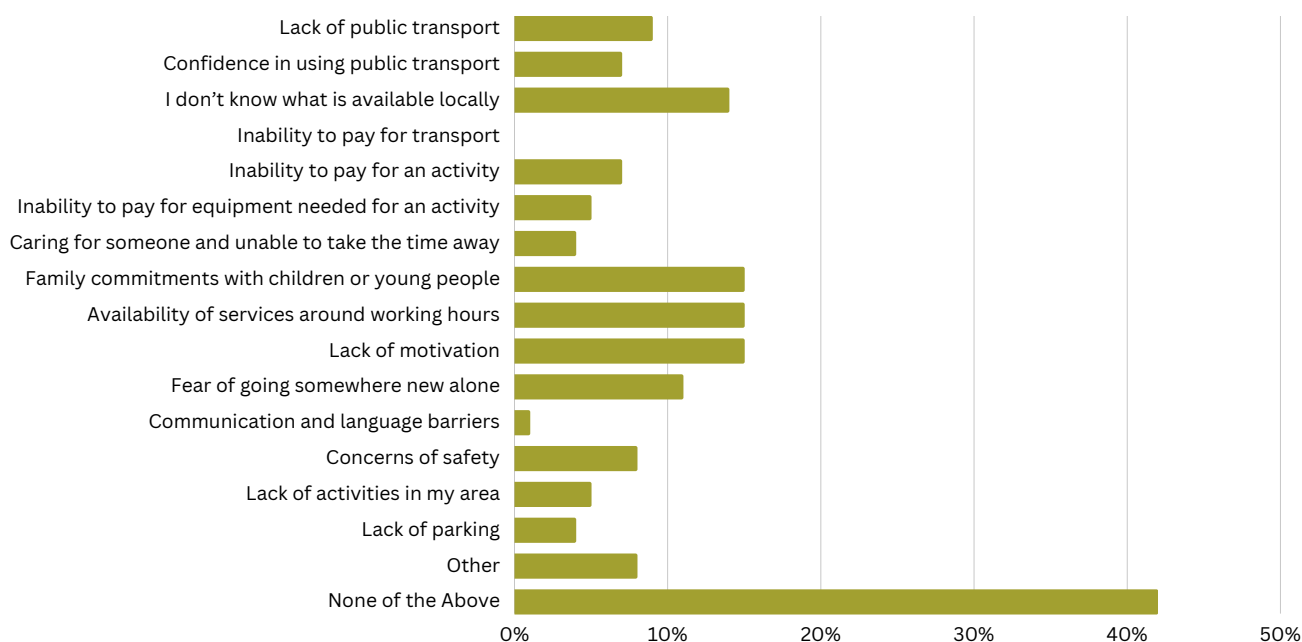
Residents were given a list of activities and groups and asked which activities they would like to see or take part in in their local community. In general, there was an even spread of responses across most categories; the most popular response was for 'indoor sports' (30%) and the least popular was for 'LGBTQ+ activities' (less than 2%).

Figure 3.3 Activities and groups Hampton residents would like to take part in or see in their community



58% of residents felt that they faced at least one barrier to accessing local groups and activities, including 'family commitments with children or young people', 'availability of services around working hours', and 'lack of motivation' (15% each).

Figure 3.4 Barriers to accessing local groups and activities



On the whole, residents reported feeling very positive about living in Hampton.

81%

of residents were either satisfied or very satisfied with the services and facilities in their local area.

Only 4% were 'dissatisfied' with their area. 89% of residents reported feeling safe, and only 4% indicated that they feel unsafe.

The majority of residents (86%) 'agreed' or 'strongly agreed' that they were satisfied with the state of the property they live in, with only 10% 'disagreeing' or 'strongly disagreeing' with this statement.

64% of residents either 'agreed' or 'strongly agreed' that they had access to healthcare when they need, but 15% responded that this was not the case. 74% of residents reported meeting up with friends and family regularly, however nearly 20% agreed or strongly agreed that they often felt lonely and isolated.

Health and Wellbeing

Physical Health



Mental Health



55% of residents reported taking part in 60+ minutes of moderate activity (e.g. taking a walk or climbing a flight of stairs) per week, 25% reported doing 30-60 minutes per week and 20% doing 30 minutes or less.



When residents experience a non-emergency health condition:

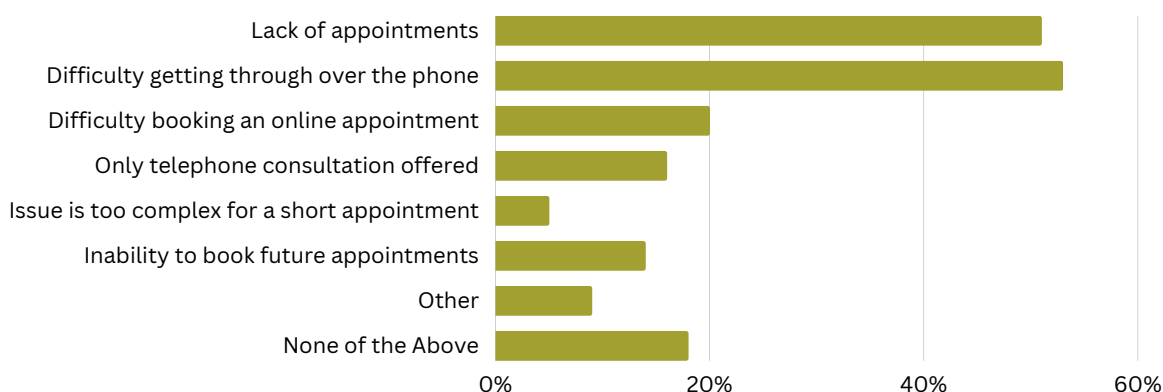
- 53% would go to their GP for advice and help
- 31% would call 111
- 31% would go to their Pharmacy
- 12% would turn to the internet
- 13% would go to an Urgent Treatment Centre
- 5% would go to their local Emergency Department

All of the residents interviewed were registered with a GP although, 19% had not accessed their GP in the last year. 52% had been to the GP between 1-3 times, 15% between 4-5 times and 15% had seen their GP over 5 times in the last year.

Thinking about the last time they had tried to book an appointment with their GP, there was a 50/50 split in positive/negative responses. Half of residents felt it was 'straightforward', 'easy', or 'very easy'. The other half reported it as 'difficult' or 'very difficult'.

The common barriers to booking an appointment with a GP were reported as 'lack of appointments' (51%) and 'difficulty getting through over the phone' (53%). Only 18% reported no difficulty.

Figure 3.5 Barriers to booking an appointment with a GP



In terms of their health, 87% of residents were up to date with their vaccinations and only 4% were unsure of their status. 12% of residents were not eligible for an NHS health check, and of the 82% who were eligible, half had had a health check and half had not.

39% of residents had been screened for Cancer with no concerns being reported, and no-one reported a screening and subsequent cancer diagnosis. **40% of residents had not been screened, but did have concerns. These residents were given a screening leaflet and encouraged to contact their GP.**

Internet Access

96% of households have access to the internet. For those that don't, barriers included 'not having access to a device', or 'not knowing' - or 'wanting to know' - how to use such a device.

Cost of Living

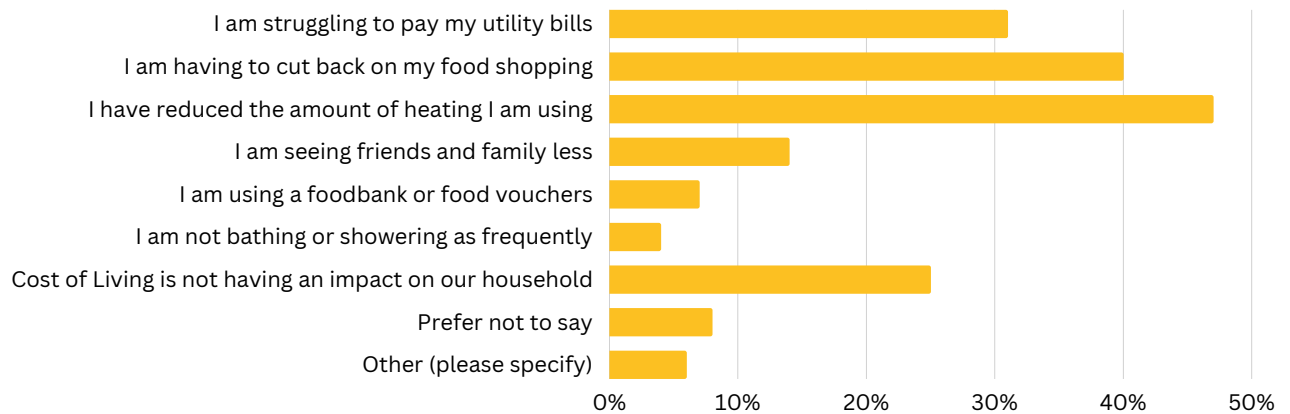
67%

of households reported the Cost of Living Crisis was impacting on their daily life in at least one way.

Of this group, 47% of residents had reduced the amount of heating they are using, 40% had cut back on their food bills and 31% reported struggling to pay their utility bills.

22% of residents reported that lack of money 'never' stopped them from doing the things they wanted to do. 46% of residents felt that lack of money 'sometimes' prevented them, with 16% reporting 'quite often' and just over 5% reporting that lack of money 'always' stopped them from doing things they wanted to do.

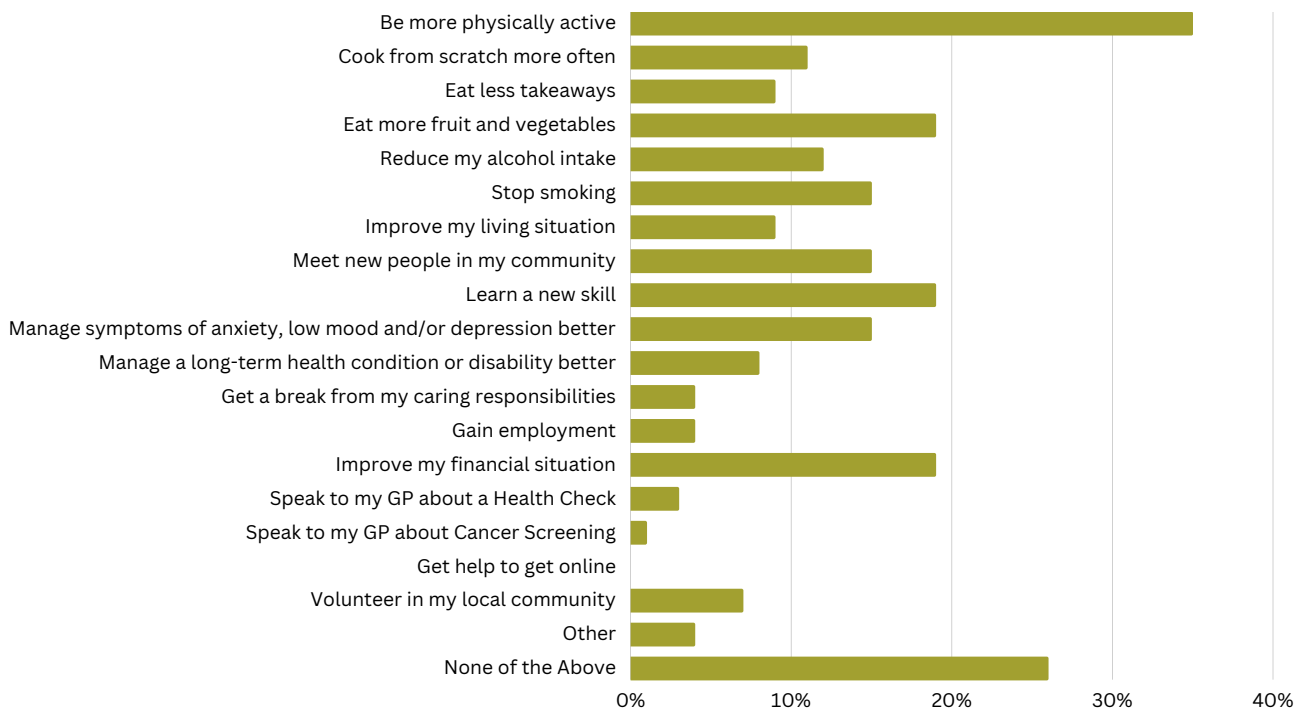
Figure 3.6 Cost of Living Impact



What would make a difference?

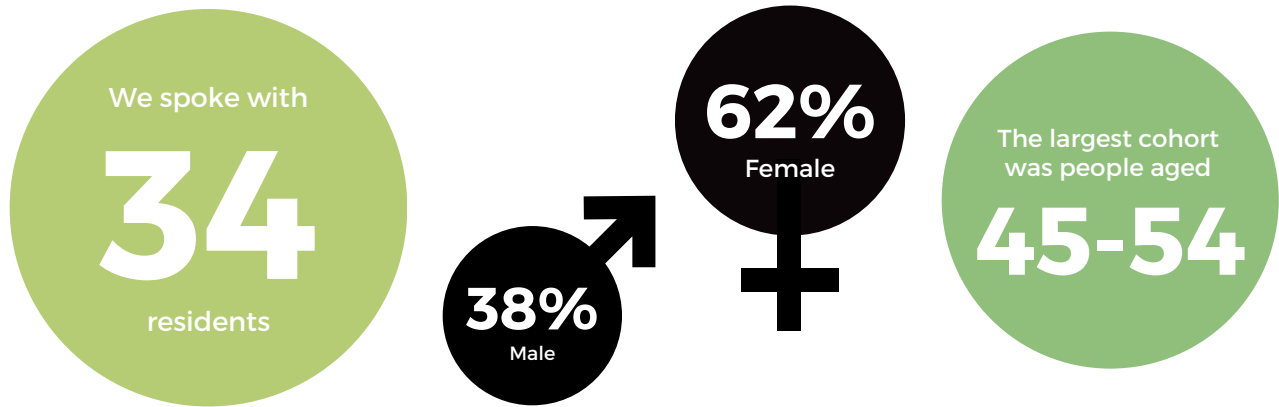
Residents were asked what changes they would like to make to benefit their health & wellbeing, which stimulated a wide range of responses. Of these, 'be more physically active' was a majority theme (35%), along with 'eat more fruit and vegetables' (19%) and 'improve my financial situation' (19%).

Figure 3.7 Changes that would benefit your health and wellbeing



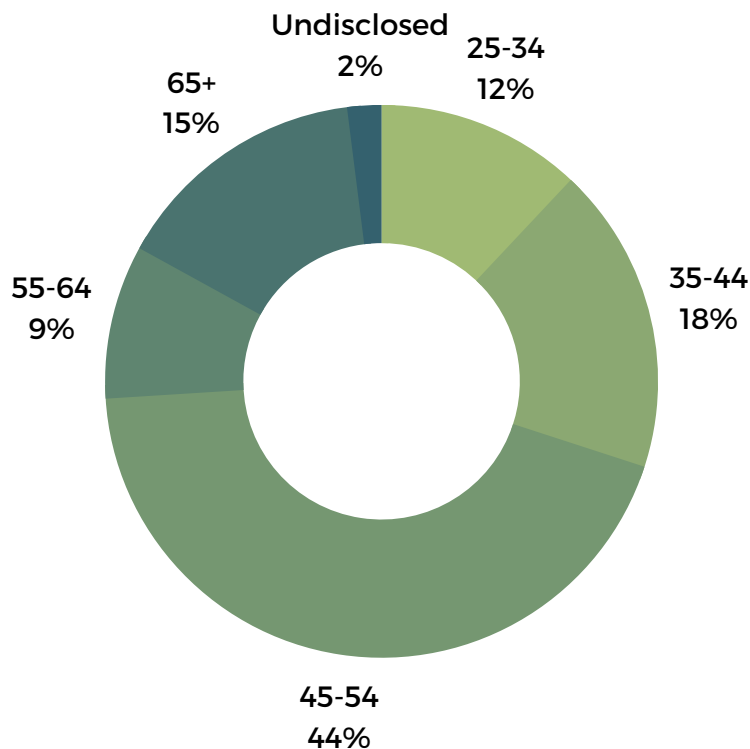
West Twickenham

The Community



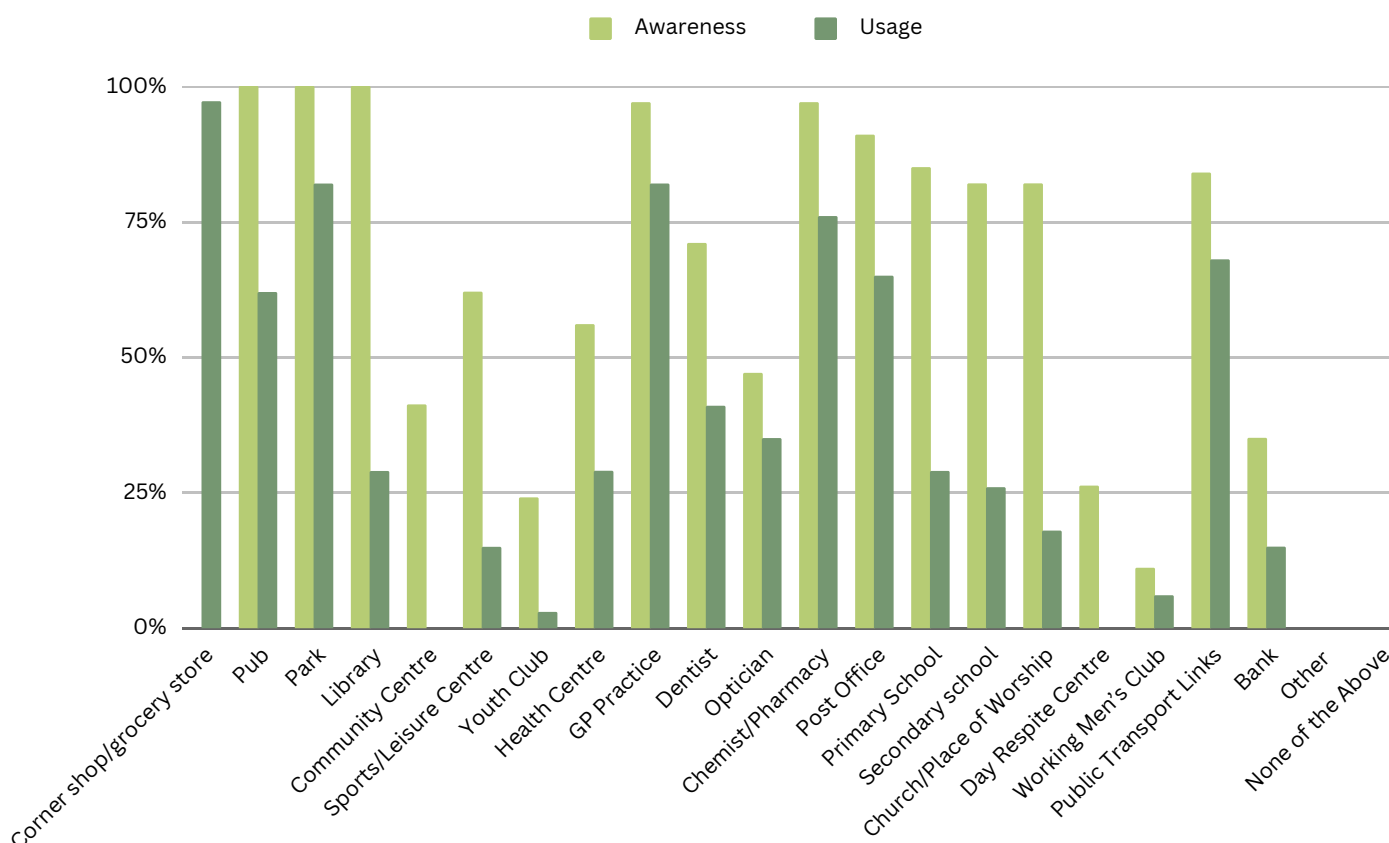
Our team spoke to 34 residents - the largest cohort was the 45-54 age category, with no residents in the 18-24 category (see Figure 4.1). 62% identified as female, and 38% identified as male.

Figure 4.1 Age Breakdown in West Twickenham



The residents we interviewed generally displayed a good knowledge of their local area. Corner shops/grocery stores, pubs and parks were listed as services by all residents, whereas community places such as working mens' clubs, respite centres and youth clubs were less frequent responses. Awareness of facilities generally correlated with usage, with shops, post offices, pharmacies and GP surgeries topping the list of places visited in the last 6 months, and community/sports/leisure centres much less frequently visited.

Figure 4.2 Awareness and Usage of Local Facilities

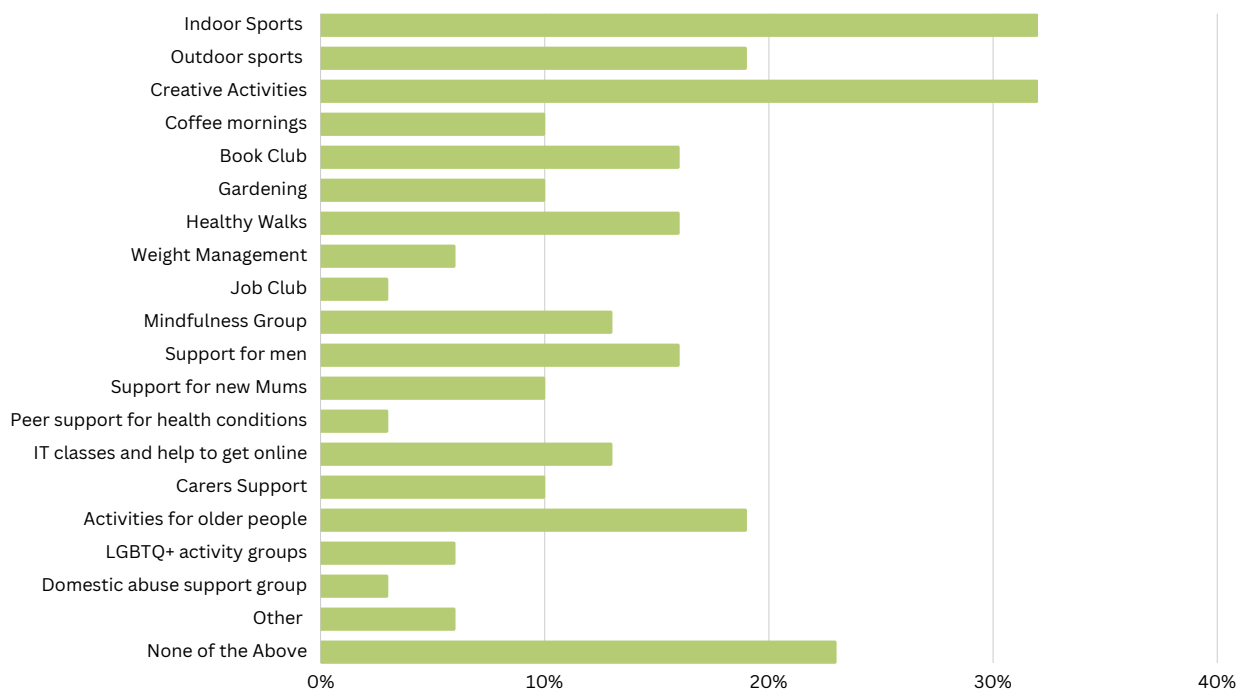


When asked what was missing in their local area over, the majority of responses listed 'none of the above' (38%). The top 4 categories selected by residents were:



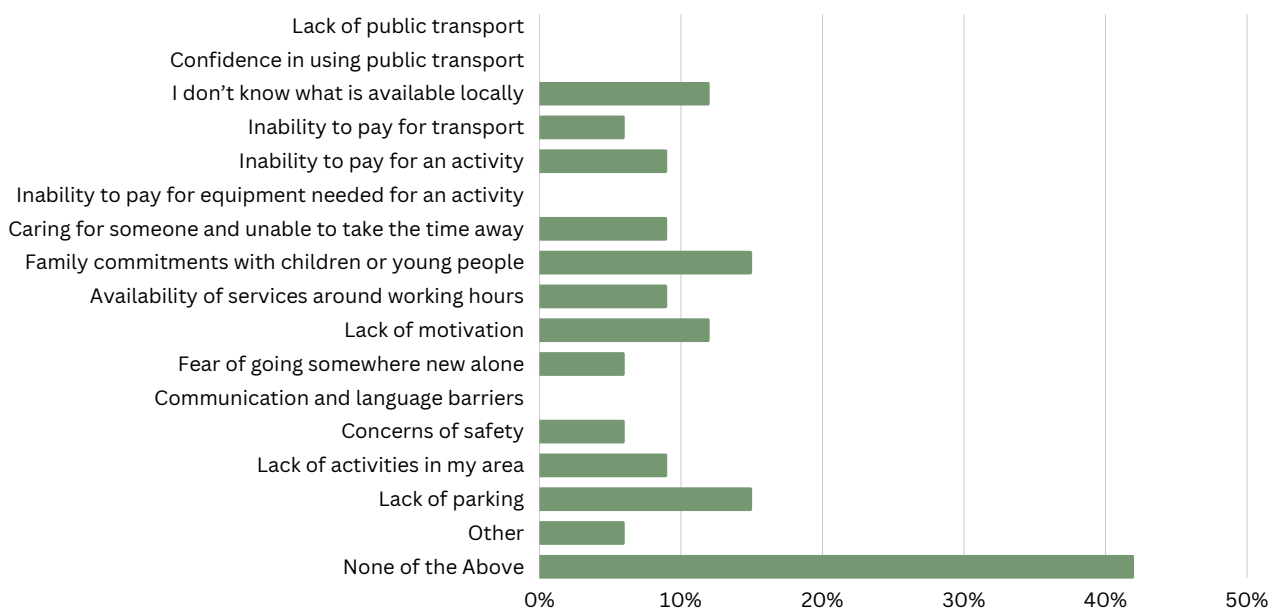
Residents were given a list of activities and groups and asked which activities they would like to see or take part in in their local community. 'Indoor sports' (32%) and 'creative activities' (32%) were key responses, followed by 'activities for older people' (19%). In general, there were positive responses for a broad spectrum of potential activities.

Figure 4.3 Activities and groups West Twickenham residents would like to take part in or see in their community



58% of residents felt that they faced barriers to accessing local groups and activities. 15% of residents listed 'family commitments with children or young people' or 'lack of parking' (15%) as barriers. 'I don't know what is available' and 'lack of motivation' each accounted for 12% of responses.

Figure 4.4 Barriers to accessing local groups and activities



A very high percentage of residents reported feeling very positive about living in West Twickenham.

97% of residents were either satisfied or very satisfied with the services and facilities in their local area.

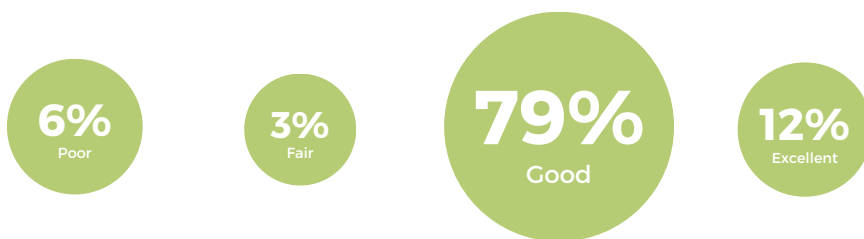
Only 3% were 'dissatisfied' (and notably no one 'very dissatisfied'). 88% of residents felt they were safe where they lived, with nobody at all disagreeing with that sentiment.

The vast majority of residents (91%) 'agreed' or 'strongly agreed' that they were satisfied with the state of the property they live in, and again, nobody disagreeing with this statement. 85% of residents 'agreed' or 'strongly agreed' that they had access to healthcare when they needed it, and only 6% responding that this was not the case.

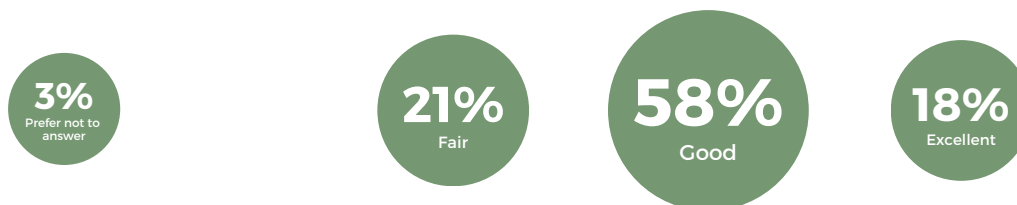
97% of residents reported meeting up with friends and family regularly, and none of the residents we spoke to reported feeling lonely or isolated.

Health and Wellbeing

Physical Health



Mental Health



70% of residents reported taking part in 60+ minutes of moderate activity (e.g. taking a walk or climbing a flight of stairs) per week, with 24% reporting 30-60 minutes per week and just 6% reporting 30 minutes or less.



When residents experience a non-emergency health condition:

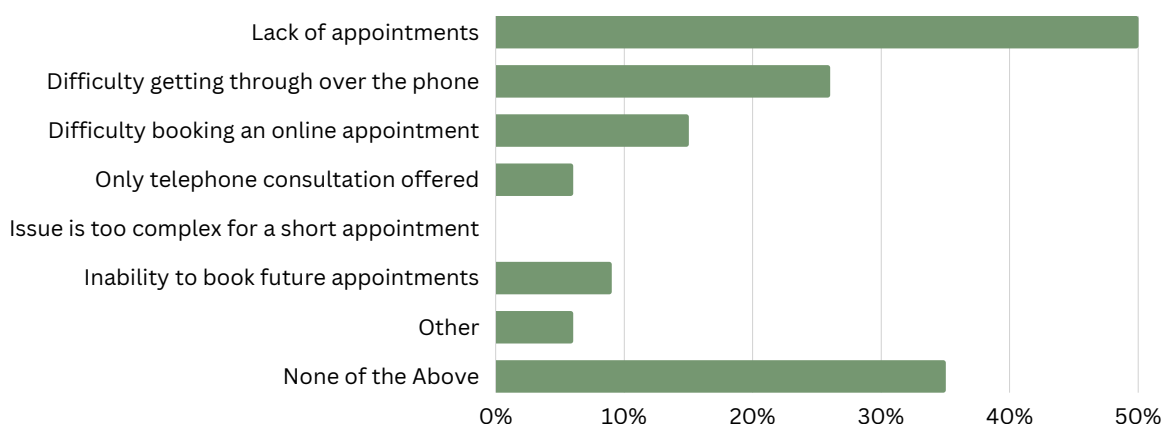
- 65% would go to their GP for advice and help
- 21% would call 111
- 29% would go to their Pharmacy
- 18% would turn to the internet
- 12% would go to an Urgent Treatment Centre
- 18% would go to their local Emergency Department

100% of the residents interviewed were registered with a GP. Over the last year, 64% of those had accessed their GP 1-3 times, 18% 4-5 times, and 3% over 5 times. 15% had not accessed their GP at all in that period.

Thinking about the last time they had tried to book an appointment with their GP, 58% of residents felt it was 'straightforward', 'easy', or 'very easy'. Nevertheless, 29% felt it was 'difficult' and 12% reported it as 'very difficult'.

The most common barrier to booking an appointment with a GP was reported as 'lack of appointments' (50%). 35% of residents felt that none of the options presented to them were relevant.

Figure 4.5 Barriers to booking an appointment with a GP



In terms of their physical health, 85% of residents were up to date with their vaccinations. 21% of residents stated that they were not eligible for an NHS health check, and of the remainder, 50% had taken a health check and 23% indicated that they had not.

59% of residents had been screened for Cancer with no concerns reported, with 6% having had screens and a subsequent Cancer diagnosis. 17% of residents had not been screened but did have concerns about it. These residents were given a screening leaflet and encouraged to contact their GP.

Internet Access

97% of households reported having access to the internet at home, with the remaining 3% opting for the response 'don't want to use it'.

Cost of Living

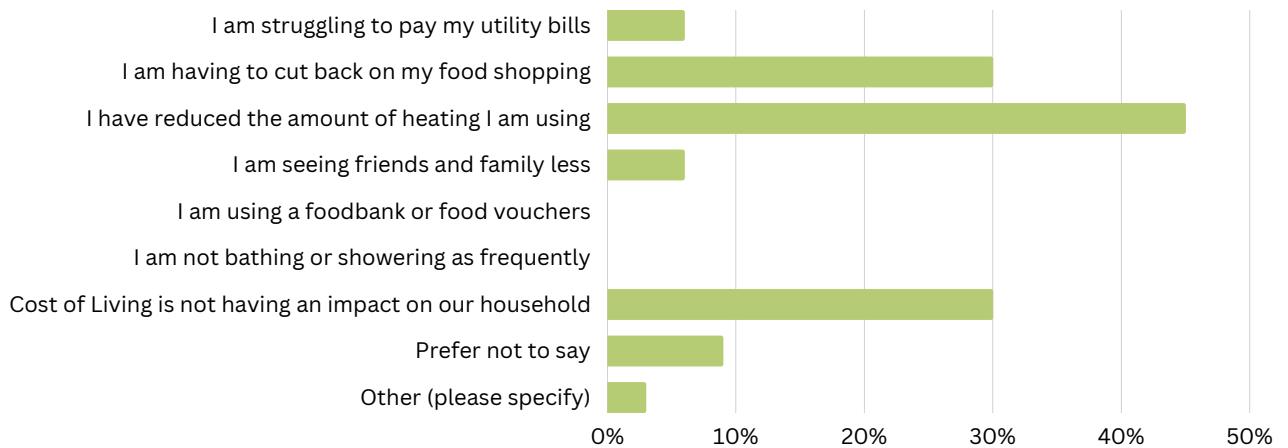
61%

of households reported the Cost of Living Crisis was impacting on their daily life in at least one way.

Of this group, 45% of residents had reduced the amount of heating they are using, and 30% had cut back on their food bills. 6% were struggling to pay their utility bills.

59% of residents felt that lack of money 'sometimes' prevented them doing the things they wanted to do, with 12% reporting this occurred 'quite often'. Only 24% reported that lack of money 'never' stopped them from doing the things they wanted to do.

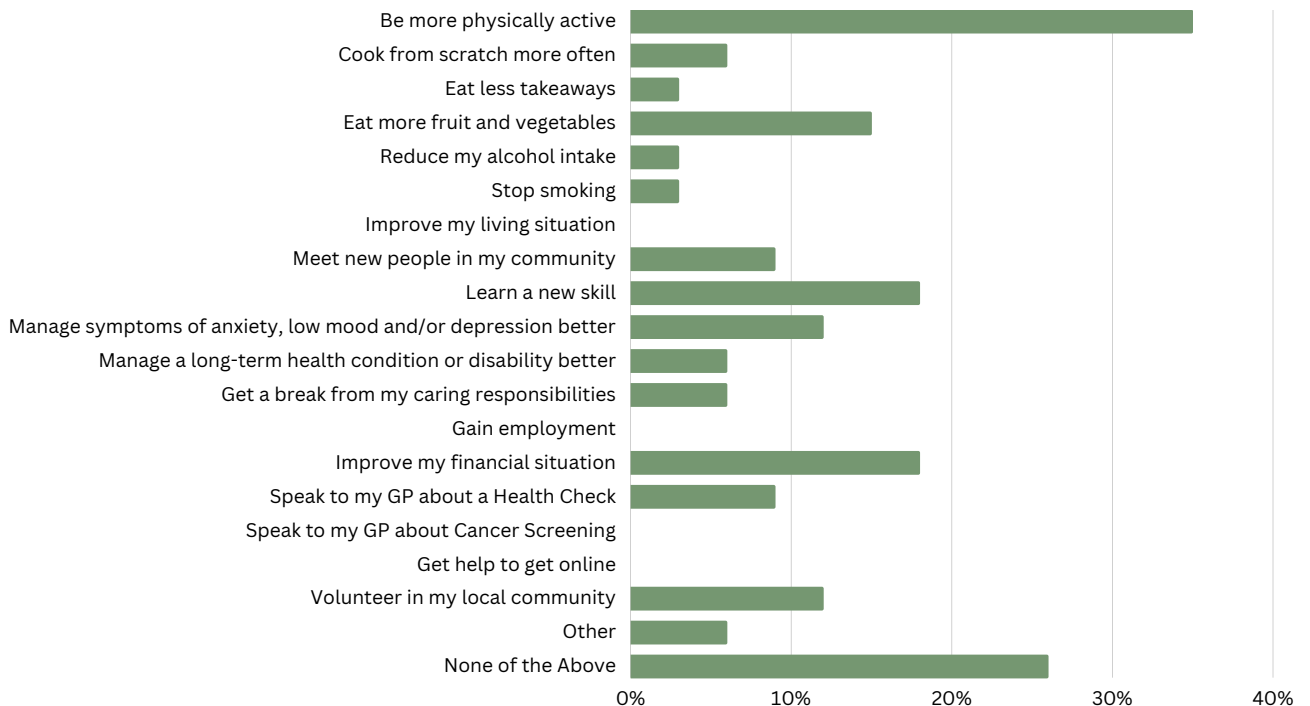
Figure 4.6 Cost of Living Impact



What would make a difference?

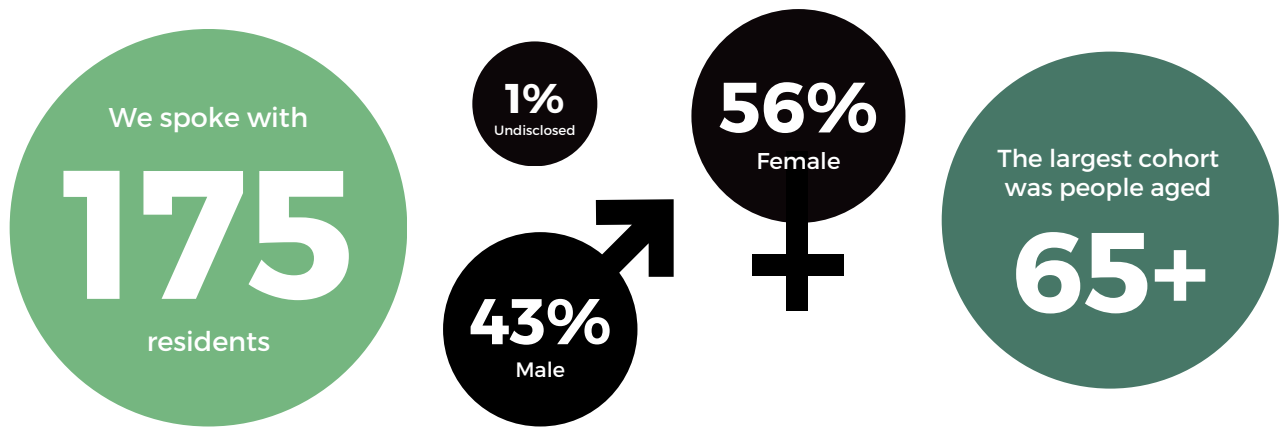
Residents were asked what changes they would like to make to benefit their health & wellbeing, which stimulated a wide range of responses. Of these, 'be more physically active' was a majority theme (35%) along with 'learn a new skill' (18%), 'improve my financial situation' (18%) and 'eat more fruit and vegetables' (15%).

Figure 4.7 Changes that would benefit your health and wellbeing



Heathfield

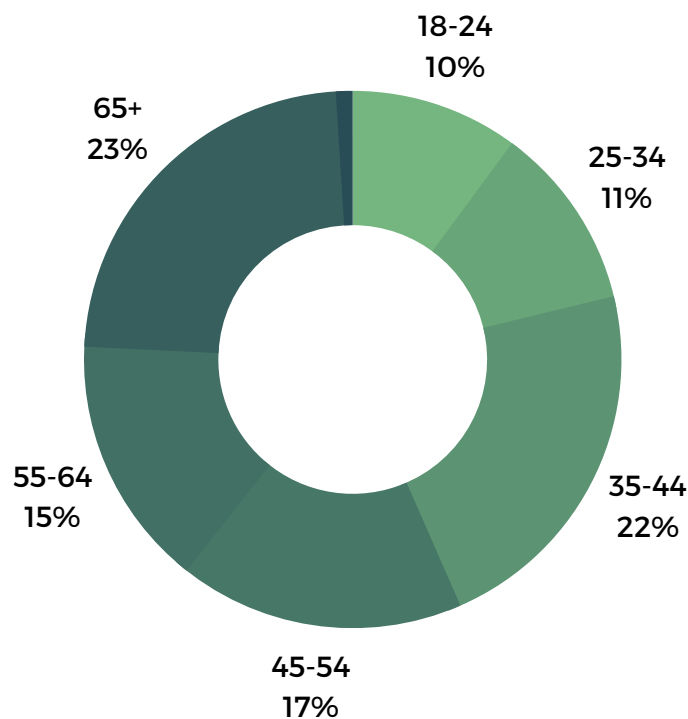
The Community



Our team spoke to 175 residents - there was good representation across all age groups with the 2 largest cohorts being the 35-44 and 65+ age groups (see Figure 5.1).

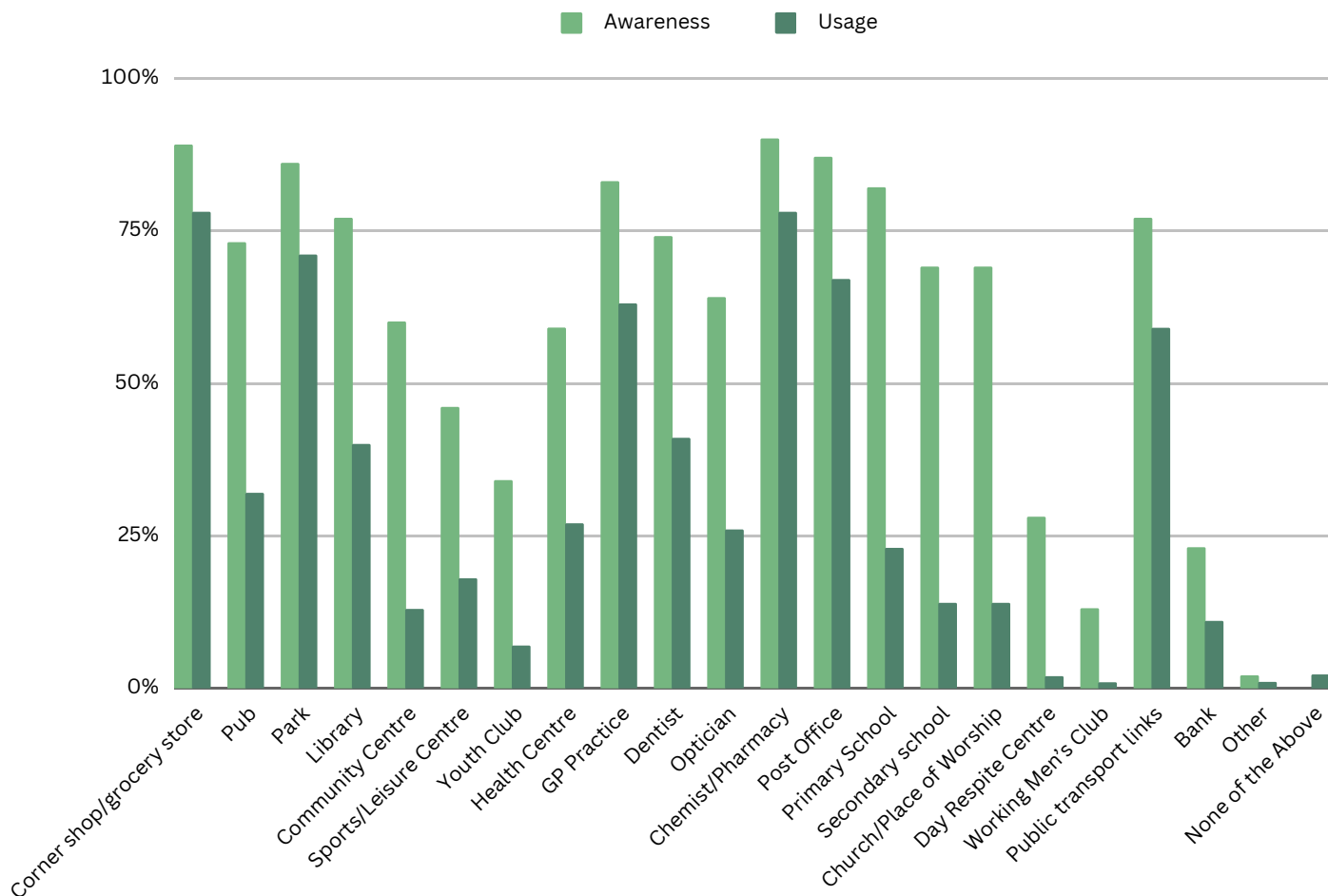
56% of respondents identified as female, with 43% identifying as male, and 1% preferring not to disclose.

Figure 5.1 Age Breakdown in Heathfield



The residents we interviewed had a good knowledge of their local area. They were aware of facilities such as corner shops, local park and pubs, but less residents were aware of a youth club, working men's club and day respite centres. In spite of this awareness, some facilities had not been well used over the last 6 months. For example, although 60% of the residents interviewed were aware of their local community centre only 13% had used the centre in the last 6 months.

Figure 4.2 Awareness and Usage of Local Facilities

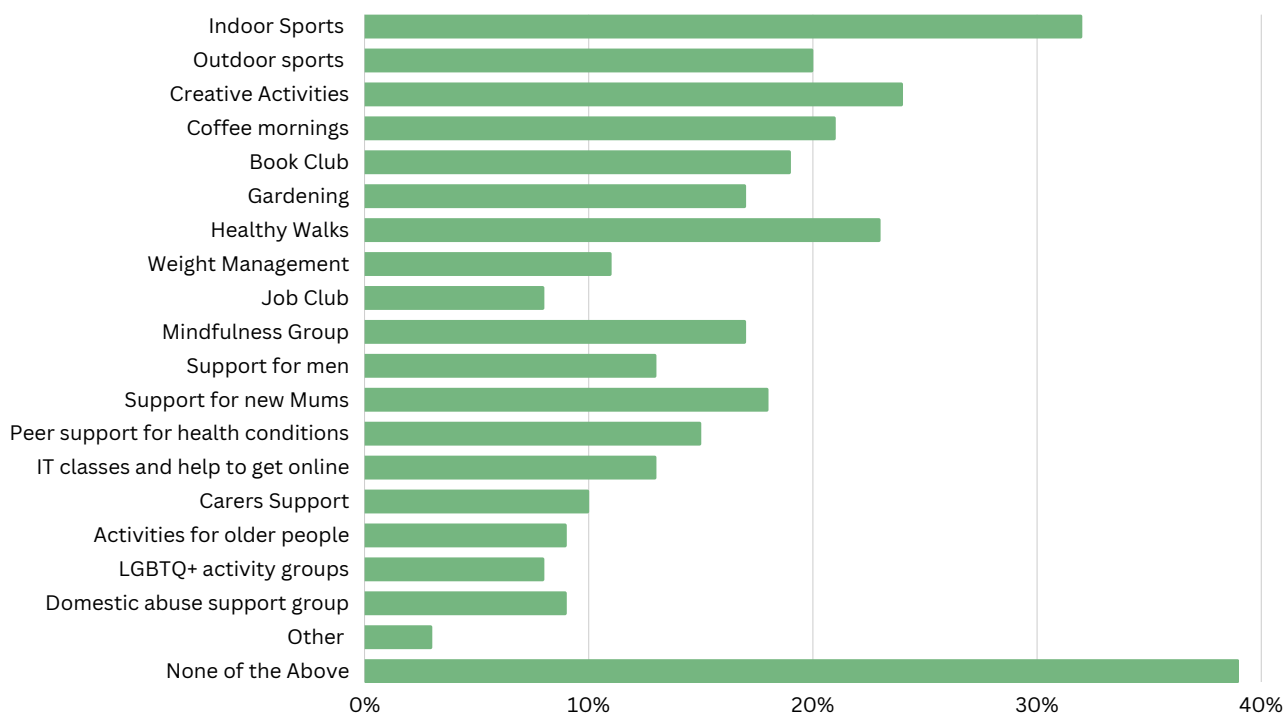


When asked what was missing in their local area over 45% of residents said a bank, 17% a day respite centre and 19% a youth club. 22% felt that there was nothing missing from the area. The top 4 categories selected by residents were:



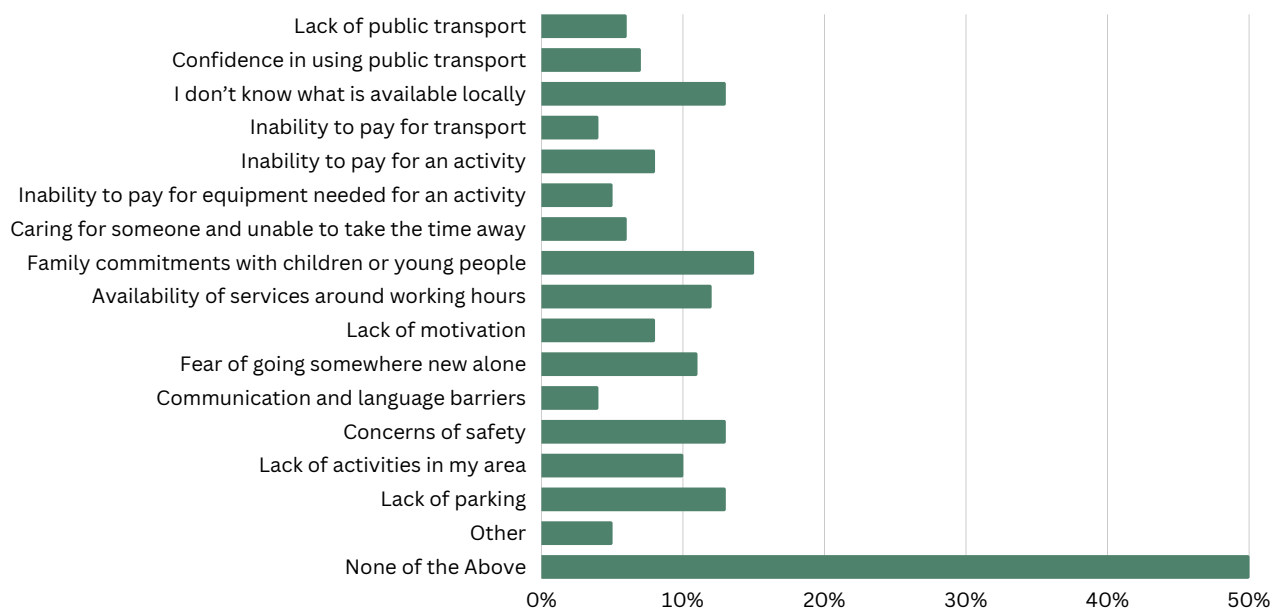
Residents were given a list of activities and groups and asked which activities they would like to see or take part in in their local community. 32% of residents indicated that they would like access to 'indoor sports' (e.g. Yoga/Pilates/gym). 'Coffee mornings' (21%), 'healthy walks' (23%) and a 'book club' (19%) were also of interest.

Figure 5.3 Activities and groups Heathfield residents would like to take part in or see in their community



50% of residents felt that they did not face any barriers to accessing local groups and activities. For those that did face barriers, they included 'family commitments' (15%), 'not knowing what was available locally' (13%), 'concerns of safety' (13%) and 'lack of parking' (13%).

Figure 5.4 Barriers to accessing local groups and activities



Residents felt positive about living in Heathfield.

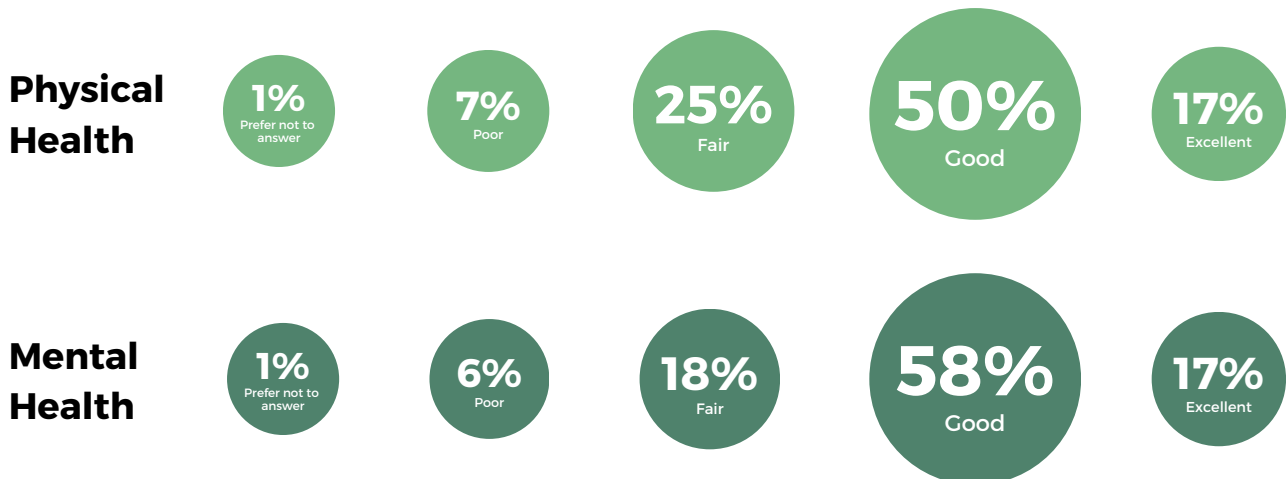
77% of residents were either satisfied or very satisfied with the services and facilities in their local area.

Only 4% were 'dissatisfied'. 75% of residents reported feeling safe where they lived with only 11% reporting feeling unsafe. The vast majority of residents (78%) 'agreed' or 'strongly agreed' that they were satisfied with the state of the property they live in, with 9% either 'disagreeing' or 'strongly disagreeing' with this statement.

75% of residents either 'agreed' or 'strongly agreed' that they had access to healthcare when they need it with 11% feeling that this was not the case.

Encouragingly 84% of residents reported meeting up with friends and family regularly, with 20% of residents reporting that they often feel lonely and isolated.

Health and Wellbeing



60% of residents reported taking part in 60+ minutes of moderate activity (e.g. taking a walk or climbing a flight of stairs) per week, 26% are doing 30-60 minutes per week and 23% are doing 30 minutes or less.



When residents experience a non-emergency health condition:

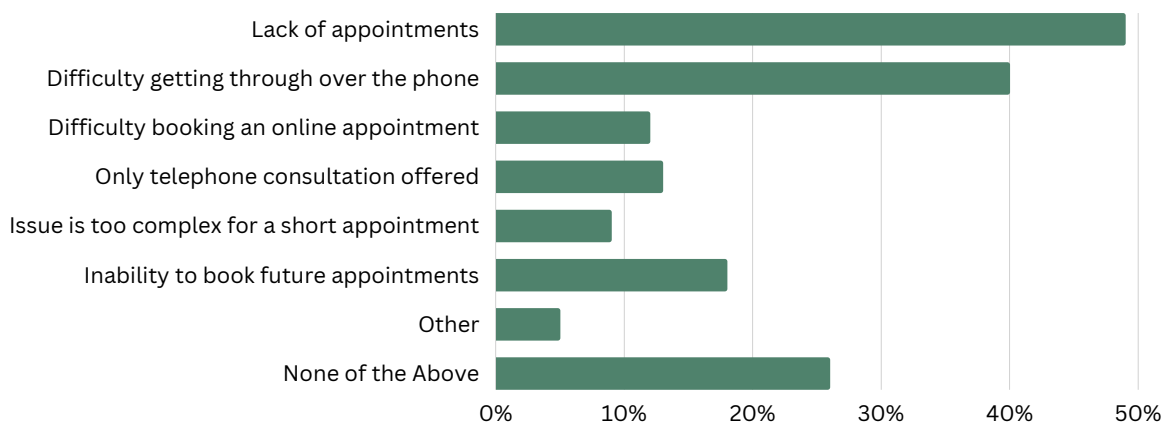
- 59% would go to their GP for advice and help
- 30% would call 111
- 37% would go to their Pharmacy
- 19% would turn to the internet
- 6% would go to an Urgent Treatment Centre
- 6% would go to their local Emergency Department

All of the residents interviewed were registered with a GP. 15% had not accessed their GP in the last year, while 56% had been to the GP between 1-3 times, 14% between 4-5 times and 16% had seen their GP over 5 times in the last year.

Thinking about the last time they had tried to book an appointment with their GP, 29% of residents felt that it had been 'difficult' with a further 17% reporting it as 'very difficult'. 35% felt it has been 'straight forward' with 9% finding it 'easy'.

Residents faced a number of barriers when booking an appointment with their GP. 49% felt there was a 'lack of appointments' and 40% had 'difficulty getting through over the phone'. Interestingly one resident felt that they had been blacklisted by their local surgery, as they had not had their Covid-19 vaccine.

Figure 5.5 Barriers to booking an appointment with a GP



In terms of their health, 80% of residents were up to date with their vaccinations and 4% were unsure of their status. 21% of residents were not eligible for a NHS health check, 34% had had a health check and 40% of those who were eligible had not.

30% of residents had been screened for Cancer with no concerns being reported, with 6% having had screens and a subsequent Cancer diagnosis. 11% of residents had not been screened, but did have concerns. These residents were given a screening leaflet and encouraged to contact their GP.

Internet Access

96% of households reported having access to the internet. For those that don't, the residents without access 'didn't know how to use it' and 'didn't want to use it'.

Cost of Living

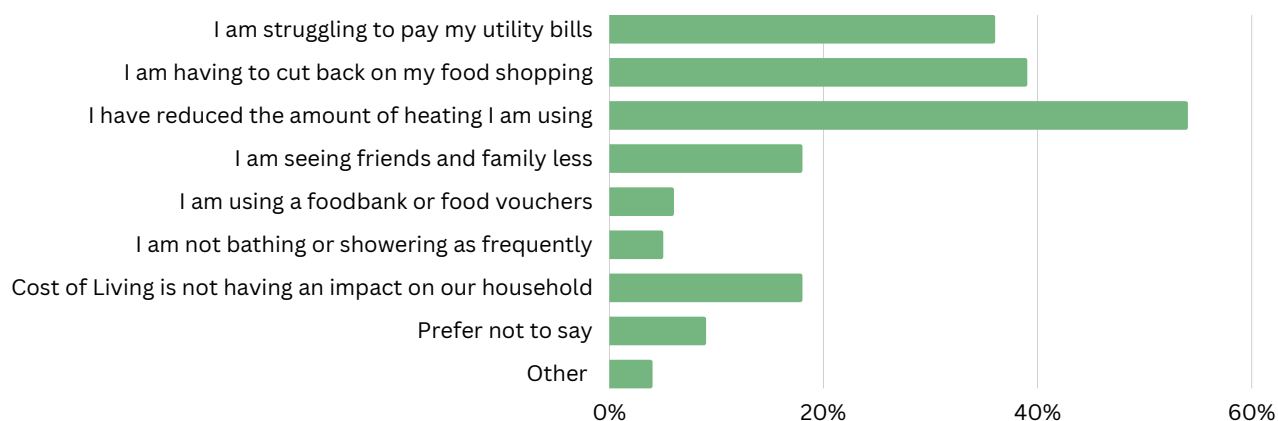
73%

of households reported the Cost of Living Crisis was impacting on their daily life in at least one way.

9% preferred not to say. Of those impacted, 54% of residents had reduced the amount of heating they are using, 39% had cut back on their food shopping and 36% were struggling to pay their utility bills.

58% of residents felt that lack of money ‘sometimes’ prevented them from doing the things they wanted to do, 12% felt this was ‘quite often’, with only 17% of residents reporting that money ‘never’ stopped them from doing what they wanted to do.

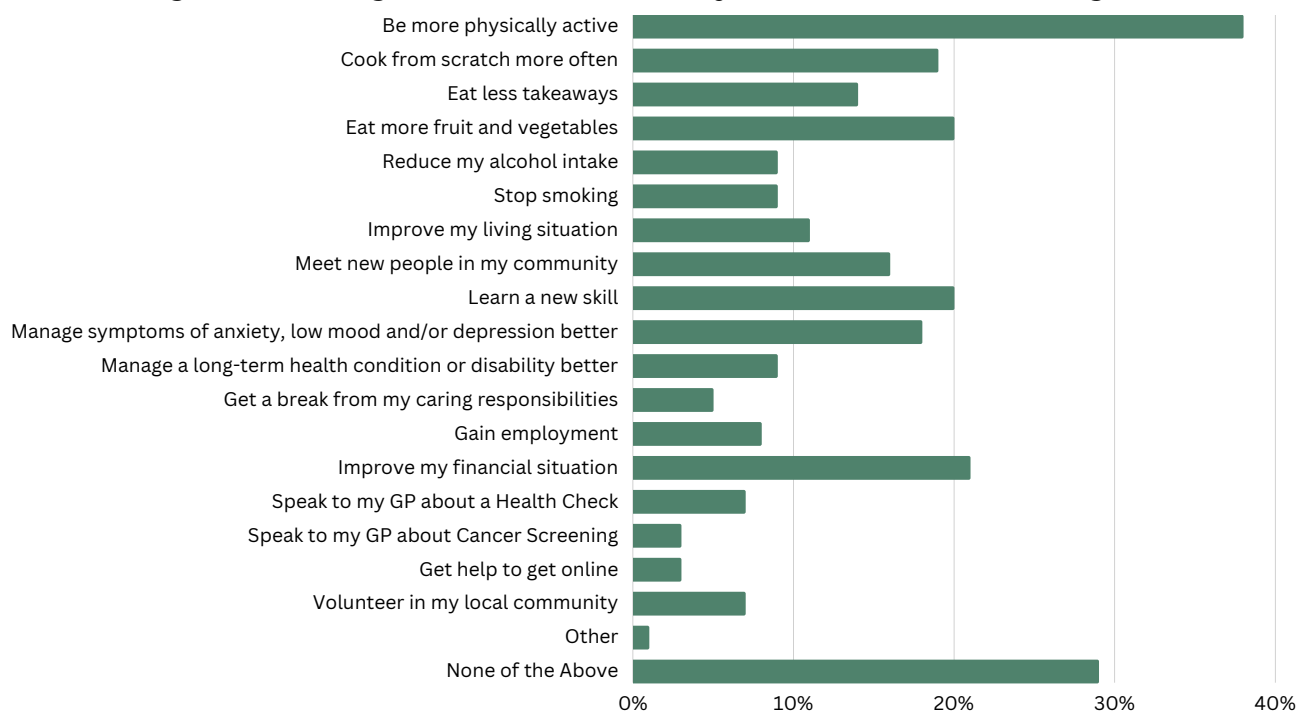
Figure 5.6 Cost of Living Impact



What would make a difference?

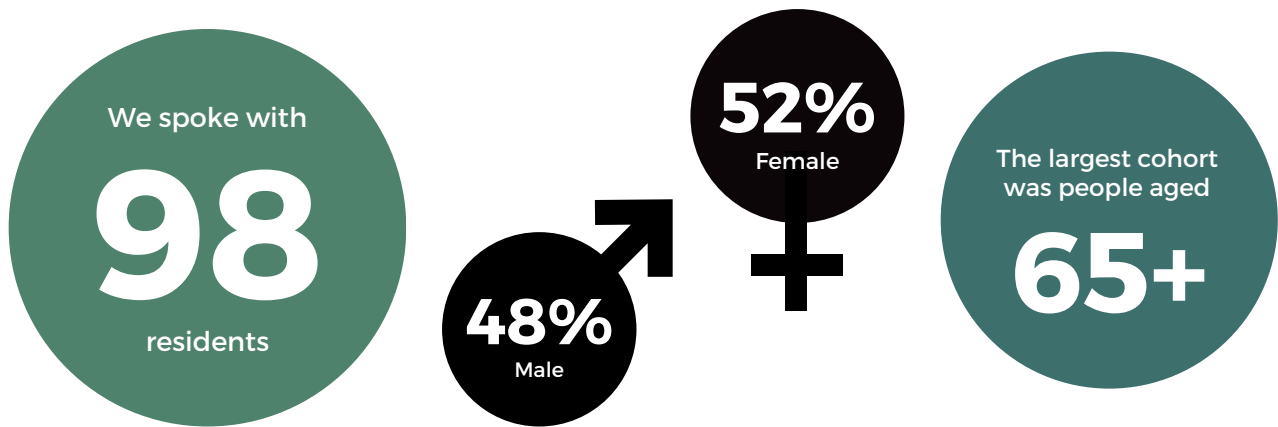
When asked what changes they would like to make to benefit their health and wellbeing, 38% of residents would like ‘to become more physically active’, 21% would like ‘to improve their financial situation’, 20% would like ‘to eat more fruit and vegetables’ and 20% ‘wanted to learn a new skill’.

Figure 5.7 Changes that would benefit your health and wellbeing



Ham & Petersham

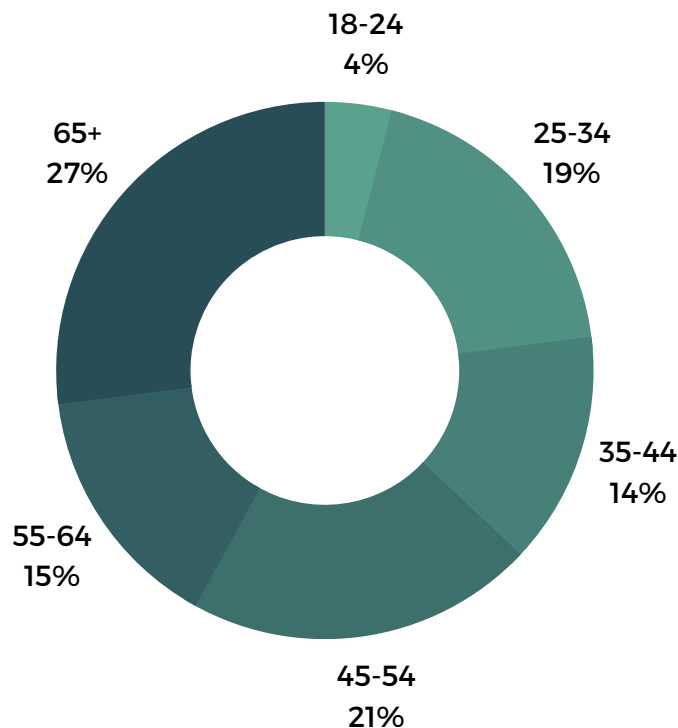
The Community



Our team spoke with 98 residents - the largest cohort being the 65+ age category, and the smallest the 18-24 category (see Figure 6.1).

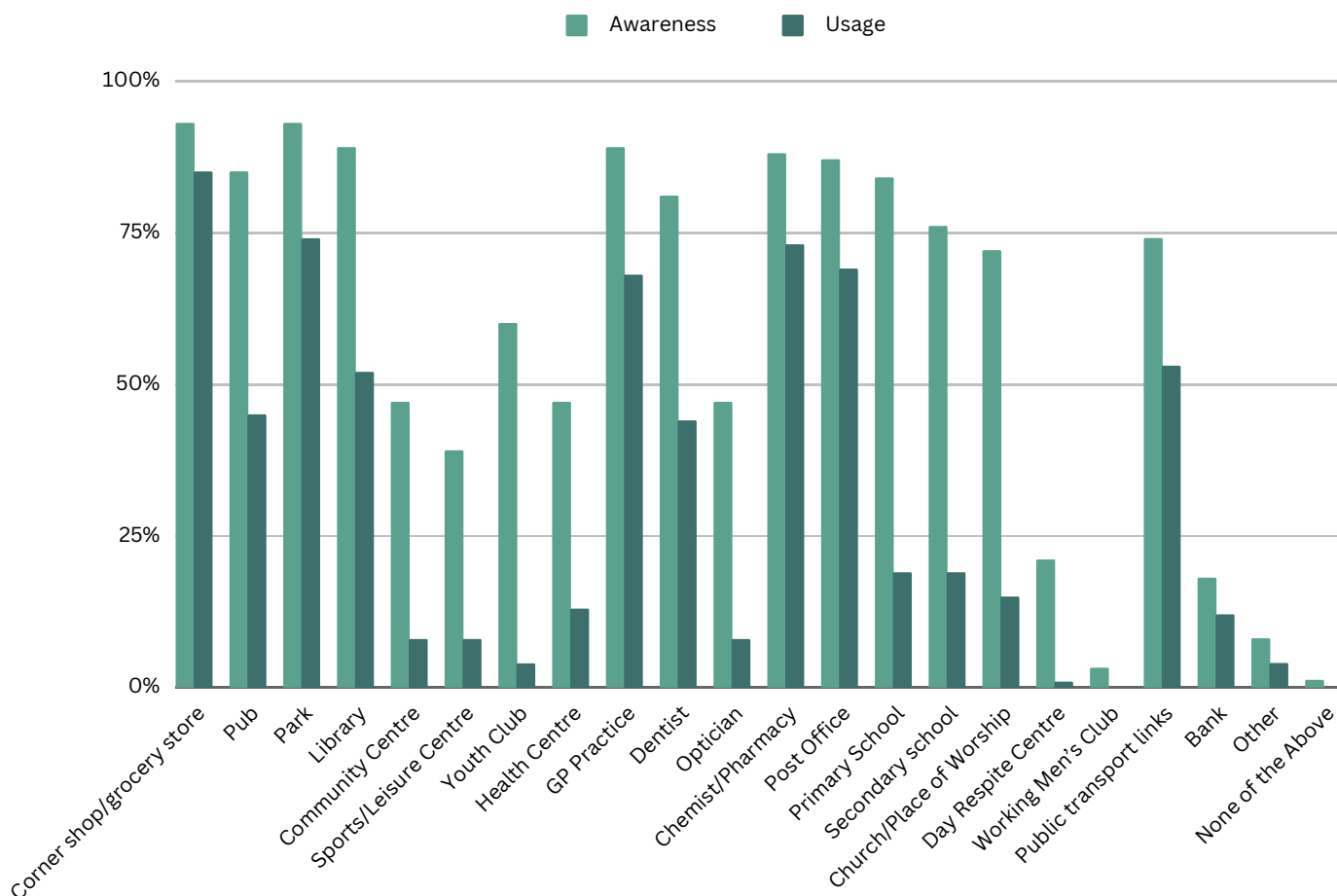
52% of respondents identified as female and 48% identified as male.

Figure 6.1 Age Breakdown in Ham & Petersham



Residents were very aware of the facilities in their local area. 93% for example, were aware of corner shops, but this was in contrast to only 39% knowing about sports and leisure facilities and an even smaller cohort being aware of day respite care facilities. Unsurprisingly, the corner shop/grocery store was the most well used facility with 85% of residents regularly making use of them. Conversely, only 8% of residents had used the sports/leisure centre within the last 6 months.

Figure 6.2 Awareness and Usage of Local Facilities

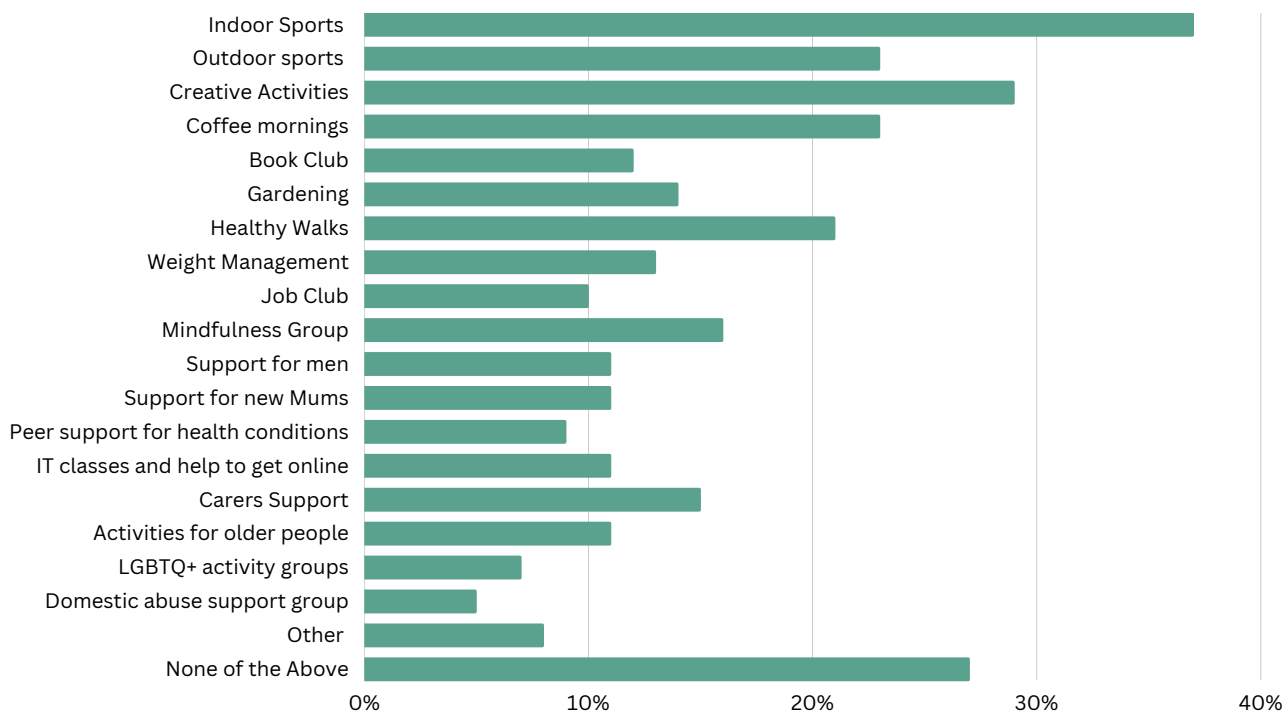


42% of residents felt that a bank was missing from their local area. 20% highlighted the desire for a sports/leisure centre and 16% for a working men's club. 24% felt that there was nothing missing from the area. The top 4 categories selected by residents were:



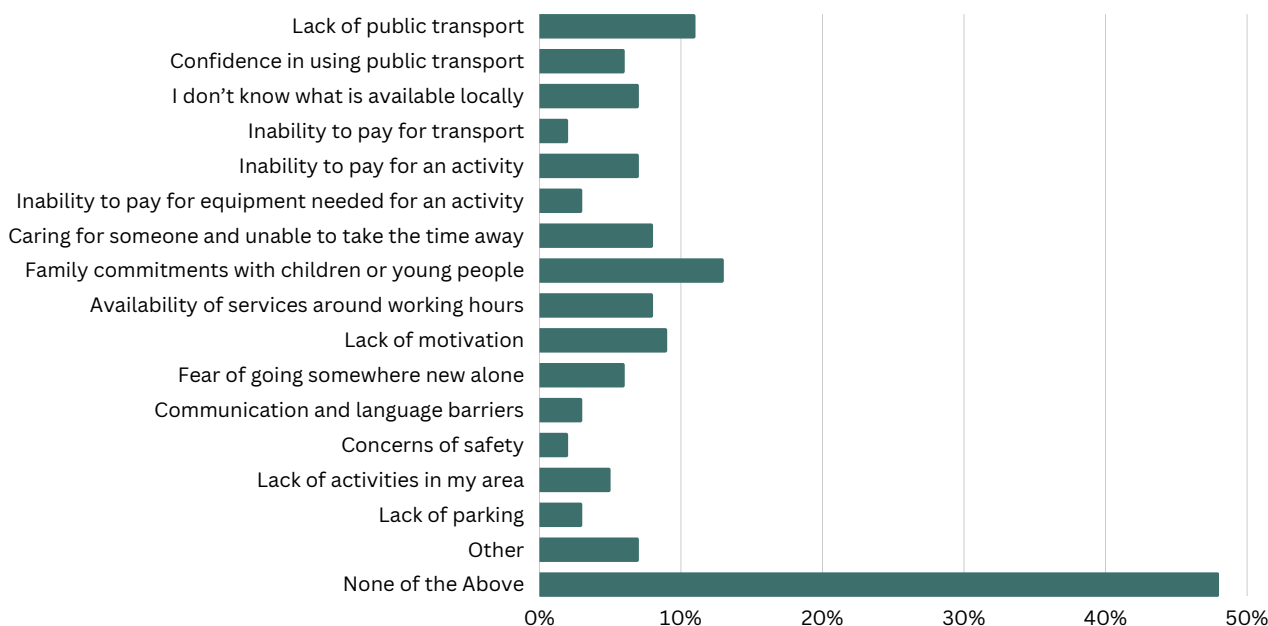
27% of residents felt that there were no additional groups or activities they would like to see or take part in their area. Conversely, 37% of residents indicated they would like to see more 'indoor sports' (e.g. Yoga, Pilates/Gym) offered in their area, while 29% would like access to 'creative activities' (e.g. arts/crafts/painting). 'Coffee mornings' (23%), 'outdoor sports' (23%) and 'healthy walks' (21%) were also of interest.

Figure 6.3 Activities and groups Ham & Petersham residents would like to take part in or see in their community



52% of residents felt that they faced at least one barrier to accessing local groups and activities, including 'family commitments with children or young people' (13%), and 'lack of public transport' (11%).

Figure 6.4 Barriers to accessing local groups and activities



Residents felt positive about living in Ham & Petersham.

83% of residents were either satisfied or very satisfied with the services and facilities in their local area.

Only 6% were 'dissatisfied'. 87% of residents reported feeling 'safe' where they lived with only 4% reporting feeling 'unsafe'.

The majority of residents (74%) 'agreed' or 'strongly agreed' that they were satisfied with the state of the property they live in, with 17% either 'disagreeing' or 'strongly disagreeing' with this statement.

77% of residents either 'agreed' or 'strongly agreed' that they had access to healthcare when they need it with 10% feeling that this was not the case. 88% of residents reported meeting up with friends and family regularly, with 15% of residents reporting that they often feel lonely and isolated.

Health and Wellbeing

Physical Health



Mental Health



68% of residents are taking part in 60+ minutes of moderate activity (e.g. taking a walk or climbing a flight of stairs) per week, 20% are doing 30-60 minutes per week and 12% are doing 30 minutes or less.



When residents experience a non-emergency health condition:

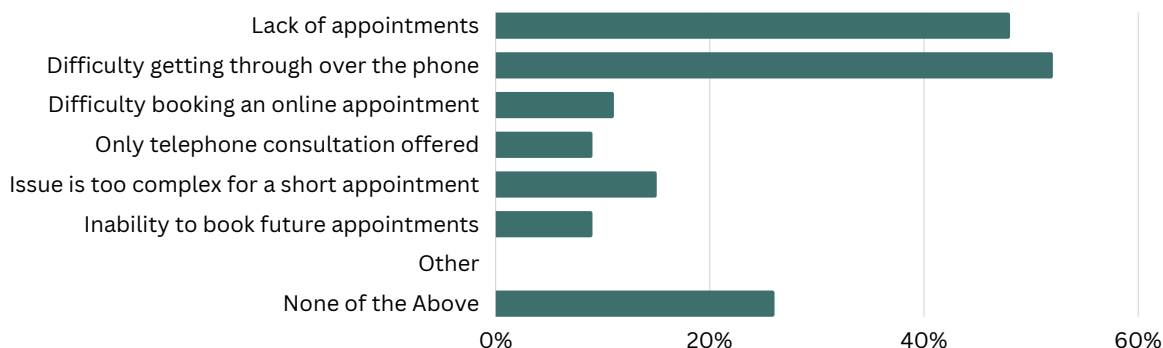
- 65% would go to their GP for advice and help
- 26% would call 111
- 39% would go to their Pharmacy
- 15% would turn to the internet
- 4% would go to an Urgent Treatment Centre
- 11% would go to their local Emergency Department

All of the residents interviewed were registered with a GP. 7% had not accessed their GP in the last year, while 65% had been to their GP between 1-3 times, 9% between 4-5 times and 19% had seen their GP over 5 times in the last year.

Thinking about the last time they had tried to book an appointment with their GP, 36% of residents felt that it had been 'difficult' with a further 11% reporting it as 'very difficult'. 17% felt it has been 'straight forward' with 36% finding it 'easy'.

Residents reported a number of barriers they faced when booking an appointment with their GP. 52% had experienced difficulties booking an appointment over the phone, 48% felt there was a 'lack of appointments' and 15% had felt that their 'issue was too complex for a short appointment'. 26% of respondents had not experienced any of these issues.

Figure 6.5 Barriers to booking an appointment with a GP



83% of residents were up to date with their vaccinations, 4% were unsure of their status while a further 4% preferred not to answer the question. 27% of residents were not eligible for a NHS health check, 38% had received a health check while 29% who were eligible had not.

30% of residents had been screened for Cancer with no concerns being reported, while 4% had been screened resulting in a Cancer diagnosis. 38% of residents had not been screened, but they did not have any concerns and 9% were not yet screened, but did have concerns. 13% were not yet eligible for screening.

Internet Access

89% of households have access to the internet. Residents with no access reported the primary issue as 'not having internet access at their home', with the other reasons, including 'not having a computer/tablet/smart phone' being evenly spread.

Cost of Living

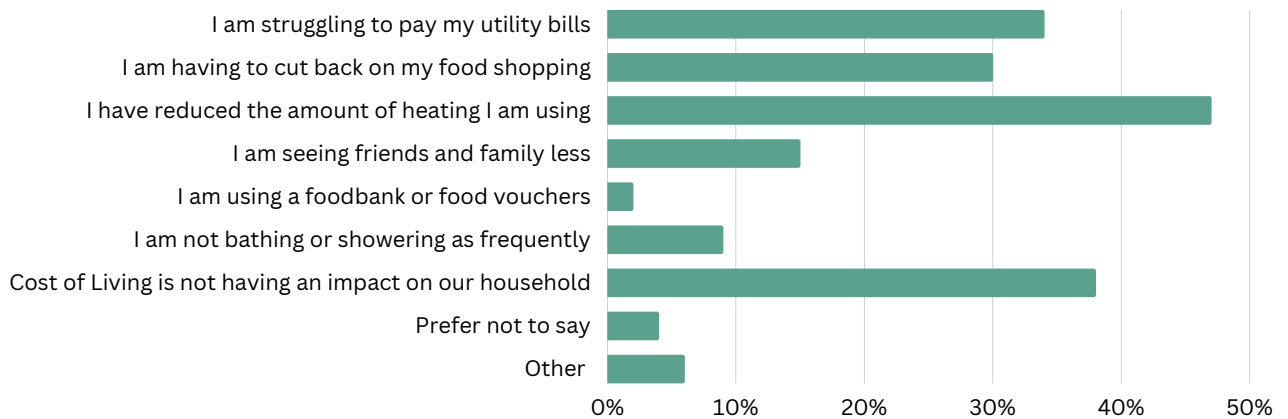
58%

of households reported the Cost of Living Crisis was impacting on their daily life in at least one way.

4% preferred not to say. 47% of residents had reduced the amount of heating they were using, 30% had cut back on their food shopping and 34% were struggling to pay their utility bills.

42% of residents felt that lack of money ‘sometimes’ prevented them from doing the things they wanted to do, 17% felt this was ‘quite often’ with 31% of residents reporting that money ‘never’ stopped them from doing what they wanted to do.

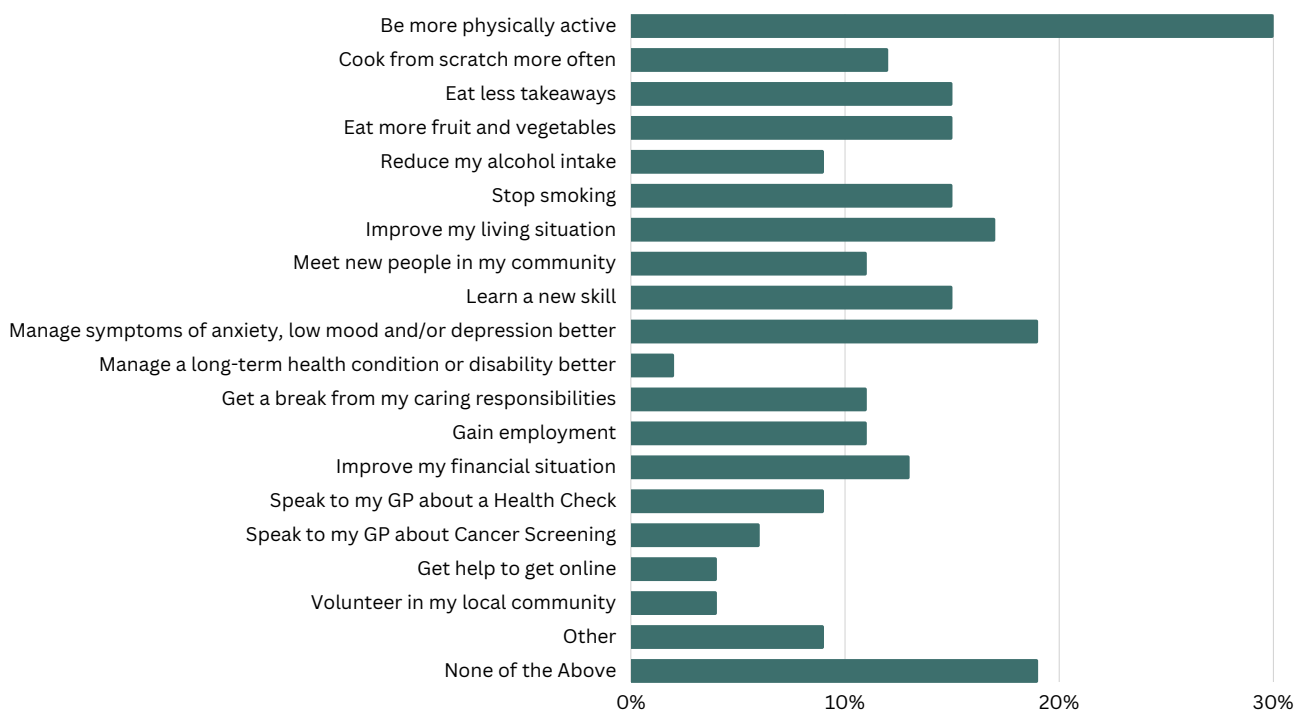
Figure 6.6 Cost of Living Impact



What would make a difference?

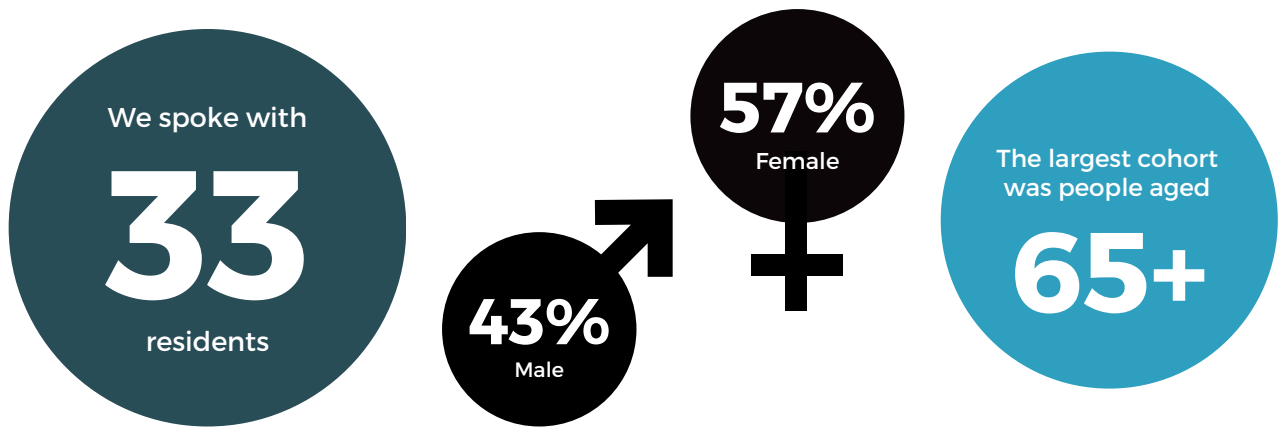
30% of residents reported that they would like to ‘become more physically active’, 19% want to ‘manage symptoms of anxiety, low mood and/or depression better’ and 17% would like ‘to improve their living situation’.

Figure 6.7 Changes that would benefit your health and wellbeing



South Richmond

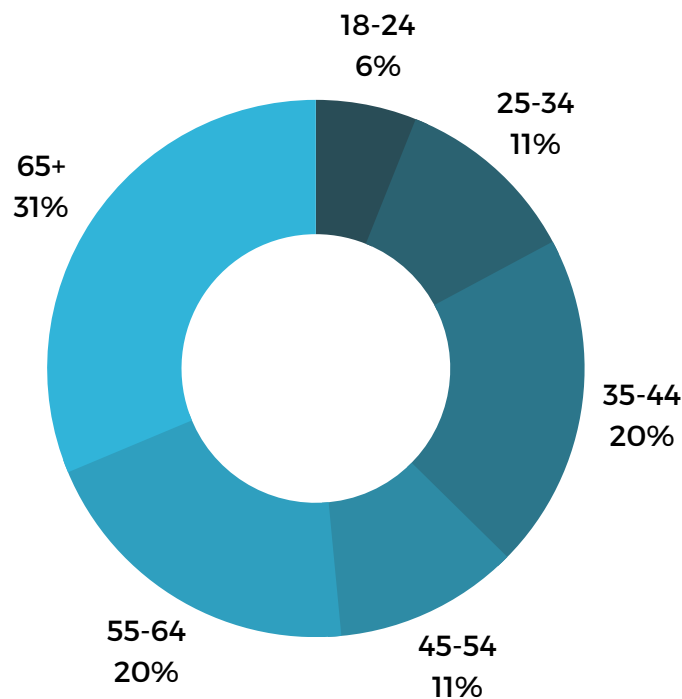
The Community



This was a relatively small cohort with the team speaking to 33 residents in total. 31% of residents were 65 and over with the second largest groups being the 35-44 and 55-64, both making up 20%.

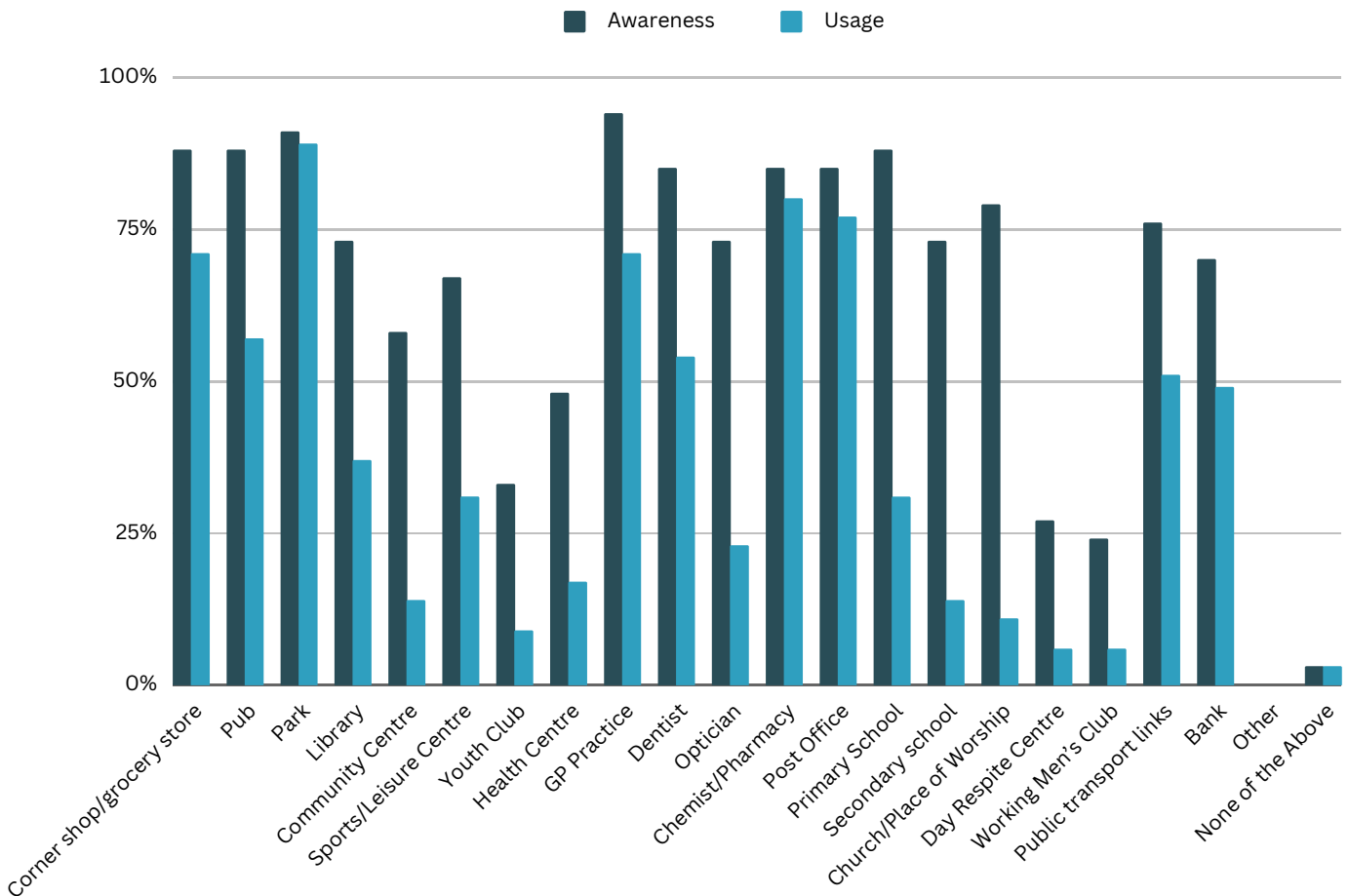
57% of this cohort identified as female and 43% as male.

Figure 7.1 Age Breakdown in South Richmond



The residents interviewed showed really good awareness of their local area. The vast majority of residents were aware of pubs, the park, GP practices, corner shops and schools. There was less awareness of day respite centres and youth clubs. Although awareness was high, usage of these facilities varied substantially - the park featuring highly.

Figure 7.2 Awareness and Usage of Local Facilities

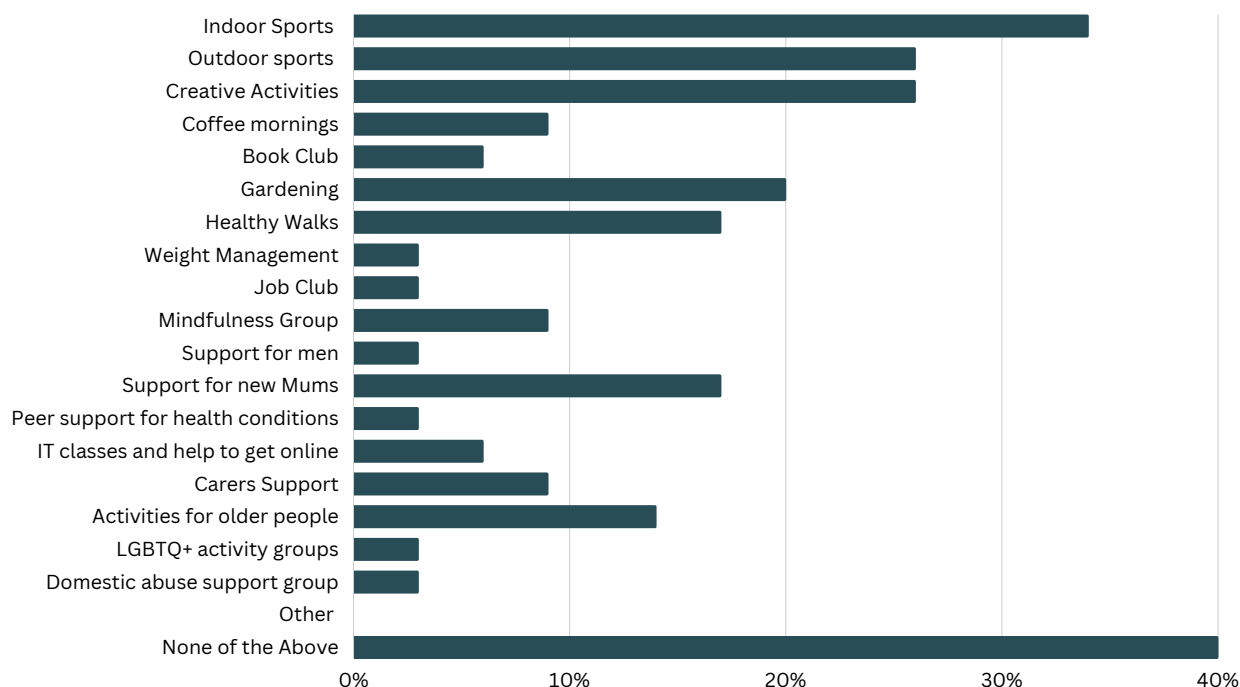


Unlike in some of the other areas only 6% felt that they were missing a bank, while 50% felt that there was nothing missing from their local area. Other noteworthy facilities residents felt were missing were a community centre, youth club and day respite centre. The top 4 that residents selected were:



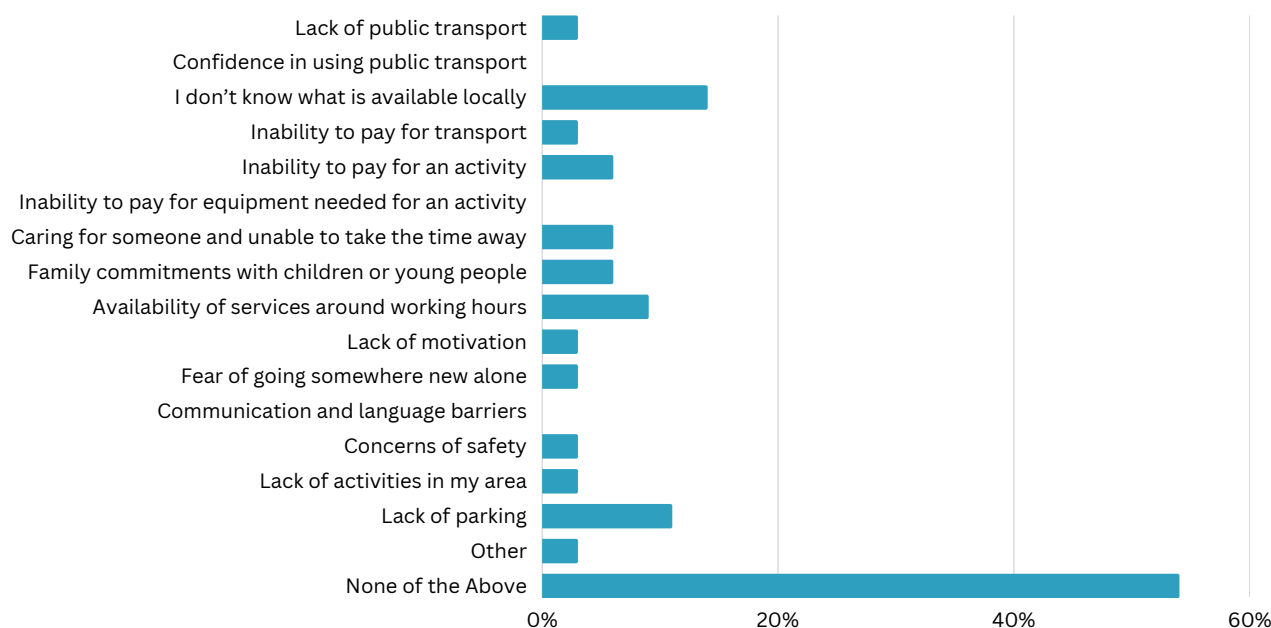
Residents were given a list of activities and groups and asked which activities they would like to see or take part in in their local community. 40% of residents indicated that they were not interested in getting involved in any of the suggested activities. Of the remainder, 'indoor sports' (e.g. Yoga/Pilates/Gym), 'outdoors sports', 'creative activities' and 'gardening' were the most popular activities, each selected by over 20% of residents.

Figure 7.3 Activities and groups South Richmond residents would like to take part in or see in their community



Over 54% of residents felt that they didn't face any barriers to accessing local groups and activities. Of those that did face barriers, the two standouts were 'lack of parking' (11%) and 'not knowing what is available locally' (14%).

Figure 7.4 Barriers to accessing local groups and activities



A very high level of satisfaction with living in South Richmond was reported.

96% of residents were either satisfied or very satisfied with the services and facilities in their local area.

4% were 'neither satisfied nor dissatisfied', and only one person reported being 'dissatisfied' or 'very dissatisfied'. Only 66% 'agreed' or 'strongly agreed' that they were satisfied with the state of the property they live in, with 20% 'neither agreeing or disagreeing' with this statement.

15% either 'disagreed' or 'strongly disagreed' with this statement. 74% of residents 'agreed' or 'strongly agreed' that they had access to healthcare when they needed it, and only 3% responding that this was not the case.

79% of residents reported meeting up with friends and family regularly, and only 3% of residents reported that they often feel 'lonely and isolated'.

Health and Wellbeing

Physical Health



Mental Health



79% of residents reported taking part in 60+ minutes of moderate activity (e.g. taking a walk or climbing a flight of stairs) per week, with 15% reporting '30-60 minutes per week' and 6% '30 minutes or less'.



When residents experience a non-emergency health condition:

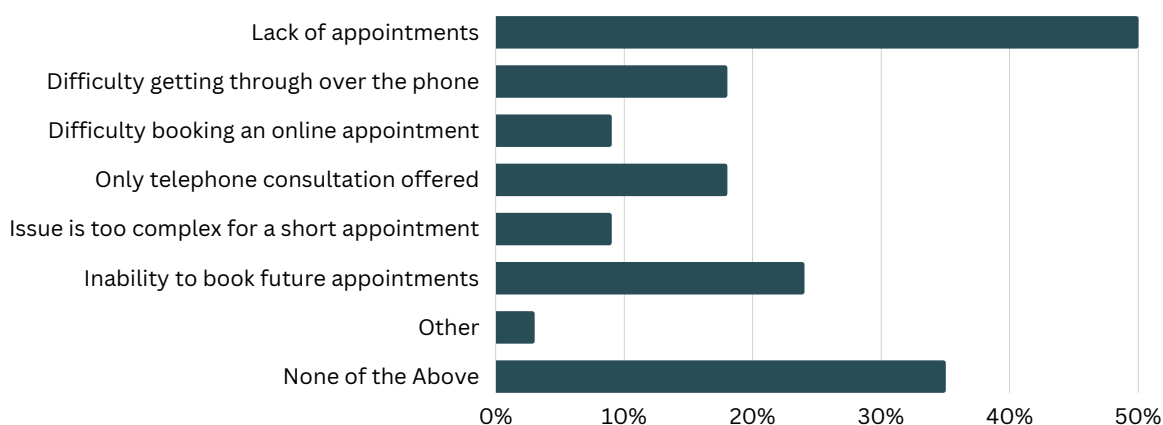
- 65% would go to their GP for advice and help
- 26% would call 111
- 39% would go to their Pharmacy
- 15% would turn to the internet
- 4% would go to an Urgent Treatment Centre
- 11% would go to their local Emergency Department

100% of the residents interviewed were registered with a GP. Over the last year, 69% had accessed their GP 1-3 times, 9% 4-5 times and 9% over 5 times. Only 14% had not accessed their GP at all in that period.

Thinking about the last time they had tried to book an appointment with their GP, 31% of residents felt it was 'straightforward', with 17% describing it as 'easy', and 6% as 'very easy'. Nevertheless, 31% felt it was 'difficult' and 14% reported it as 'very difficult'.

The most common barrier to booking an appointment with a GP was reported as 'lack of appointments' (50%). 'Inability to book future appointments' (24%) and 'difficulty getting through over the phone' (18%) and 'only telephone consultation being offered'(18%) were other key responses.

Figure 7.5 Barriers to booking an appointment with a GP



In terms of their physical health, over 91% of residents were up to date with their vaccinations. 65% of eligible residents stated they had never had an NHS health check, with only 15% indicating that they had. 15% reported as ineligible. 40% of residents had been screened for Cancer with no concerns reported, with 11% having had screens and a subsequent Cancer diagnosis. 40% of residents had never been screened and didn't have any concerns. A small number were not eligible for screening (9%).

Internet Access

94% of households reported having access to the internet at home. For those with no access, they indicated that they 'didn't know how to use it', nor 'did they want to learn how to use it'.

Cost of Living

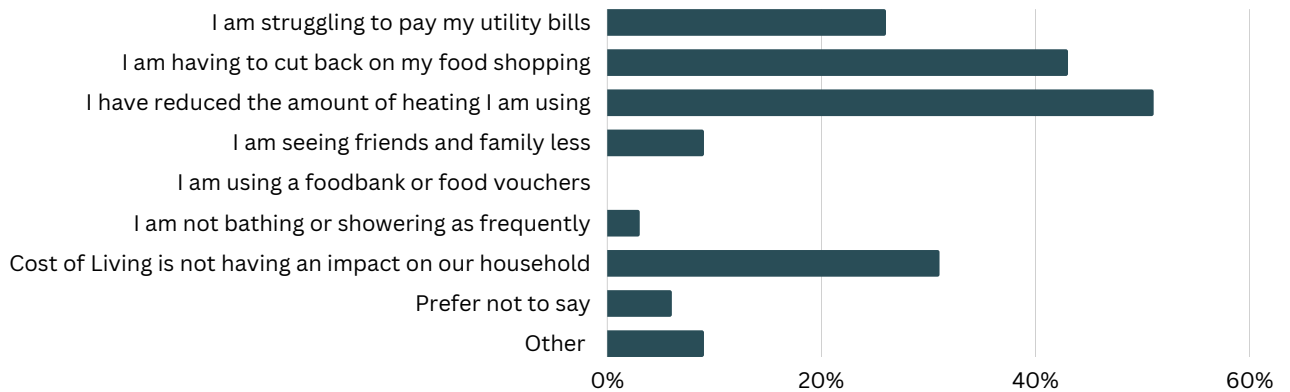
63%

of households reported the Cost of Living Crisis was impacting on their daily life in at least one way.

6% preferred not to say. 51% of residents had reduced the amount of heating they are using, 43% had cut back on their food bills and 26% were struggling to pay their utility bills.

71% of residents reported that lack of money ‘sometimes’ stopped them from doing the things they wanted to do, with 6% reporting that this was ‘quite often’ and only 20% of residents reporting that lack of money ‘never’ prevented them from doing the things they wanted to do.

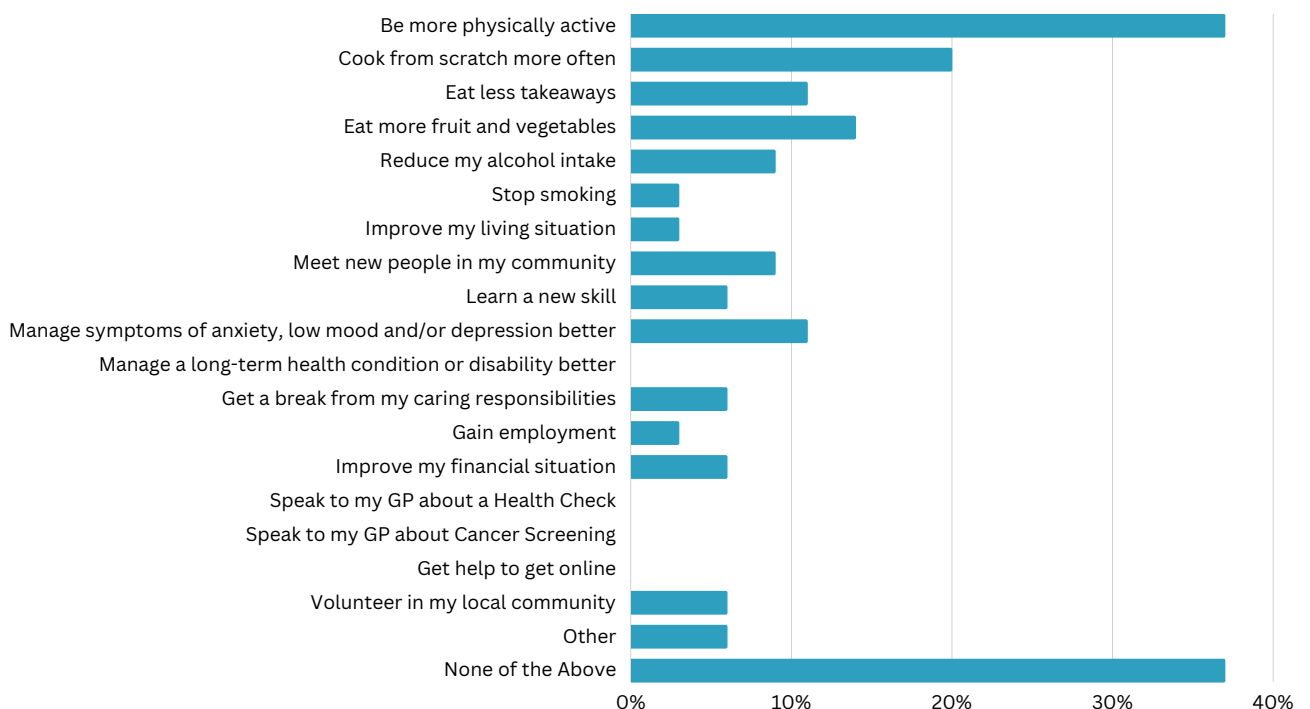
Figure 7.6 Cost of Living Impact



What would make a difference?

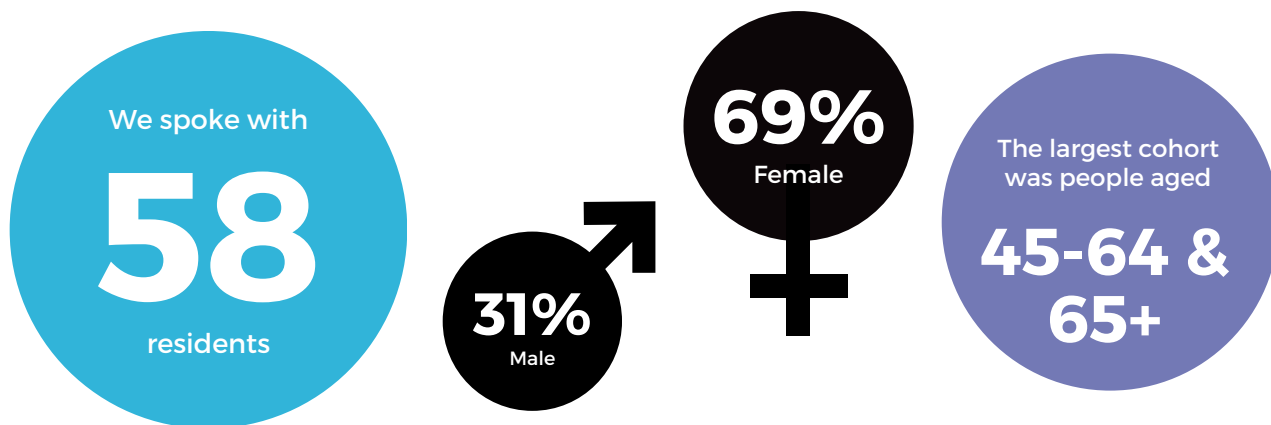
Residents were asked what changes they would like to make to benefit their health and wellbeing, consistent with other areas, ‘be more physically active’ (37%) was the most popular choice, with ‘cooking from scratch’ (20%) and ‘eating more fruit and vegetables’ (14%), the next options chosen.

Figure 7.7 Changes that would benefit your health and wellbeing



North Richmond

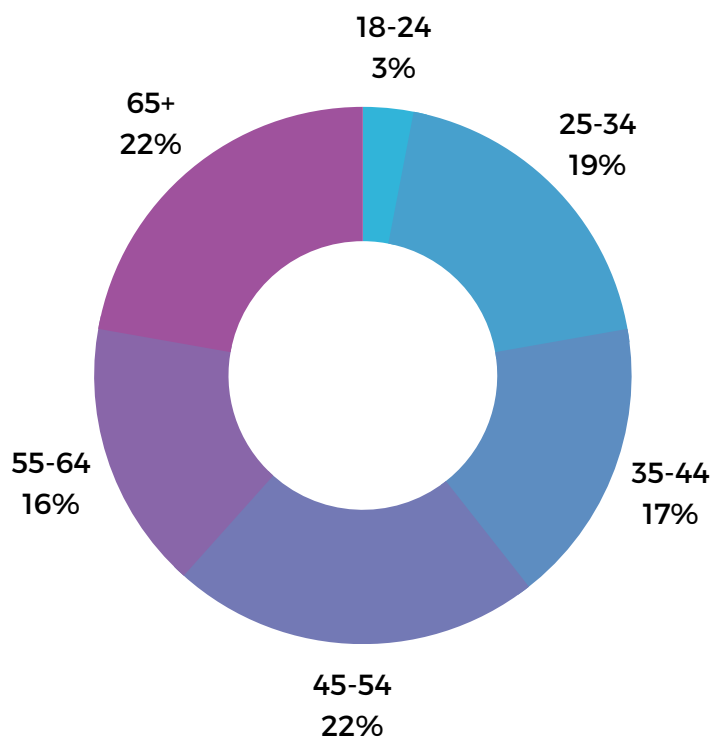
The Community



The team spoke to 58 residents in total. There was a relatively even spread of responses from the age groups 25-65+ with 22% being in the 45-54 and 65+ respectively (see Figure 8.1).

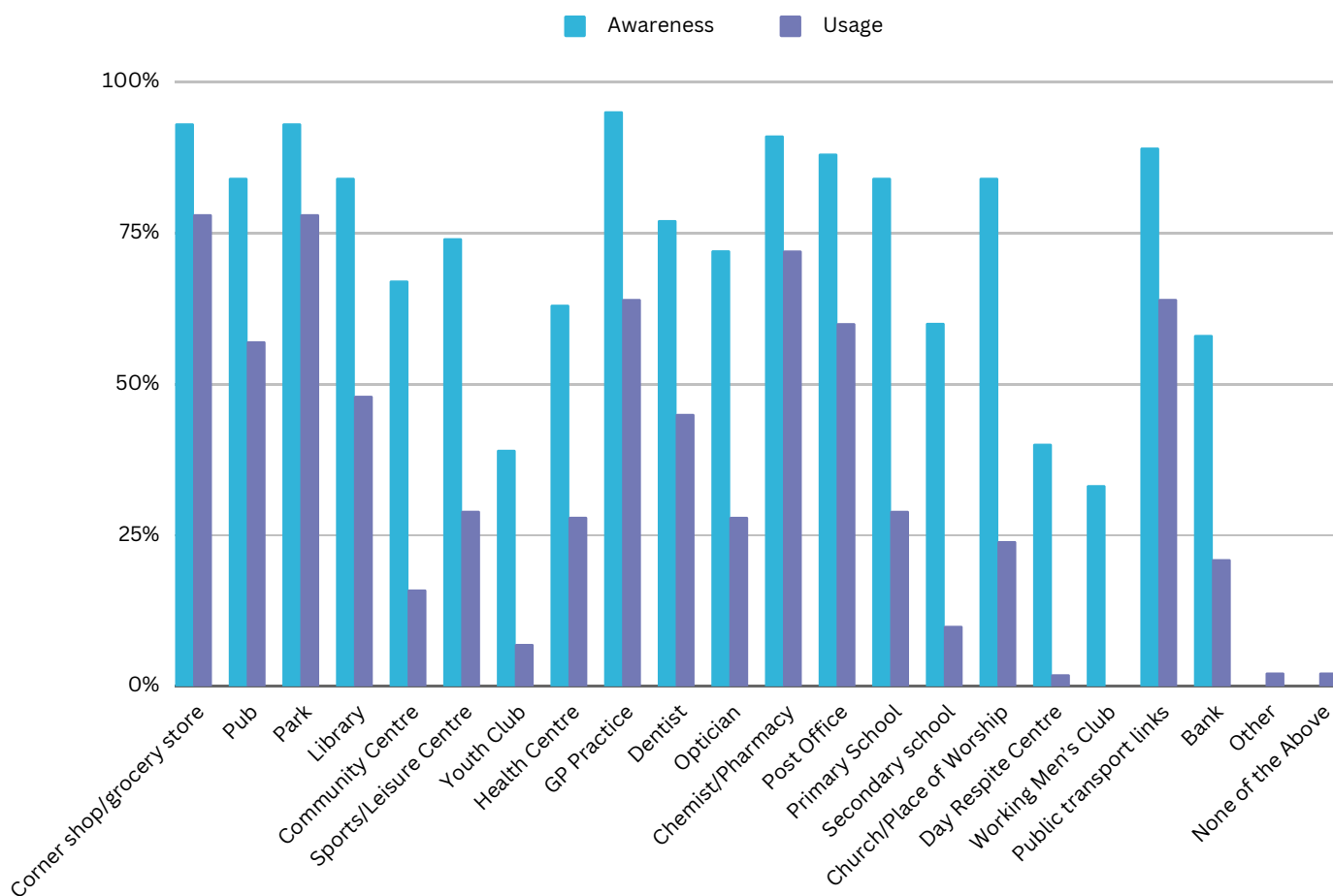
69% of this cohort identified as female and 31% as male.

Figure 8.1 Age Breakdown in North Richmond



Consistent with other areas, residents showed very good knowledge of the services and facilities in their local area. Although awareness was high, usage of these facilities varied substantially – again, the park featured highly.

Figure 8.2 Awareness and Usage of Local Facilities

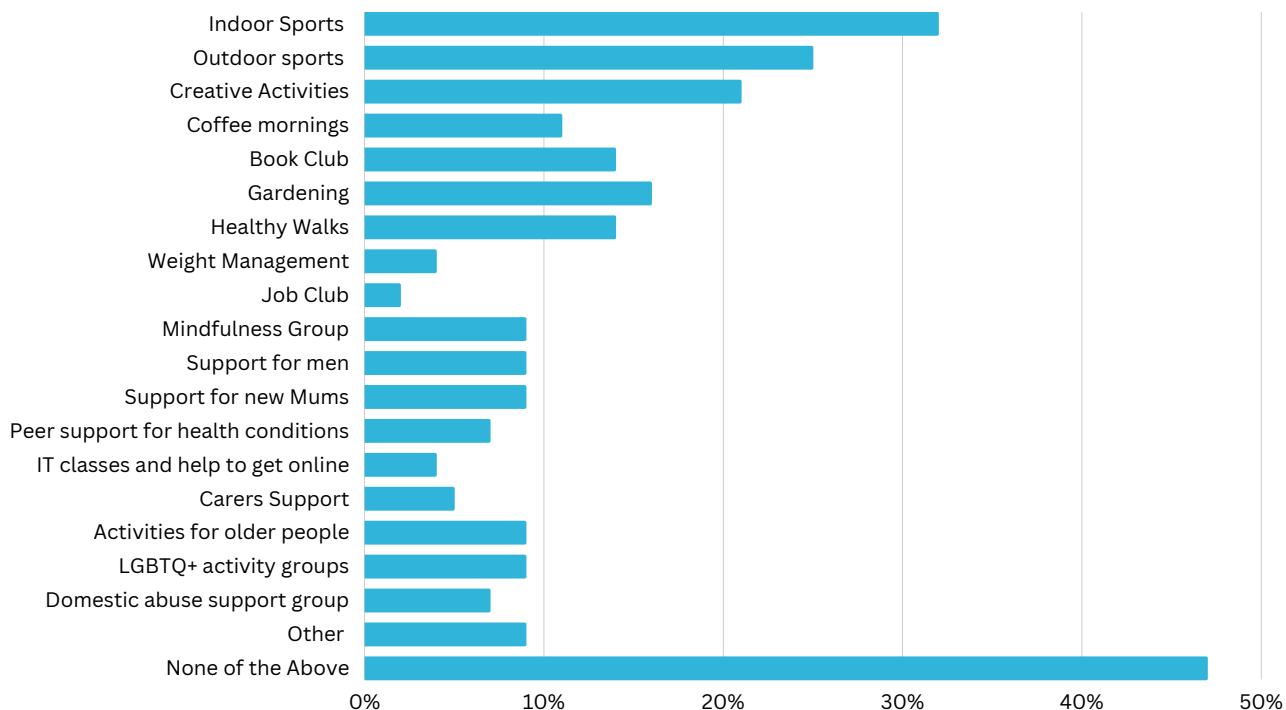


35% of residents felt that there was nothing missing from their local area. A small number of residents felt that a bank (18%) and a youthcClub (16%) were missing. The top 4 categories selected by residents were:



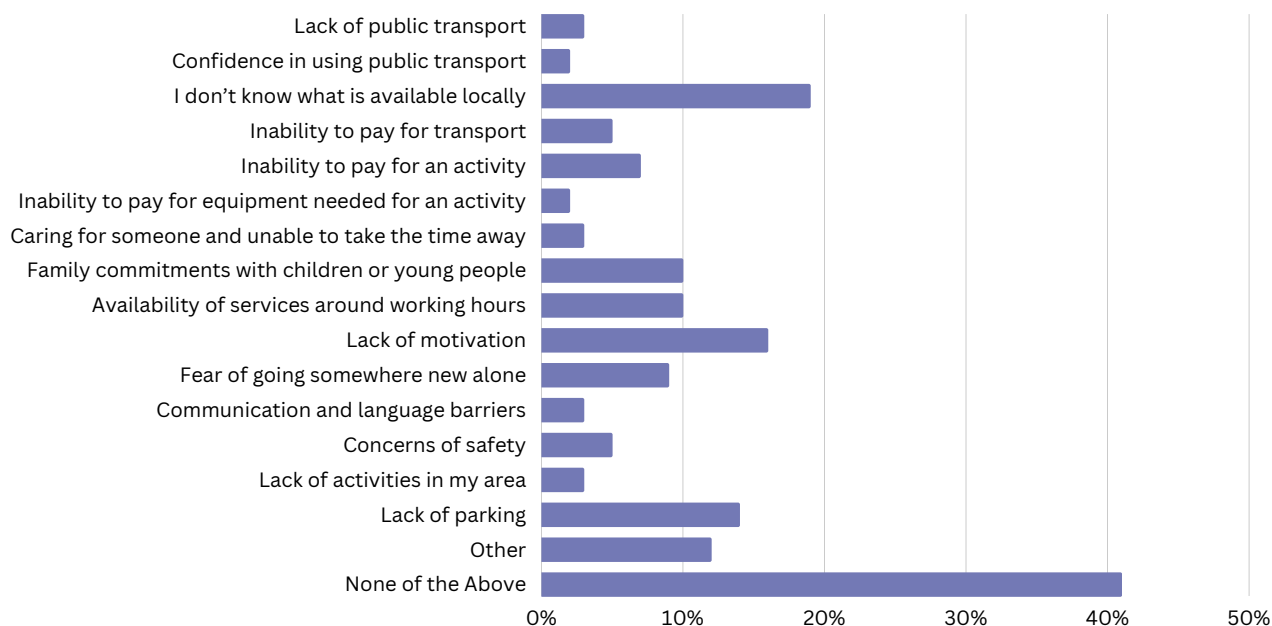
From the list of activities and groups residents were shown, 32% felt that they would like to see or take part in 'indoor sports' (e.g. Yoga/Pilates/Gym), 25% in 'outdoors sports' and 21% in 'creative activities'. 47% showed no interest in these activities and groups.

Figure 8.3 Activities and groups North Richmond residents would like to take part in or see in their community



59% of residents felt that they faced at least one barrier to accessing local groups and activities. Of those facing barriers, the two standouts were 'lack of knowledge of what is available in their area' (19%) and a 'lack of motivation' on their part (16%).

Figure 8.4 Barriers to accessing local groups and activities



A high level of satisfaction with living in North Richmond was reported.

90% of residents were either satisfied or very satisfied with the services and facilities in their local area.

Only 2% were 'dissatisfied'. 91% either 'agreed' or 'strongly agreed' that they feel safe where they live with 88% 'agreeing' or 'strongly agreeing' they were satisfied with the state of the property they live in (only 2% registered as 'dissatisfied').

81% of residents 'agreed' or 'strongly agreed' that they had access to healthcare when they needed it, and only 6% responding that this was not the case.

83% of residents reported meeting up with friends and family regularly, and 12% of residents reporting that they often feel lonely and isolated.

Health and Wellbeing

Physical Health



Mental Health



78% of residents reported taking part in 60+ minutes of moderate activity (e.g. taking a walk or climbing a flight of stairs) per week, with 5% reporting '30-60 minutes per week' and 17% '30 minutes or less'.



When residents experience a non-emergency health condition:

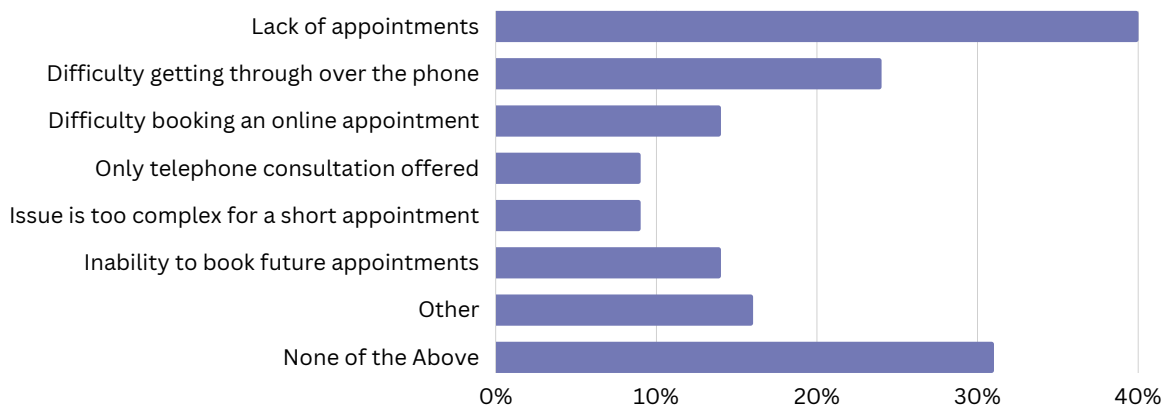
- 71% would go to their GP for advice and help
- 19% would call 111
- 29% would go to their Pharmacy
- 17% would turn to the internet
- 3% would go to an Urgent Treatment Centre
- 2% would go to their local Emergency Department

All of the residents interviewed were registered with a GP. Over the last year, 62% had accessed their GP between 1-3 times, 7% 4-5 times and 17% over 5 times. 14% had not accessed their GP at all in that period.

Thinking about the last time they had tried to book an appointment with their GP, 31% of residents felt it was 'straightforward', with 32% describing it as 'easy', and/or 'very easy'. Nevertheless, 28% felt it was 'difficult' and 10% reported it as 'very difficult'.

The most common barrier to booking an appointment with a GP was reported as 'lack of appointments' (40%) with 'difficulty getting through over the phone' (24%) as the next most common reason given. 'Inability to book future appointments' and 'difficulty booking an online appointment' (both at 16%) indicate that flexibility and future planning may be an issue for some people.

Figure 8.5 Barriers to booking an appointment with a GP



In terms of their physical health, over 81% of residents were up to date with their vaccinations, 3% were unsure and 3% preferred not to say. 55% of eligible residents had never had a NHS health check and 24% had. 19% were ineligible.

35% of residents had been screened for Cancer with no concerns reported, with 2% having had screens and a subsequent Cancer diagnosis. 51% of residents had never been screened and didn't have any concerns, while a very small number (5%) had not been screened, but had concerns.

Internet Access

90% of households reported having access to the internet at home. For those with no access, they indicated that they 'didn't know how to use it', nor did they want to learn how to use it.

Cost of Living

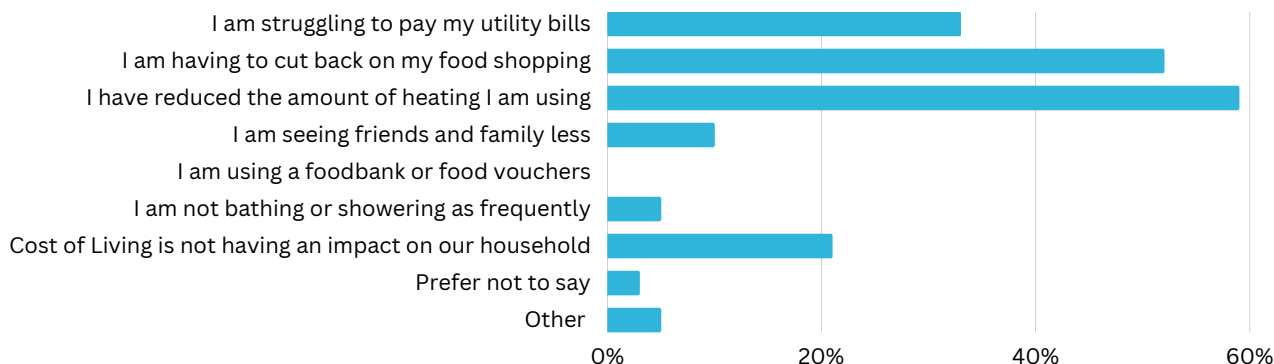
76%

of households reported the Cost of Living Crisis was impacting on their daily life in at least one way.

3% preferred not to say. Of those impacted, 59% of residents had reduced the amount of heating they are using, 42% had cut back on their food shopping and 33% were struggling to pay their utility bills.

68% of residents reported that lack of money 'sometimes' stopped them from doing the things they wanted to do, with 16% reporting that this was 'quite often'. Only 14% of residents felt that lack of money 'never' prevented them from doing things they wanted to do.

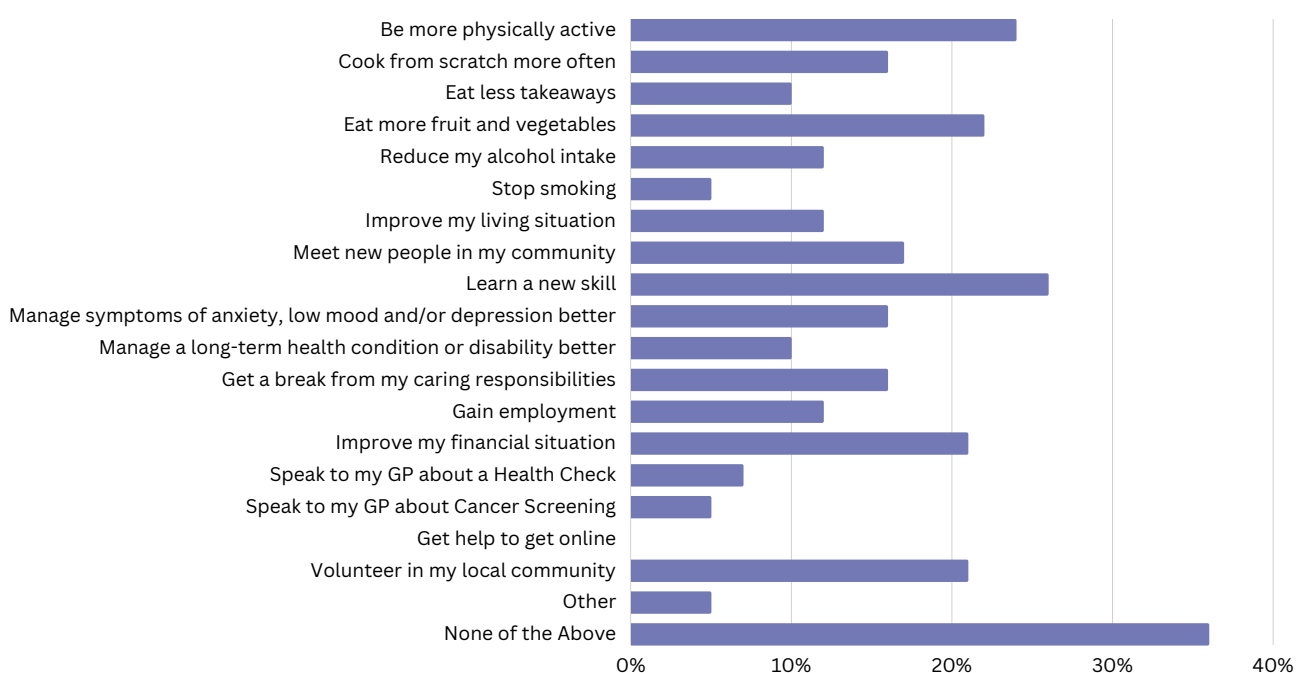
Figure 8.6 Cost of Living Impact



What would make a difference?

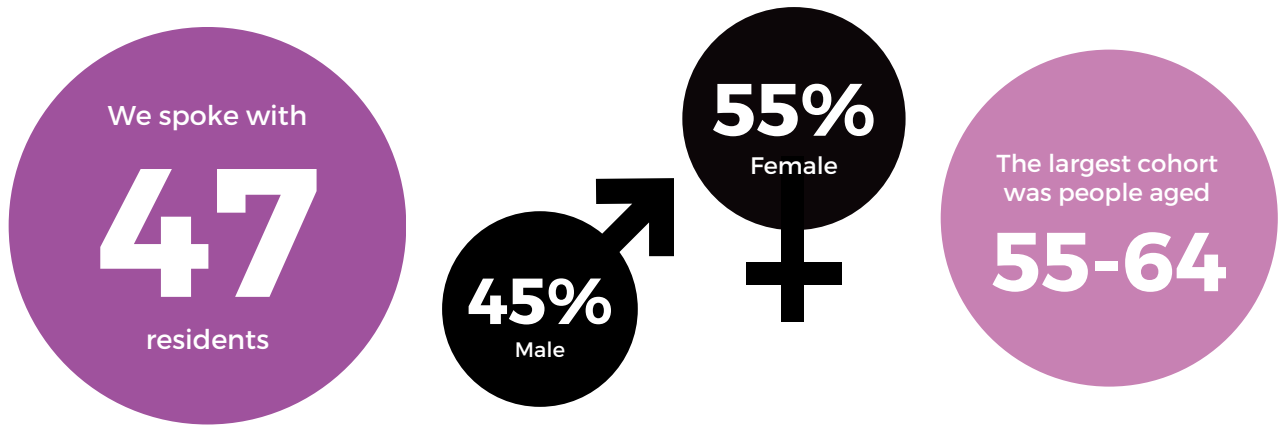
Residents were asked what changes they would like to make to benefit their health and wellbeing, in North Richmond 'learn a new skill' (26%) just tipped 'be more physically active' (24%) as the most popular choice. 'Eat more fruit and vegetables' (22%), 'improve my financial situation' and 'volunteer in my local community' (21%) were all popular choices, which seems to indicate that this cohort is looking for opportunities to be active in their work or community environment.

Figure 8.7 Changes that would benefit your health and wellbeing



Mortlake

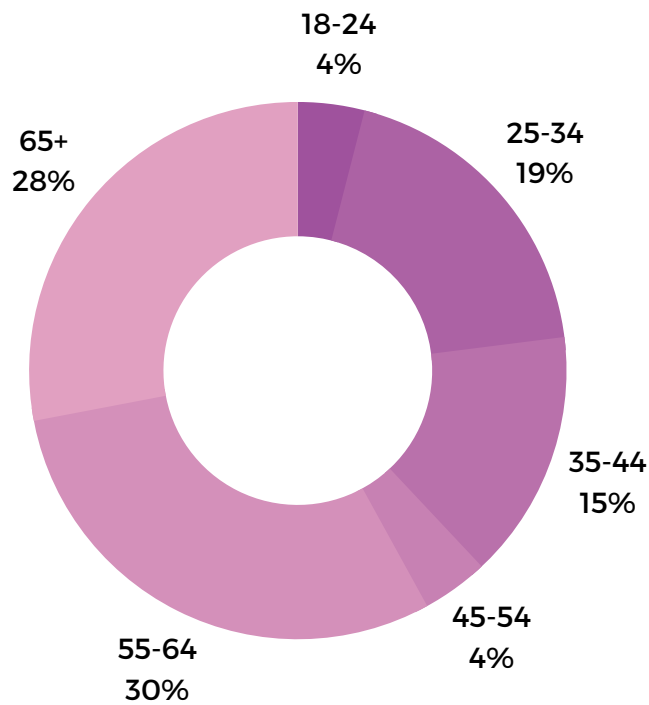
The Community



Our team spoke to 47 residents in this smaller cohort. 30% of the residents were 55-64 years old, 28% were 65+ and 19% were between the ages of 25 and 34. (see Figure 9.1).

45% of respondents identified as male and 55% identified as female.

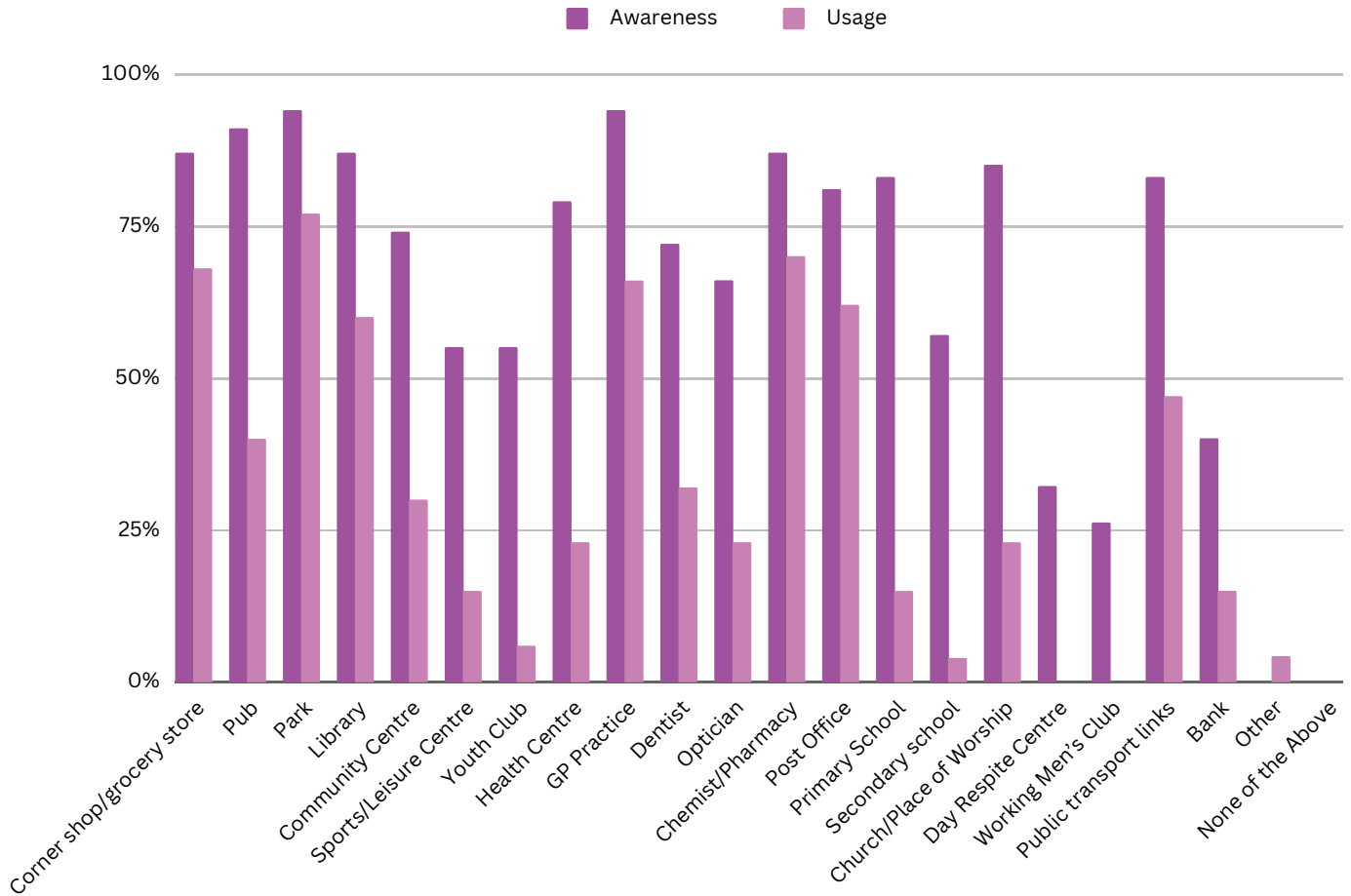
Figure 9.1 Age Breakdown in Mortlake



Consistent with the other areas, residents displayed a good knowledge of their local area. The majority of residents were aware of corner shops/grocery stores, parks, GPs, post office and public transport.

Although residents are aware of their local facilities, other than the park and chemist, usage of these facilities was relatively low.

Figure 9.2 Awareness and Usage of Local Facilities

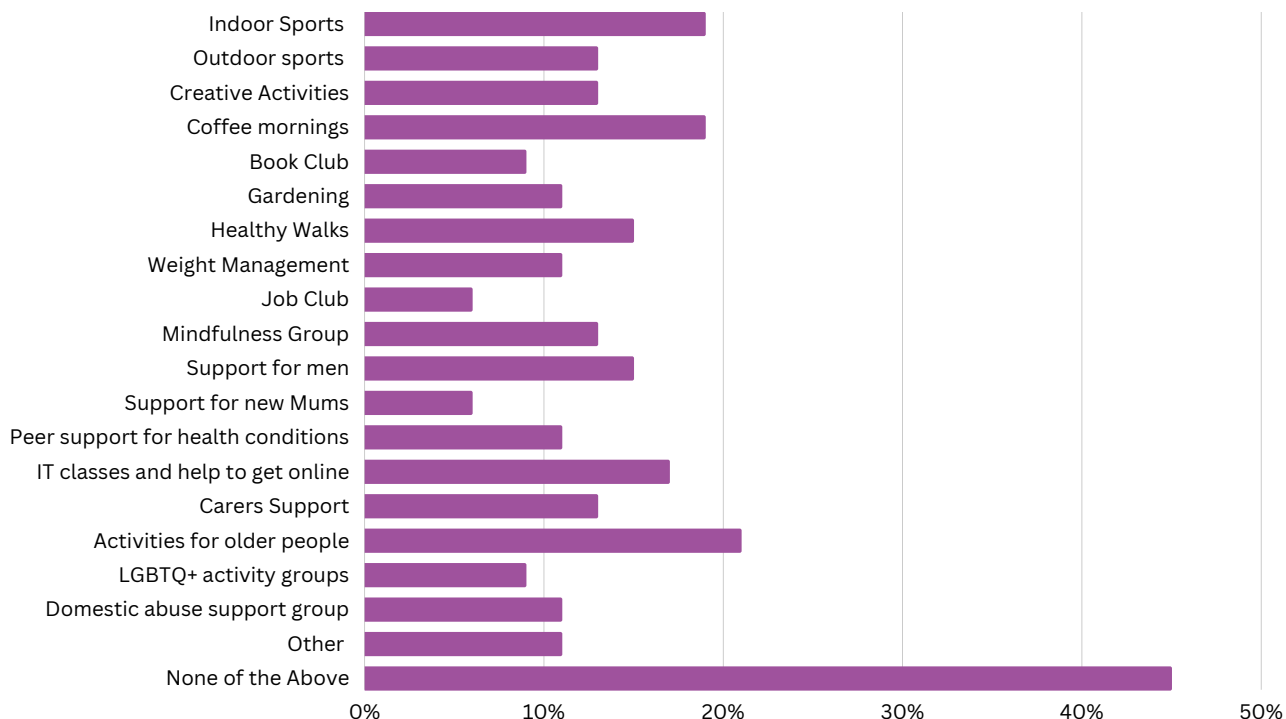


When asked what was missing in their local area the primary response was a bank (33%). Over 31% felt that there was nothing missing from the area. The top 4 categories selected by residents were:



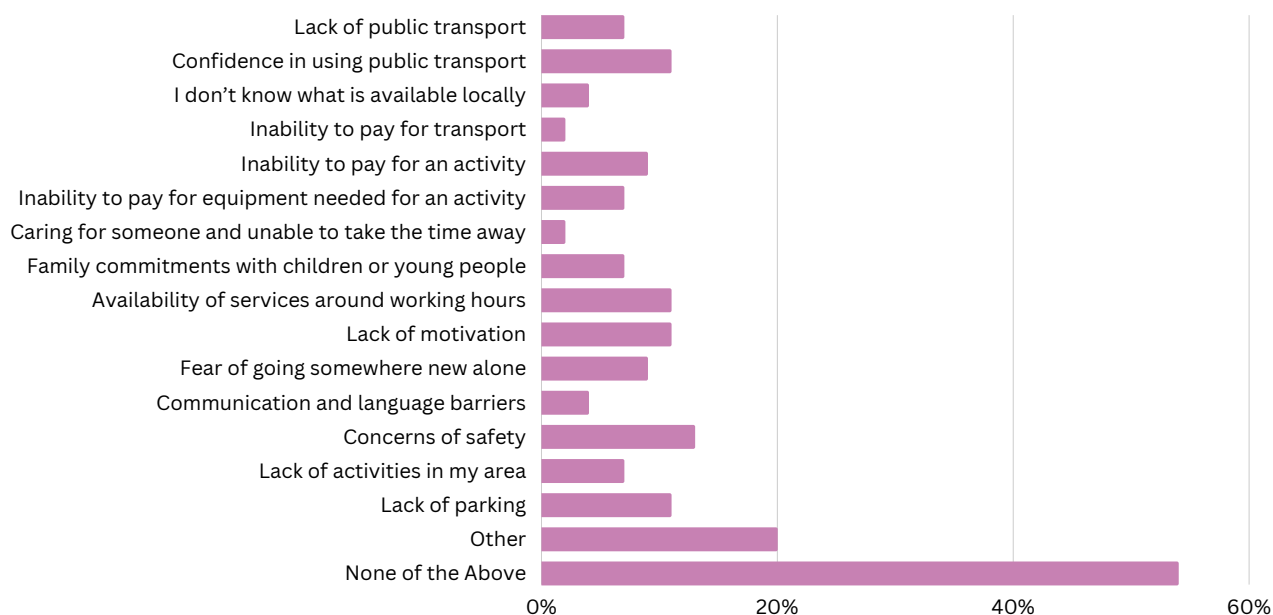
Residents were given a list of activities and groups and asked which activities they would like to see or take part in in their local community. 45% indicated no desire to get involved in any of the suggested activities/groups. Of the remainder, 'activities for older people' (21%), 'indoor sports' (19%) and 'coffee mornings' (19%) were the most popular.

Figure 9.3 Activities and groups Mortlake residents would like to take part in or see in their community



54% of residents felt that they didn't face any barriers to accessing local groups and activities. Of those that do face barriers, some of the main barriers identified were 'lack of parking', 'concerns for safety', 'confidence in using public transport', 'availability of services around working hours' and a 'lack of motivation' on their part.

Figure 9.4 Barriers to accessing local groups and activities



81%

of residents were either satisfied or very satisfied with the services and facilities in their local area.

17% were 'neither satisfied nor dissatisfied'. 74% of residents felt they were 'safe' where they lived, with 15% feeling 'unsafe'.

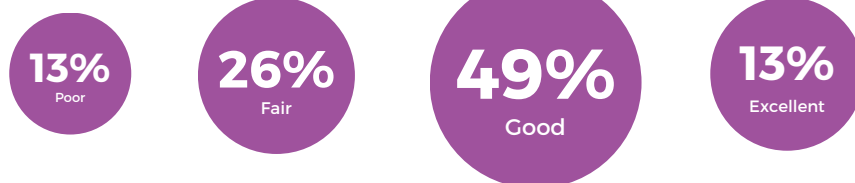
The majority of residents (72%) 'agreed' or 'strongly agreed' that they were satisfied with the state of the property they live in, with 15% selecting 'neither agree nor disagree'.

76% of residents 'agreed' or 'strongly agreed' that they had access to healthcare when they needed it, with 6% responding that this was not the case.

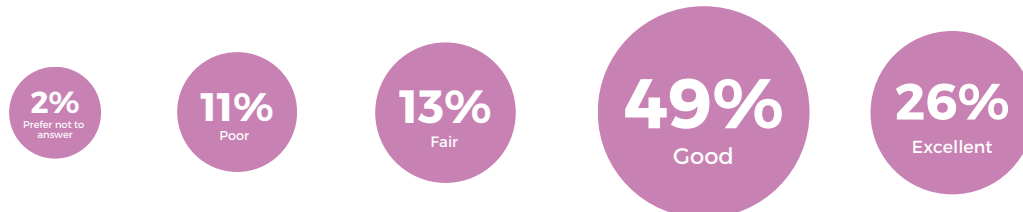
93% of residents reported meeting up with friends and family regularly, with 17% of residents reported that they often feel lonely and isolated.

Health and Wellbeing

Physical Health



Mental Health



77% of residents reported taking part in 60+ minutes of moderate activity (e.g. taking a walk or climbing a flight of stairs) per week, with 13% reporting '30-60 minutes per week' and 11%, '30 minutes or less'.



When residents experience a non-emergency health condition:

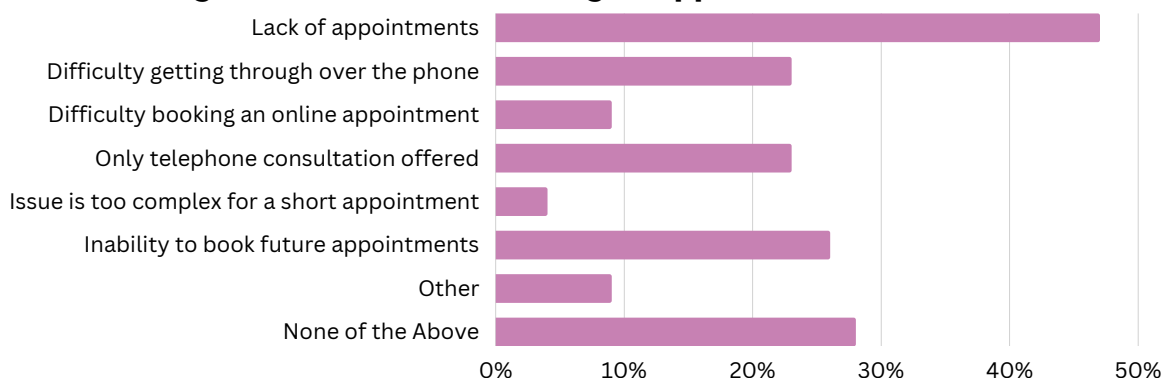
- 49% would go to their GP for advice and help
- 17% would call 111
- 51% would go to their Pharmacy
- 11% would turn to the internet
- 2% would go to an Urgent Treatment Centre
- 11% would go to their local Emergency Department

The vast majority of the residents were registered with a GP (with only 1 resident not registered). Over the last year, 51% had accessed their GP between 1-3 times, 15% 4-5 times, and 9% over 5 times. 23% had not accessed their GP at all over that period.

Thinking about the last time they had tried to book an appointment with their GP, 28% of residents felt it was 'straightforward', with 34% reporting it as 'easy' or 'very easy'. 23% felt it was 'difficult' and 15% reported it as 'very difficult' to book an appointment.

The most common barriers to booking an appointment with a GP was reported as 'lack of appointments' (47%) followed by 'inability to book future appointments (26%), 'difficulty getting through over the phone' (23%) and 'only telephone consultations being offered' (23%).

Figure 9.5 Barriers to booking an appointment with a GP



In terms of their physical health, 85% of residents were up to date with their vaccinations, 2% were 'unsure' and 4% 'preferred not to say'. 39% of eligible residents had never had a NHS health check, with 3% indicating that they had and 26% reported as ineligible.

45% of residents had been screened for Cancer with no concerns reported, with 9% having had screens and a subsequent Cancer diagnosis. 30% of residents had not been screened, but didn't have any concerns, while only 4% of residents had never been screened, but did have concerns. These residents were given a screening leaflet and encouraged to contact their GP.

Internet Access

87% of households reported having access to the internet at home. 'Not having access to Wi-Fi', 'not having a computer' and 'not wanting to use it' were all reported as reasons for not having internet access at home.

Cost of Living

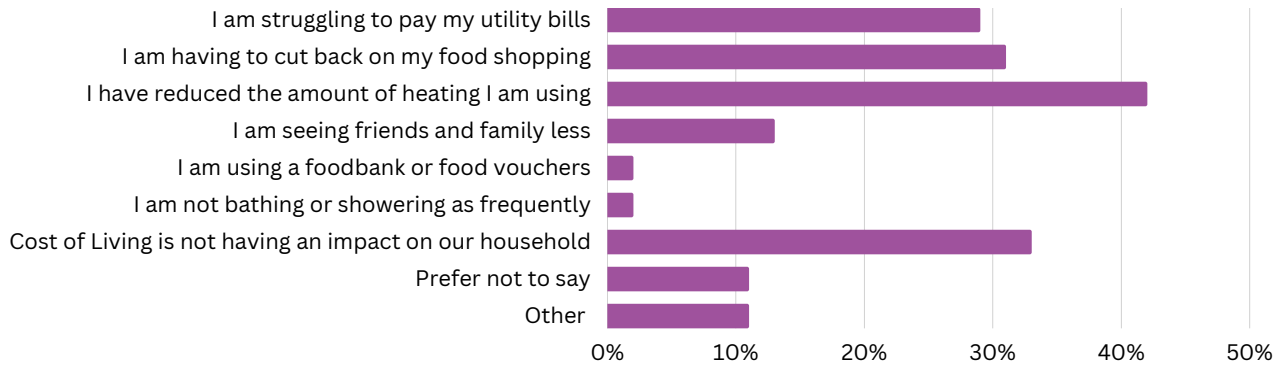
56%

of households reported the Cost of Living crisis was impacting on their daily life in at least one way.

11% 'preferred not to say'. Of those impacted, 42% of residents had reduced the amount of heating they were using, 31% had cut back on their food shopping and 29% were struggling to pay their utility bills.

49% of residents felt that lack of money 'sometimes' prevented them from doing the things they would like to do, with 11% stating that his was 'quite often' the case. 6% felt that lack of money 'always' stops them from taking part in activities and 9% preferred not to answer the question.

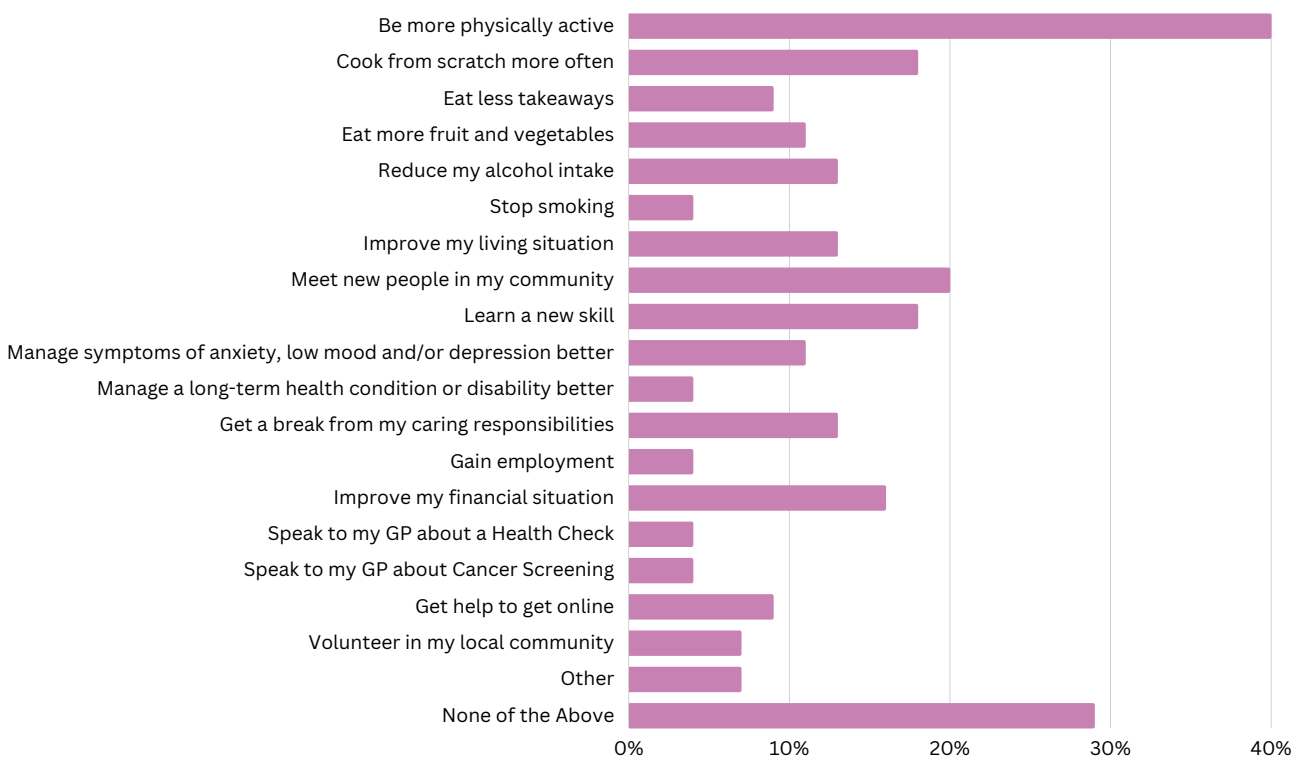
Figure 9.6 Cost of Living Impact



What would make a difference?

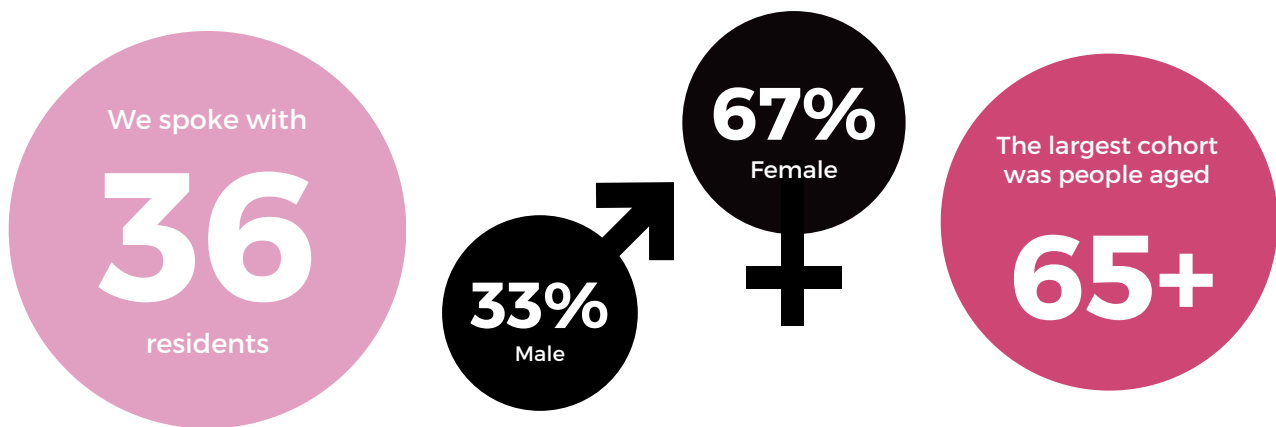
40% of residents would like to 'be more physically active', 20% 'would like to meet new people in my community' and 18% would like 'to cook from scratch' and 'learn a new skill'.

Figure 9.7 Changes that would benefit your health and wellbeing



Barnes

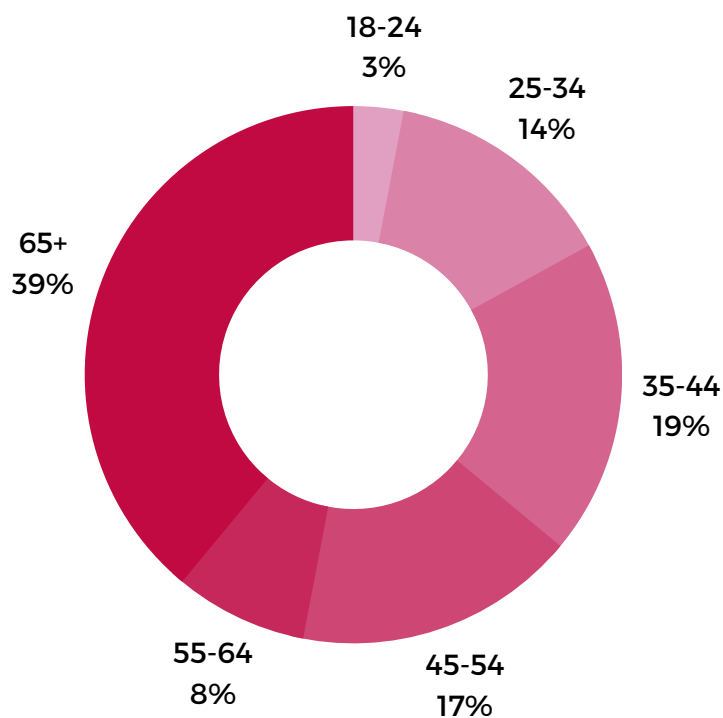
The Community



Our team spoke to 36 residents - the largest cohort was 65 years and over, with a relatively even distribution across the 25-64 age groups, and a single resident in the 18-24 group (see Figure 10.1).

Exactly two thirds of respondents identified as female and one third identified as male.

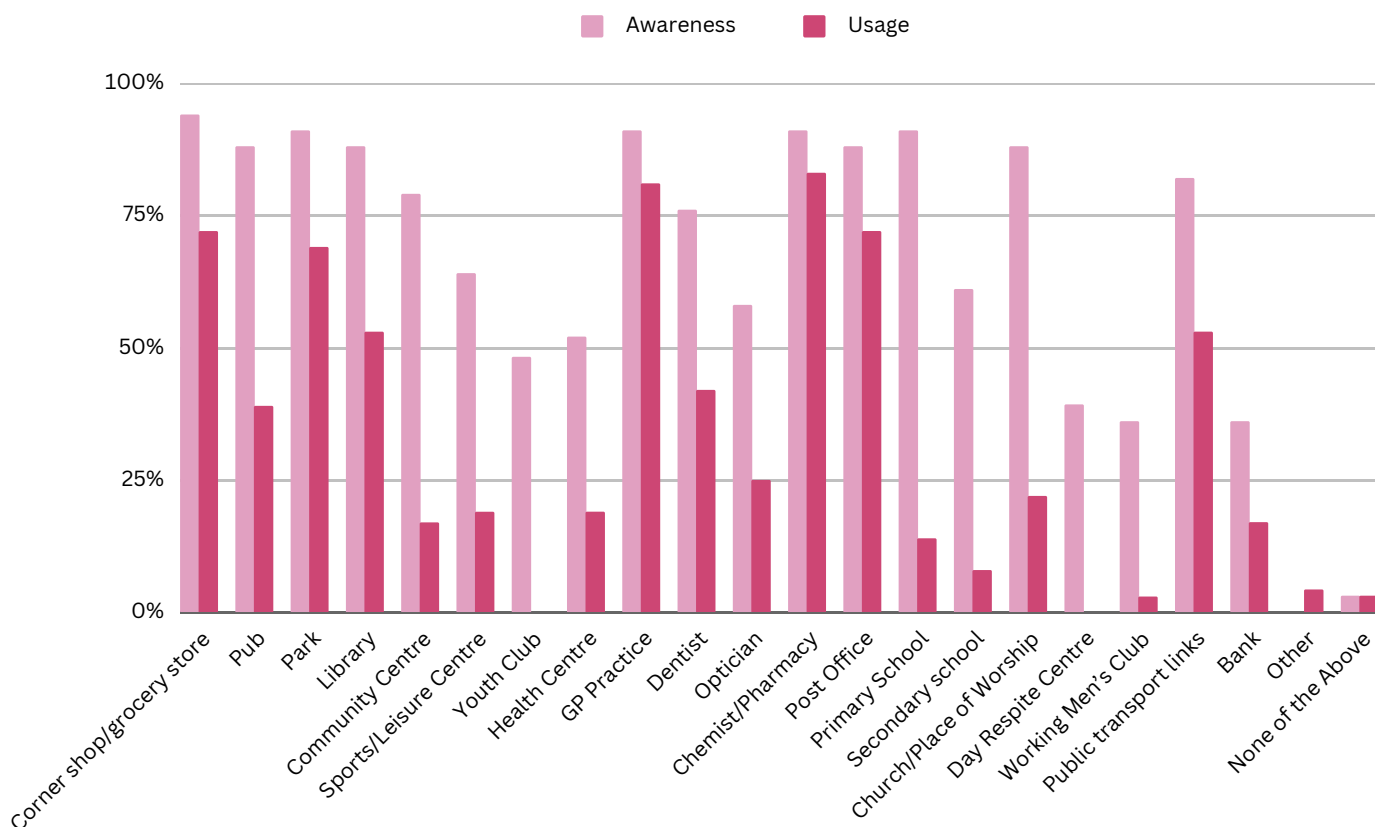
Figure 10.1 Age Breakdown in Barnes



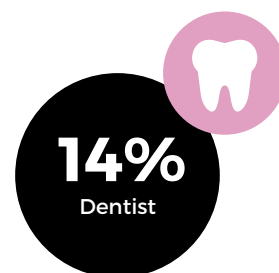
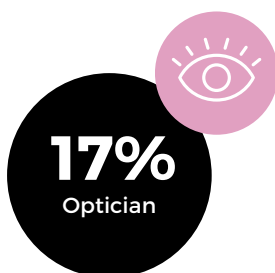
The residents we interviewed generally displayed a good knowledge of their local area. The majority were aware of amenities such as corner shops, local parks, churches and pubs, but less than half were aware of certain social facilities, such as youth or working men's clubs, health and day respite care centres.

Awareness generally correlated with usage, with shops, parks, pharmacies and GP surgeries topping the list, and community/sports/leisure centres much less frequently visited.

Figure 10.2 Awareness and Usage of Local Facilities

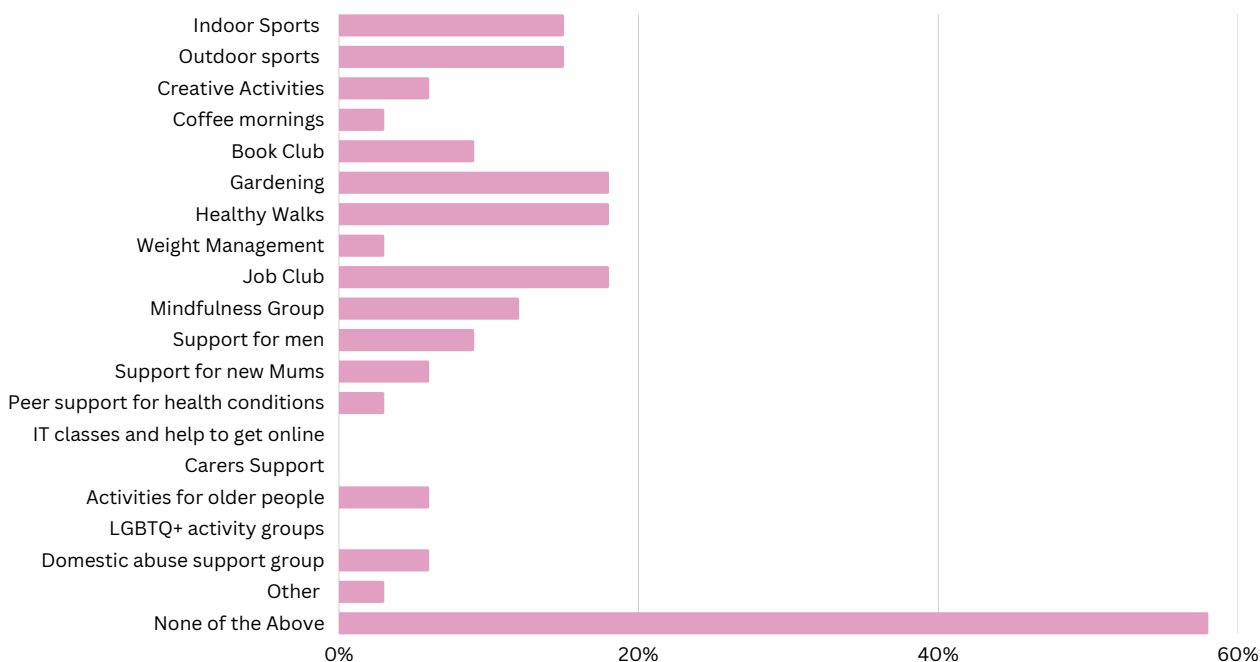


When asked what was missing in their local area, consistent with other areas, the primary response (40%) was a bank; 17% responded with optician and 14% dentist. Over 30% felt that there was nothing missing from the area. The top 3 categories selected by residents were:



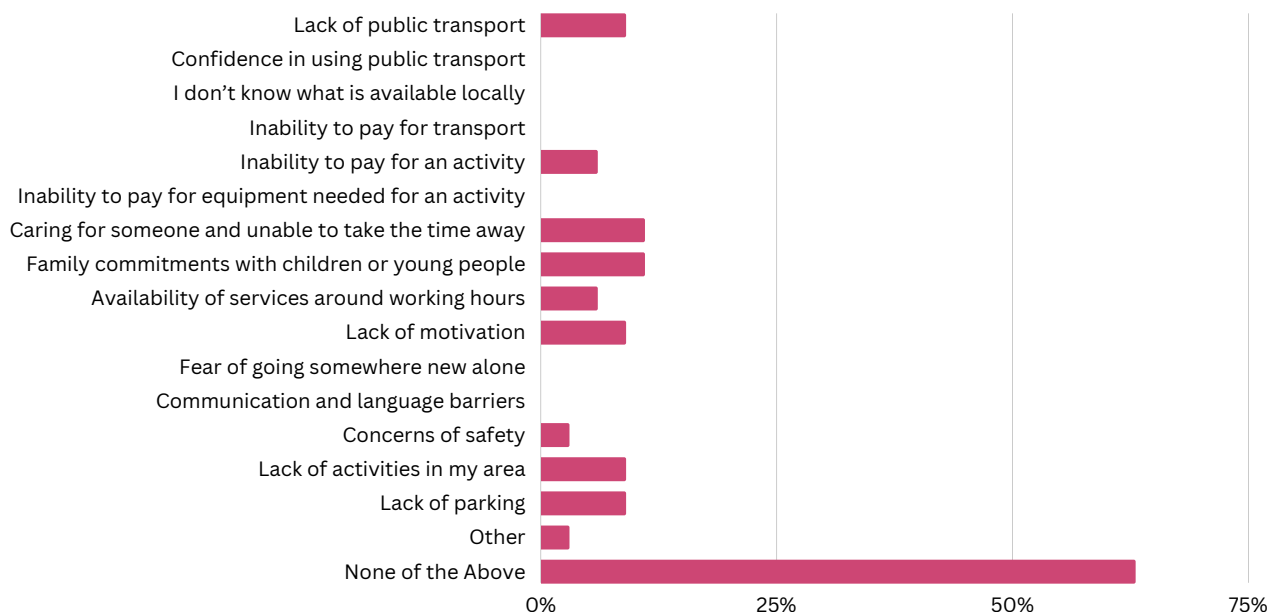
Residents were given a list of activities and groups and asked which activities they would like to see or take part in in their local community. The majority (58%) indicated no desire to get involved in any of the suggestions. Of the remainder, 'gardening', 'heathy walks' and 'job clubs' were the main responses, each category selected by 18% of residents. Of the 33 respondents to this question there was no interest in 'activities for older people' or 'LGBTQ+ activities'.

Figure 10.3 Activities and groups Barnes residents would like to take part in or see in their community



62% of residents felt that they didn't face any barriers to accessing local groups and activities. Of the remainder, the barriers identified were evenly spread across a diverse range of categories. 'Caring for someone and unable to take time off', and 'family commitments with children or young people' were both selected by 11% of residents.

Figure 10.4 Barriers to accessing local groups and activities



83%

of residents were either satisfied or very satisfied with the services and facilities in their local area.

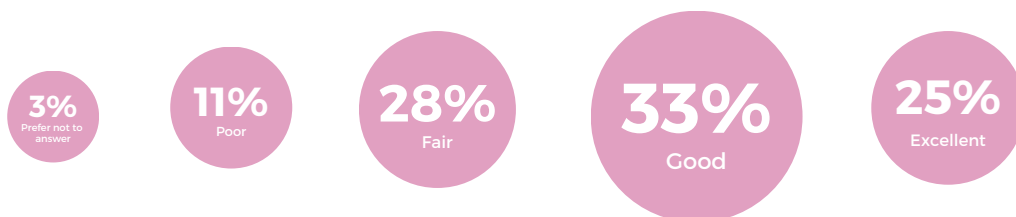
14% were 'neither satisfied nor dissatisfied', and only 3% (that is, a single respondent) 'very dissatisfied'.

75% of residents felt they were 'safe' where they lived, with 14% feeling 'unsafe'. The majority of residents (80%) 'agreed' or 'strongly agreed' that they were satisfied with the state of the property they live in, with 17% selecting 'disagree' or 'strongly disagree' with this statement.

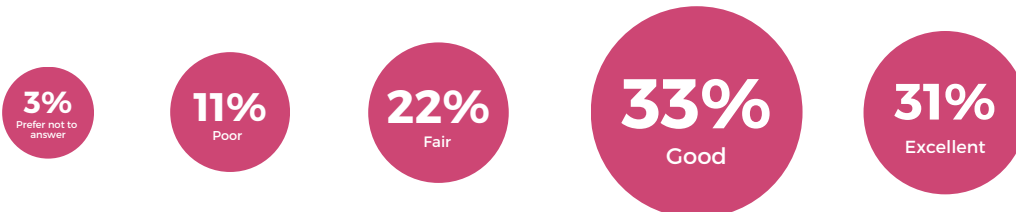
86% of residents 'agreed' or 'strongly agreed' that they had access to healthcare when they needed it, and only 3% responding that this was not the case. 83% of residents reported meeting up with friends and family regularly, and only 3% of residents reported that they often feel lonely and isolated.

Health and Wellbeing

Physical Health



Mental Health



Over 70% of residents reported taking part in 60+ minutes of moderate activity (e.g. taking a walk or climbing a flight of stairs) per week, with the remainder (14% each) reporting '30-60 minutes per week' or '30 minutes or less'.



When residents experience a non-emergency health condition:

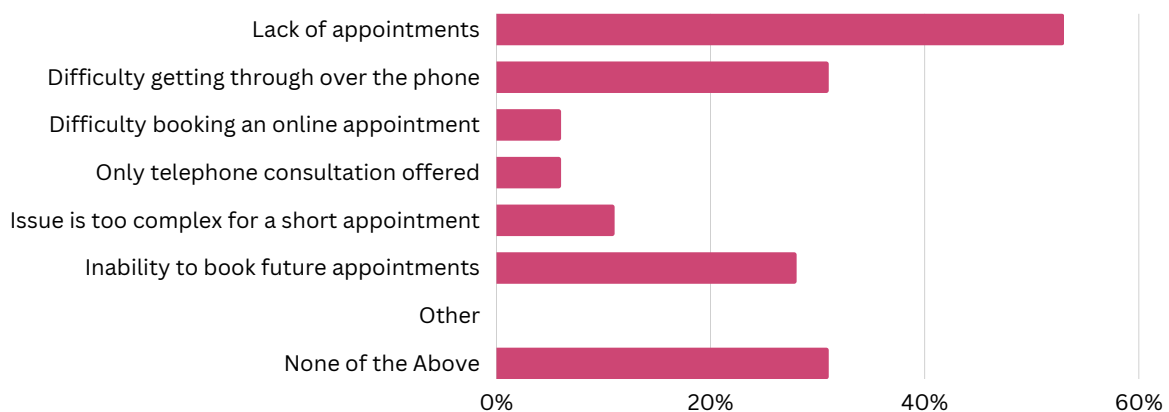
- 61% would go to their GP for advice and help
- 28% would call 111
- 33% would go to their Pharmacy
- 8% would turn to the internet
- 3% would go to an Urgent Treatment Centre
- 6% would go to their local Emergency Department

100% of the residents interviewed were registered with a GP. Over the last year, 44% had accessed their GP 1-3 times, 28% 4-5 times, and 14% over 5 times. Only 14% had not accessed their GP at all in that period.

Thinking about the last time they had tried to book an appointment with their GP, over 60% of residents felt it was 'straightforward', 'easy', or 'very easy'. Nevertheless, 30% felt it was 'difficult' and 8% reported it as 'very difficult'.

The most common barrier to booking an appointment with a GP was reported as 'lack of appointments' (53%). 'Difficulty getting through over the phone' (30%) and 'inability to book future appointments' (28%) were other key responses.

Figure 10.5 Barriers to booking an appointment with a GP



In terms of their physical health, over 90% of residents were up to date with their vaccinations. 63% of eligible residents stated they had never had an NHS health check, with only 23% indicating that they had. 11% reported as ineligible. 31% of residents had been screened for Cancer with no concerns reported, with 6% having had screens and a subsequent Cancer diagnosis.

A large percentage of residents (44%) had never been screened but did have concerns about it. These residents were given a screening leaflet and encouraged to contact their GP.

Internet Access

11% of households reported not having access to the internet at home, with barriers including 'not having access to a device' or 'not knowing - or not wanting to know' - how to use a device.

Cost of Living

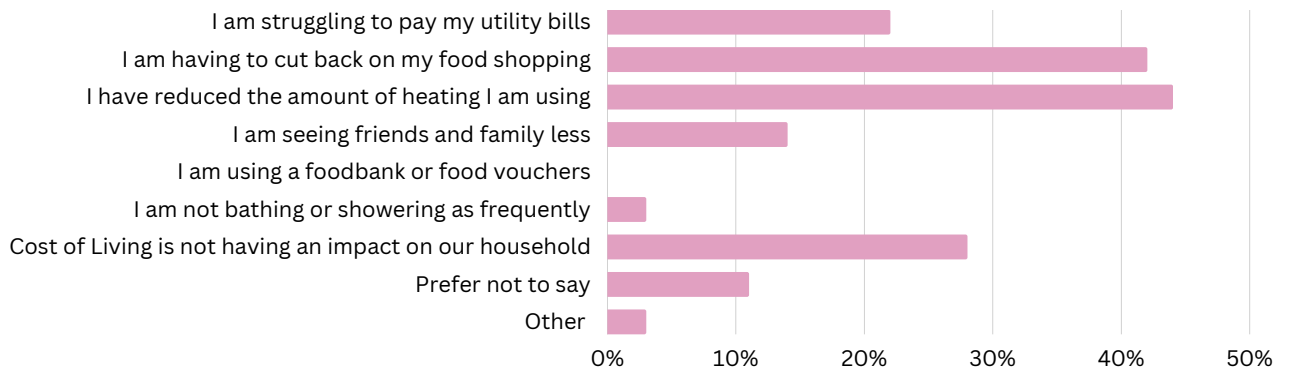
61%

of households reported the Cost of Living crisis was impacting on their daily life in at least one way.

11% preferred not to say. Of those impacted, 44% of residents had reduced the amount of heating they were using, 42% had cut back on their food bills and 22% were struggling to pay their utility bills.

22% reported that lack of money 'never' stopped them from doing the things they wanted to do. 58% of residents felt that lack of money 'sometimes' prevented them, with 8% reporting 'quite often' and 6% reporting that lack of money 'always' stopped them from doing things they wanted to do.

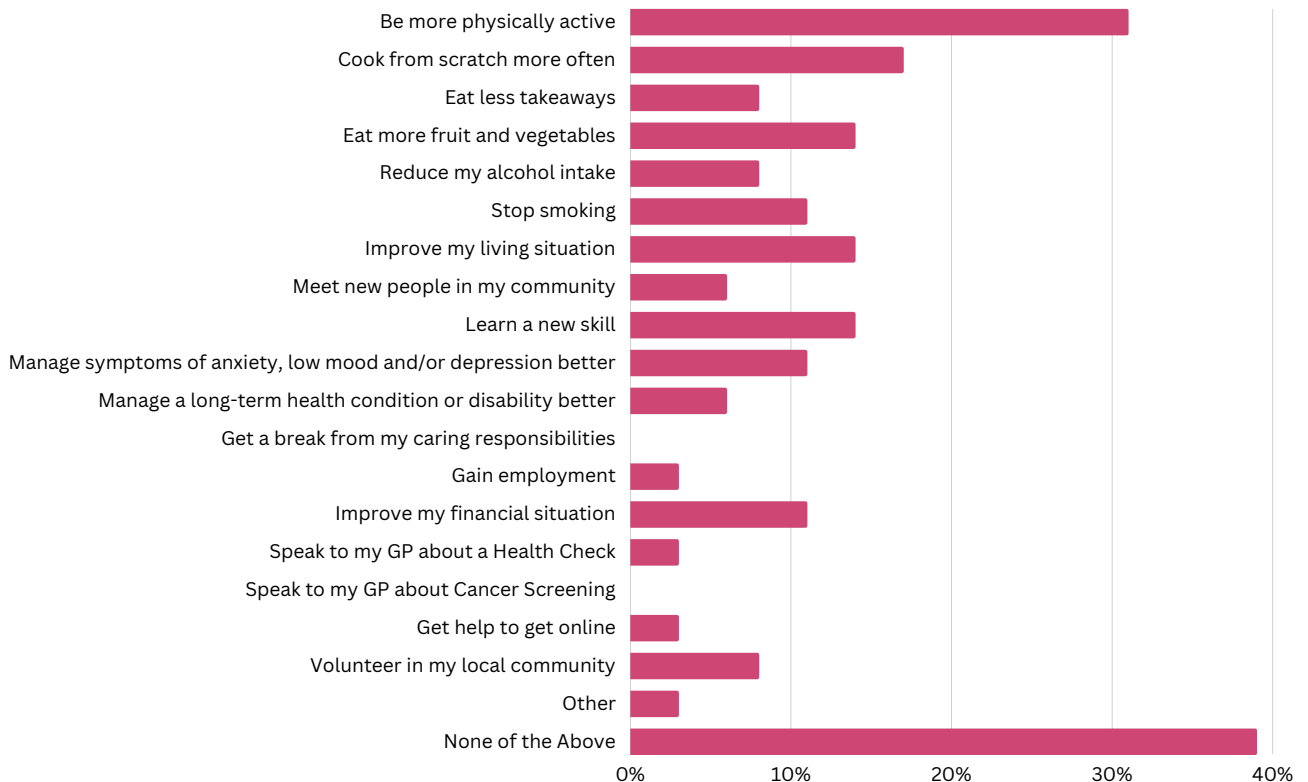
Figure 10.6 Cost of Living Impact



What would make a difference?

Residents were asked what changes they would like to make to benefit their health and wellbeing, which stimulated a wide range of responses. Of these, 'be more physically active' was a majority theme (31%).

Figure 10.7 Changes that would benefit your health and wellbeing



Next Steps

There were many insights drawn from the data collection methods and the data itself that highlighted areas for future engagement with Richmond residents.

It is noteworthy, for example, that 41% of residents indicated that a bank is missing from their local area. This gives strong evidence that banking hubs would be a welcome addition to the Borough of Richmond.

Taking Conversations to Resident's Doorsteps

When planning this project, we were unsure how many people we would be able to speak to, given that it was wholly reliant on people answering their doors and being willing to have a chat with our team. We were pleasantly surprised by the reception we received from local residents and the number of conversations we managed to have. We are aware, however, that we tended to get responses from an older cohort who are more likely to be at home during the day. There were a significant number of people working from home, but they were less willing to engage as they were at work.

The response from the calling card was very low and showed the value of door to door engagement. If we had relied on a survey posted through the letter box, our response rate would have been significantly lower.

Barriers to Engagement

Data collected indicates residents are very aware of the facilities that exist in their local area, but engagement rates are consistently lower than awareness rates, specifically for community centres, sport/leisure centres, youth clubs and health centres. In spite of this high awareness rate, residents still cited that not knowing what was available in the borough was the biggest barrier they faced to accessing facilities, services and activities.

This contradiction points to a bigger issue; not just that residents don't know what is available locally, but that they may not know how to access what is available or they may know that something exists, but do not know enough about it to want to engage with it.

More work needs to be done to understand what is preventing residents from using these facilities/services. We need to unpick if it really is a lack of awareness or if there are other issues at play.

Communication is key - Public Health, voluntary sector and health and social care providers need to ensure that messaging is targeted at residents, highlighting what is going on in their local community.

Barriers to Physical Activity

Physical fitness based groups and activities were consistently at the top of the list of activities residents wanted to engage in. Furthermore, across the borough residents indicated that they wanted to become more physically active.

So, we know people want to be more physically active, but we also know that they are not accessing their local fitness services, specifically sports and leisure centres. More work needs to be done to understand what the barriers are to becoming more active and what could bridge this gap.

Urgent Treatment Centres and 111 Usage

Across the borough there is low engagement with 111 and local urgent treatment centres; instead residents rely on their GP. Further work could be done in this area to highlight other avenues of support and the escalation of services that is best for people to take (i.e. first calling 111 before their GP).

NHS Health Checks and Cancer Screenings

Residents were not very aware of their eligibility for NHS health checks and a large number had not engaged with their GPs on this matter. There was also a high number of residents who had Cancer concerns who had not been for screening. Further engagement is needed with residents, especially in areas where concerns are high and residents haven't accessed these services (Barnes, Hampton North and Ham & Petersham).

Barriers to engaging with their GP

A large number of residents felt that accessing their GP was difficult. The results indicate that more needs to be done to make booking appointments more flexible and straightforward, including improving telephone access and making more appointments available.

A Good Place to Live

Although there are a number of improvements that residents would like to see, on the whole residents are very satisfied with their local services and facilities and perceive the borough as a good, safe place to live. However, as local providers, we must not be complacent. A high proportion of residents are being affected by the Cost of Living crisis, which is impacting on local residents ability to engage in the activities and behaviours that will benefit their health and wellbeing.

This report has given us valuable insights into small, but significant trends within our borough. We plan to utilise this data at Ruils to improve our Health in Your Hands project, which is tackling health inequalities in the targeted areas in this report. By sharing this data widely, we hope that it will help inform the work of other organisations when they are planning their services, activities and events.

Acknowledgements

We would like to thank the NHS South West London Integrated Care Board for funding this work,

Liz Ayres from the SWL ICB Transformation team for her help and support

and our voluntary sector and NHS partners for providing information and leaflets.



Thank you to our amazing team of Community Connectors who braved the weather and the Social Prescribing team for the support they have given to the new clients identified through this project.

And finally to the whole Ruils team who pitched in to help in various ways...from stuffing tote bags to answering follow up calls. Thank you!



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ruils
independent living



Appendix

<u>Appendix A: Access Your Community Leaflet</u>	68
<u>Appendix B: Access Your Community Leaflet - Area Insert</u>	69
<u>Appendix C: 'Sorry We Missed You' Postcard</u>	69
<u>Appendix D: Other leaflets distributed in tote bag</u>	70
<u>Appendix E: Area Maps</u>	71-79
<u>Appendix E.1: Hampton North</u>	71
<u>Appendix E.2: Hampton</u>	72
<u>Appendix E.3: Heathfield</u>	73
<u>Appendix E.4: West Twickenham</u>	74
<u>Appendix E.5: Ham and Petersham</u>	75
<u>Appendix E.6: South Richmond</u>	76
<u>Appendix E.7: North Richmond</u>	77
<u>Appendix E.8: Mortlake</u>	78
<u>Appendix E.9: Barnes</u>	79

Appendix A: Access Your Community Leaflet



Ruils Independent Living is working with the NHS to help you access your community and local health services.



Social Prescribing Richmond

Social Prescribing is delivered in partnership with your GP and is all about helping you to take control of your health and wellbeing. Our Link Workers can work with you to identify your goals and help connect you with activities, services and support in your local community.



Health in Your Hands

Haven't been to the GP in a while? Want to speak with someone about your health? Our Well-being Coordinator can meet with you to talk about what you want to change and/or what you need support with. This service operates in Hampton North, Whitton and Heathfield areas.



Connect to Tech

Connect to Tech gives you the opportunity to try out technology that enables you to be more independent before you buy it. We can provide you with a laptop, tablet, smartphone or Alexa to try for 3 months and will provide ongoing support until you find the device that works best for you.

Get in touch

020 8831 6083 | socialprescribing@ruils.co.uk



Community organisations

Richmond Adult Social Care Team

The first point of contact for information and advice for care and support services in Richmond Borough.

020 8891 7971
adultsocialservices@richmond.gov.uk
www.richmond.gov.uk/services/

Richmond Borough Mind

Offer information, advice and support to young people and adults experiencing mental health issues, as well as their carers.

020 8948 7652
info@rbmind.org
www.rbmind.org

Richmond AID

Support people of all ages with all disabilities, including physical and sensory impairments, mental health issues and learning difficulties.

020 8831 6070
advice@richmondaid.org.uk
www.richmondaid.org.uk

Age UK Richmond

Provide an information and advice service for older people, their families and carers, including benefits advice and a programme of activities.

020 8891 7971
info@ageukrichmond.org.uk
www.ageuk.org.uk/richmonduponthames

Multicultural Richmond

Hold a range of regular events, activities and outreach to help local people from all multicultural communities.

020 8893 9000
hello@multiculturalrichmond.org.uk
www.multiculturalrichmond.org.uk

Richmond Wellbeing Service

Offer a range of free and confidential talking therapies and specialist support to help you feel better.

020 3513 4455
www.richmondwellbeingsservice.nhs.uk



Citizens Advice Richmond

Provide specialist advice to those experiencing issues such as claiming benefits, employment issues, housing, immigration, debt, tax etc. They offer hardship grants on behalf of other local funders and food vouchers.

080 8278 7873
www.citizensadvice-richmond.org

Richmond Carers Centre

Provide free and confidential information, advice and emotional support to unpaid carers. Carers who register can access a full range of services.

020 8867 2380
www.richmondcarers.org

Crosslight Advice

Provide face-to-face debt advice together with money education and budgeting support to individuals and families in need.

0300 373 1180
info@crosslightadvice.org
www.crosslightadvice.org

SWLEAP

Offer a free service that helps local people keep warm and reduce their energy bills without costing them any money.

0800 0862706
susan@habitatsandheritage.org.uk
www.swleap.org.uk

StepChange

Offer debt advice over the telephone or online. They offer free Debt Management Plans and Individual Voluntary Arrangements (IVAs).

0800 138 1111
www.stepchange.org

Thinking Works

Provide Winter Warmth home visiting and telephone advice services to make sure people stay warm during colder months.

0800 118 2327
enquiries@thinkingworks.co.uk
www.thinkingworks.co.uk/richmond-winter-warmth

Household Support Fund

Richmond AID and Citizens Advice Richmond have received household Support Funding to distribute to low-income households who are struggling and need help and support with food, energy bills or other household essentials. This includes working households on a low income.

080 82 78 78 73
www.citizensadvice-richmond.org/grant-enquiries/

Richmond Food Bank

Have five food distribution points in and near the borough and can provide three days' nutritionally balanced emergency food for people. You need a food voucher to get provisions from the Food Bank.

020 8940 0274
foodbank@vineyardcommunity.org
<https://richmond.foodbank.org.uk/>

Local Assistance Scheme

For residents in receipt of welfare benefits, there are crisis grants available to help in an emergency for household items, food and baby essentials.

LAS@richmond.gov.uk
www.richmond.gov.uk/apply_for_a_local_assistance_scheme_grant



Do you live in social housing in Richmond Borough? Have you had a disrepair?

We are collecting feedback from Richmond social housing tenants on their experience(s) and we want to hear from you!

Scan here to complete our survey online



Get in touch with us:

07908 616082
halliebanish@ruils.co.uk
<https://www.ruils.co.uk/news/social-housing-disrepairs/>



Ruils Independent Living is a local charity based in Richmond that supports disabled people.

We work with disabled children and adults and people with long term health and mental health conditions to live independently, be part of their community and to live life to the full.

We provide information, advice, advocacy, befriending and activities to our clients and their families.

Want to learn more about our services? Get in touch:

020 8831 6083
info@ruils.co.uk
www.ruils.co.uk



This resource was created by Ruils Independent Living in March 2023.

All information was accurate to the best of our knowledge at the time of printing.



Charity no: 1127896

Appendix B: Access Your Community Leaflet - Area Insert Example

Access Hampton

Greenwood Centre
Run and host a variety of activities and events such as yoga, pilates, bridge, book club, women's group and men's club.

020 8979 9662
www.greenwoodcommunity.org.uk

Hampton and Hampton Hill Voluntary Care
Provide a range of community services including befriending, shopping and transport.

020 8979 9662
www.greenwoodcommunity.org.uk/community-services

Linden Hall
Community centre offering a wide range of activities such as parent and toddler groups, pilates, table tennis. The Lindeners Social Club offers activities such as bingo, quizzes, and entertainment, as well as a two course lunch.

020 8941 2373
www.lindenhall.org.uk

Hampton Inspired Hub
Offer activities every day such as boot camp, aerobics, Zumba, tai chi, pilates and chi gong. They are open every day. Surplus food is available for a voluntary donation. Community Café is open Monday to Saturday and provides a selection of hot and cold food.

07713 405049
www.theinspiredhub.co.uk

Hampton White House
Host an array of classes and events such as Zumba, pilates, patchwork and quilting, seated exercise, community bowls and kettlebells.

020 8979 1884
www.ymcastpaulsgroup.org/centres/white-house-hampton

Homelink
Day respite care centre for adults. They also provide support for carers, including regular meetings and enhanced access to other local support groups. The offer individual professional advice and support.

020 8255 1992
www.homelinkdaycare.co.uk

Hampton Sports and Fitness Centre
Consists of a multi-purpose sports hall, studios, multi-use games area (MUGA), fitness suite, five-a-side football pitch and floodlit 3G pitch. They offer both adult and junior sports courses and classes, fitness memberships, plus pitch and court hire.

020 3772 2999
leisure@richmond.gov.uk

Richmond Ramblers
Provide a variety of free wellbeing walks around Bushy Park for 60 minutes, with lakes, woodland gardens and parkland.

- Sunday at 10:15 am. Meet at Pheasantry car park, Bushy Park
- Third Monday of every month at 10:30am. Meet at Laurel Road Gate, Laurel Road, Bushy Park

Outdoor Fitness Equipment
There are a number of sites across the borough where fitness equipment has been installed.

- Carlisle Park, Wensleydale Road, Hampton, TW12 2UL
- Hatherop Park, Hatherop Road, Hampton, TW12 2BQ
- Hampton Common, Buckingham Road, Hampton, TW12 3JA

Hampton Fund
Support individuals and families on low income with a grant to help with the costs of gas and electricity and essential household items.

020 8941 7866
www.hamptonfund.co.uk

Richmond EAL
Provide informal English classes across Richmond. Walk and Talk in Bushy Park on a Tuesday from 10:00 - 12:00. Meeting at Hampton Hill Gate, usually followed by coffee.

www.richmondeal.org.uk

The Real Junk Food Project
Turn surplus food into delicious meals at their café, plus lots of surplus food to take away.

Open to anyone. Pay as you feel.

- Tuesday from 11:00 - 12:00 at Noble Green Wines, 153-155 High St, Hampton Hill, TW12 1NL
- Thursday from 11:30 - 13:30 at Linden Hall, Linden Road, Hampton TW12 2JG

Hampton Library
Local library located at Rosehill, Hampton, TW12 2AB

- Hampton Library Reading Group on the first Tuesday of the month and second Friday of the month at 15:00
- IT Taster Sessions are offered by appointment, to enquire please get in touch

020 8734 3347

All Saints Church Hampton have partnered with local organisations to create 'Living Space'. They coordinate the local support, activities and warm hubs available each day in the area, to provide support in light of Cost of Living crisis so that people have all the information in one place.

livingspace@allsaintshampton.co.uk

Churches

All Saints Parish Church
The Avenue, Hampton, TW12 3RG

- Community Lunch - Wednesday 12:00 - 14:00
- Community Supper - Wednesday 16:30 - 19:00
- Coffee morning - First Thursday of every month 10:30 - 12:00
- Coffee afternoon - Third Thursday of every month 14:30 - 16:00

St Richards Church
35 Forge Lane, Hanworth, TW13 6UN

- Community soup lunch - Wednesday 13:00-14:00
- Coffee morning - Thursday 9:00 - 12:00

St James Church
St James' Road, Hampton Hill, TW12 1DQ

- Connections Café - provides a place sit and chat over coffee and cake, play a game or complete a jigsaw puzzle. Tuesday 12:15 - 14:30
- Free NHS Walk-in Hearing Aid Clinic

Hampton Hill URC
35 High Street, Hampton Hill, TW12 1NB

- Community Choir - sing for fun simply to enjoy the music and shared experience. Thursday 12:30 - 15:30
- Coffee and Conversation - come for coffee/tea and conversation with friends old and new. Saturday 10:30 - 12:00

The first two sessions are free. After that, £6 a session.

Warm Spaces

All Saints Parish Church
The Avenue, Hampton, TW12 3RG

Opening Hours: Wednesday 12:00 - 15:00, First Thursday of the month 10:30 - 12:00, Third Thursday from 14:30 - 16:00

Hampton Inspired Hub
The Bungalow, 3 Ashley Road, Hampton, TW12 2AA

Opening Hours: Monday to Sunday 9:00 - 15:00

Hampton Library
Rosehill, Hampton, TW12 2AB

Opening Hours: Monday, Tuesday, Friday 9:30 - 18:00, Wednesday 10:00 - 19:00, Saturday 9:30 - 16:00

St James's Church
St James' Road, Hampton Hill, TW12 1DQ

Opening Hours: Monday, Wednesday and Thursday 12:30 - 15:30

Hampton Hill Library
68 High Street, Hampton Hill, TW12 1NY

Opening Hours: Monday, Thursday, Friday 9:30 - 18:00, Wednesday 10:00 - 19:00, Saturday 9:30 - 16:00

This resource was created by Ruils in March 2023.
All information was accurate to the best of our knowledge at the time of printing.

Appendix C: 'Sorry We Missed You' Postcard


Sorry we missed you

We were in your area today having conversations with your neighbours about your community and access to local health services.

We want to hear from you!

- What services are missing in your area?
- What barriers do you face when accessing the GP?
- How safe do you feel where you live?
- How is the cost-of-living crisis impacting you?

Scan the QR code to take our survey
If you need to access the survey in a different format (i.e. paper or large print version), please get in touch.




Ruils Independent Living is a charity based in Richmond that supports local people.


We work with disabled children and adults and people with long term health and mental health conditions to live independently, be part of their community and to live life to the full.

Our Social Prescribing service supports anyone who is 18+ with a Richmond GP to improve their health and well-being.

ruils
independent living

020 8831 6083
info@ruils.co.uk
www.ruils.co.uk



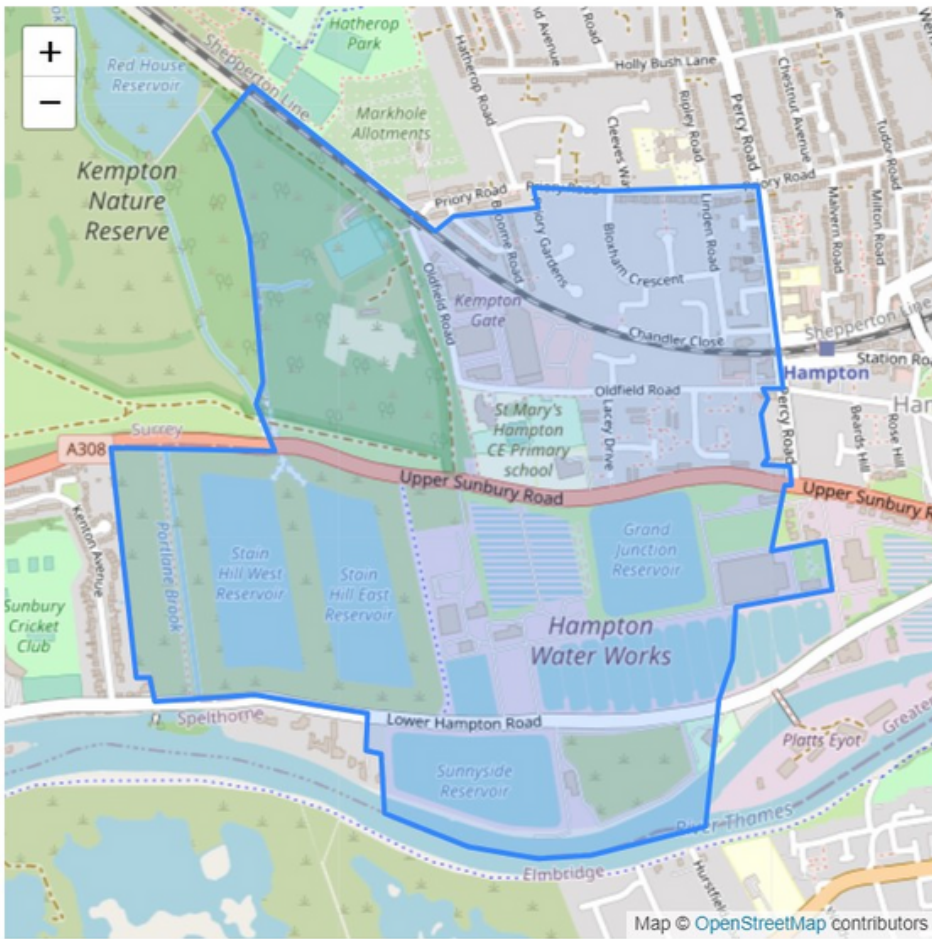


We are working in partnership with the NHS to collect feedback from local people.

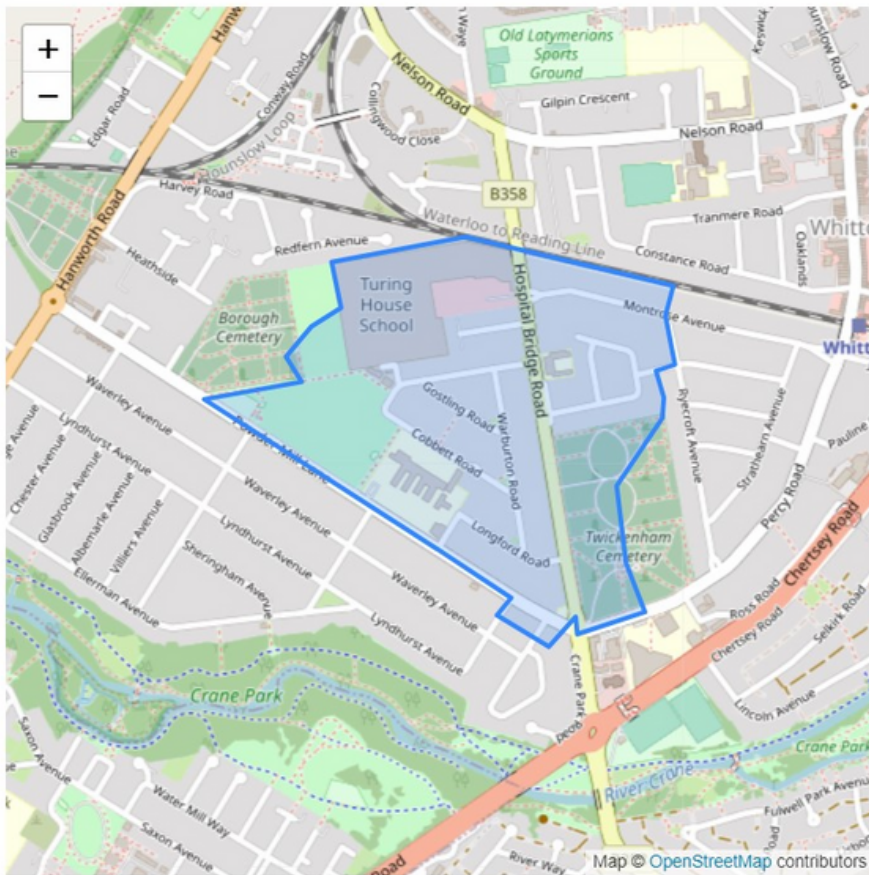
Appendix D: Other leaflets distributed in tote bag

- NHS Health Check
- Childhood Immunisations
- Measles and MMR Vaccine
- SW Leap Energy Advice
- Richmond Moves
- Healthwatch Guide to NHS, Care and Support
- Cancer Research UK - Cervical Cancer
- RB Mind Services

Appendix E.1: Hampton Area Map



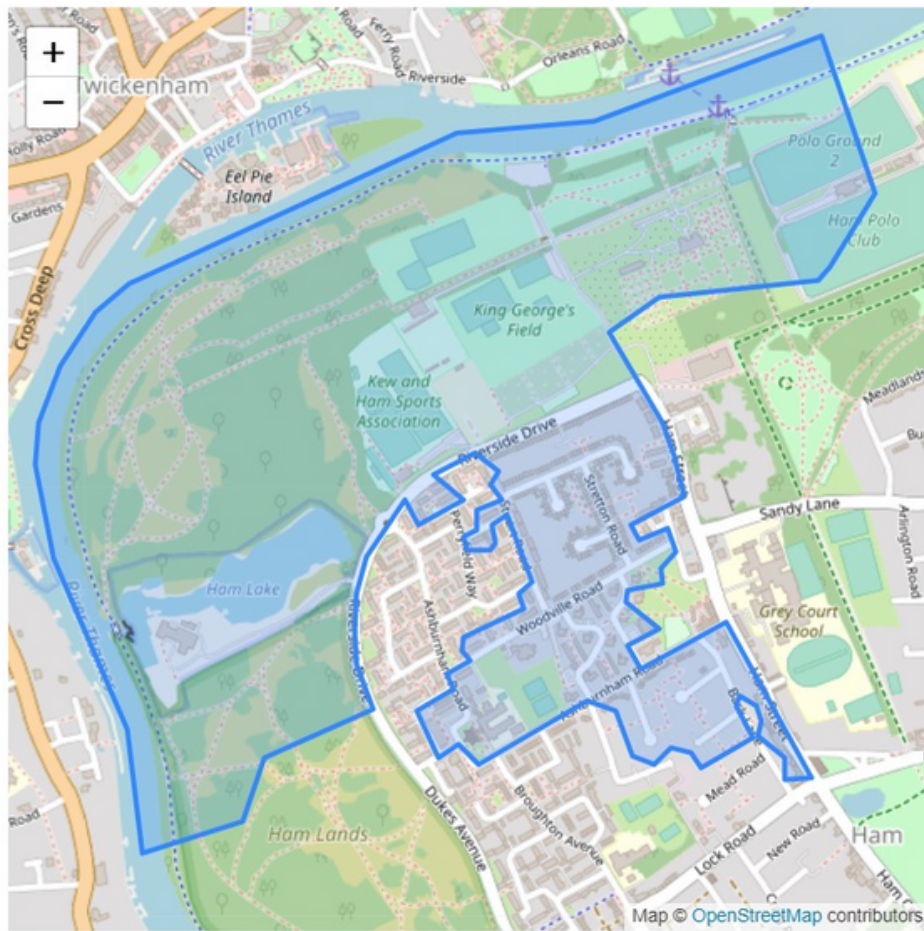
Appendix E.3: Heathfield Area Maps



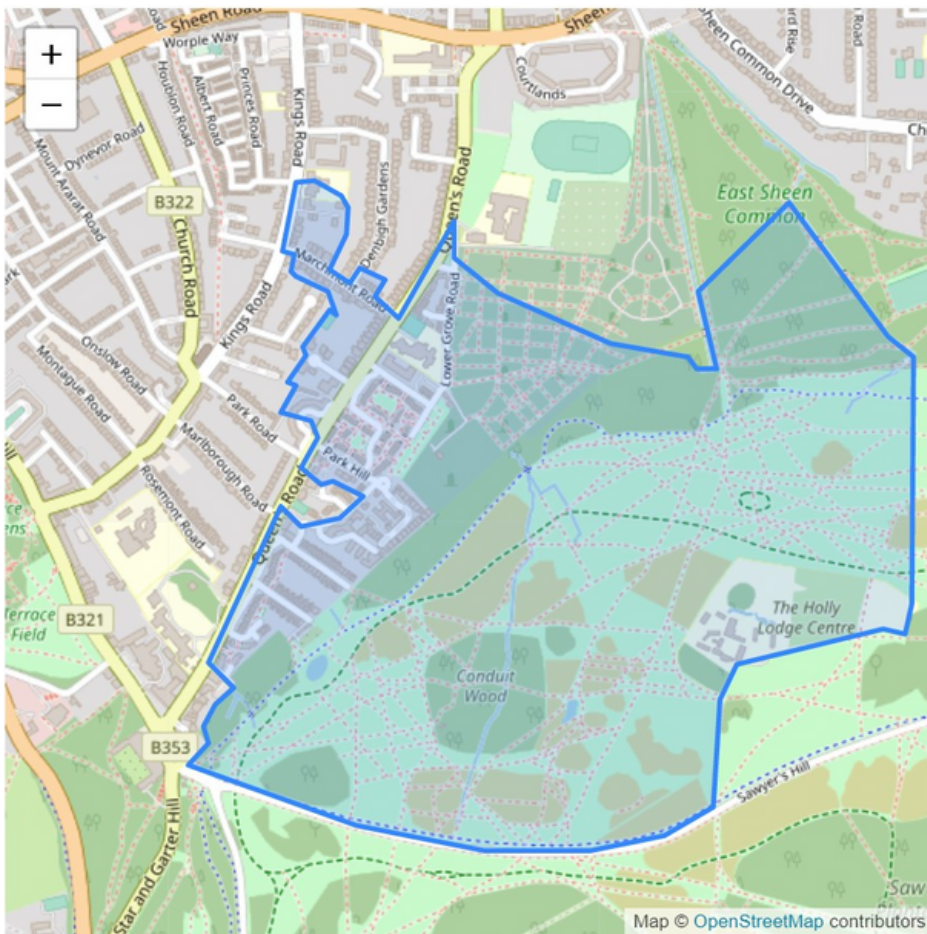
Appendix E.4: West Twickenham Area Map



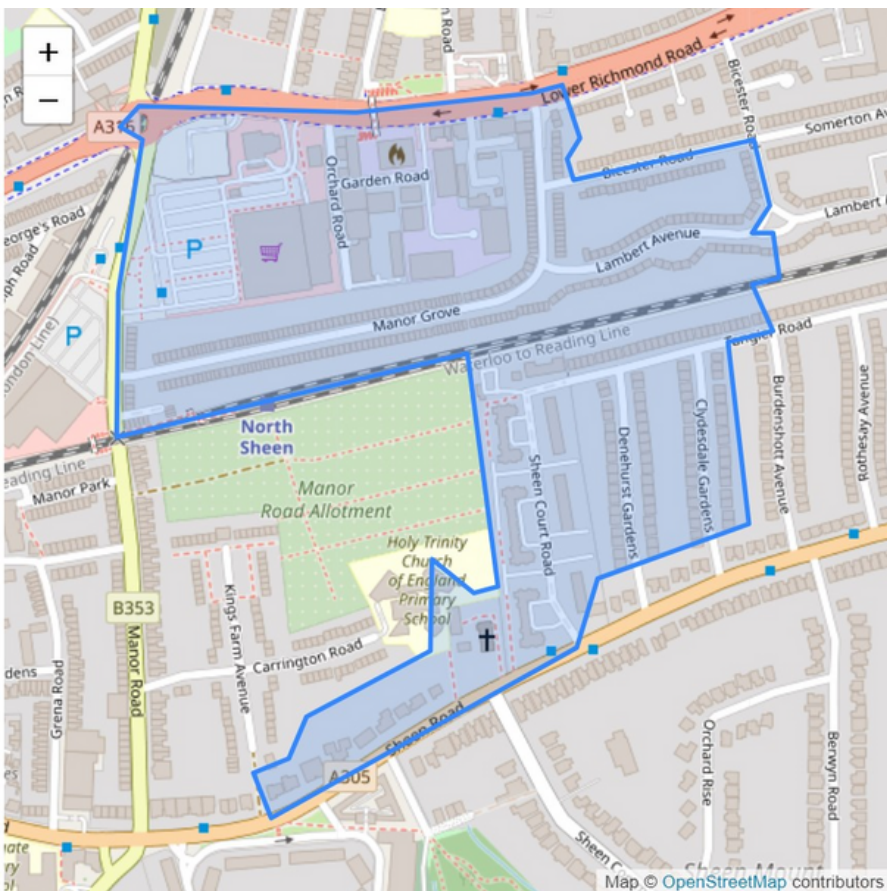
Appendix E.5: Ham and Petersham Area Map



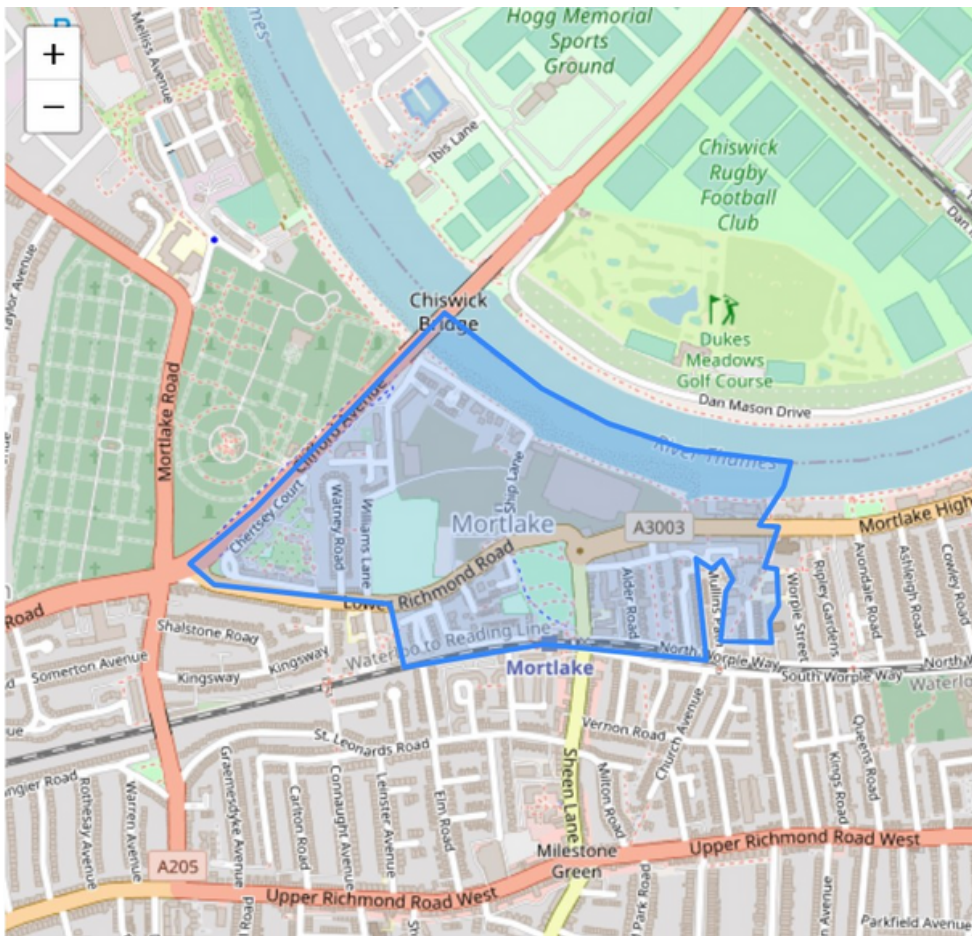
Appendix E.6: South Richmond Area Map



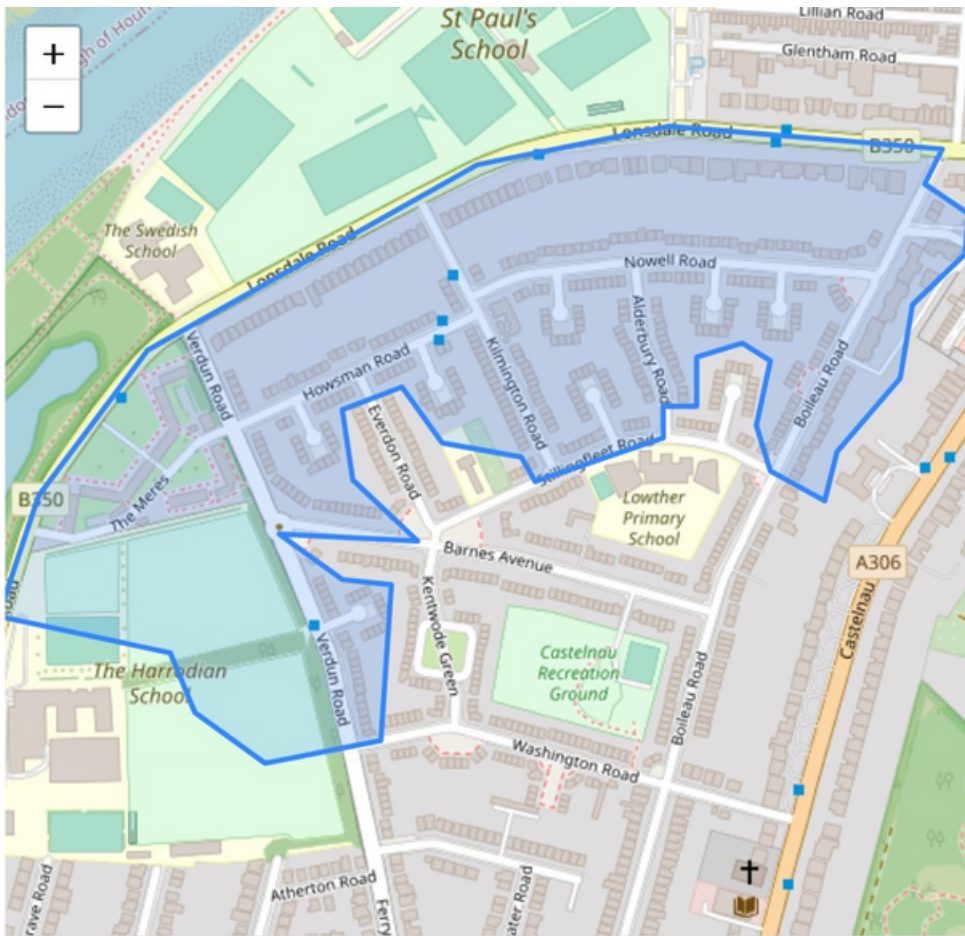
Appendix E.7: North Richmond Area Maps



Appendix E.8: Mortlake Area Map



Appendix E.9: Barnes Area Map





South West London

