

# Health survey

## Q1 What is the name of your organisation?

Answered: 41 Skipped: 7

#	Responses	Date
1	Chelsea Methodist Church	6/2/2015 1:39 PM
2	Marylbone Cricket Club	6/1/2015 4:25 PM
3	The Advocacy Project	5/27/2015 4:28 PM
4	FORWARD	5/22/2015 1:58 PM
5	NBFA Assisting the Elderly	5/21/2015 1:43 PM
6	FRENCH AFRICAN WELFARE ASSOCIATION (fawa)	5/21/2015 1:36 PM
7	Westminster CAB	5/21/2015 1:29 PM
8	Wandsworth & Westminster Mind	5/21/2015 1:11 PM
9	Westminster Boating Base	5/21/2015 1:00 PM
10	The Westminster Society for people with learning disabilities	5/21/2015 12:30 PM
11	The West End Community Trust	5/21/2015 12:20 PM
12	MRCF	5/19/2015 2:10 PM
13	Nubian Life Resource Centre Ltd	5/19/2015 1:05 PM
14	Kensington & Chelsea Mind	5/19/2015 12:06 PM
15	Al Bahdja	5/14/2015 9:33 PM
16	Westbourne Park Baptist and Family Centre	5/14/2015 1:28 PM
17	Turning Point/ South Westminster Drug and Alcohol Service	5/14/2015 12:35 PM
18	The Advocacy Project	5/14/2015 10:54 AM
19	Westway Trust	5/13/2015 1:18 PM
20	The RAIN Trust	5/13/2015 10:49 AM
21	Kensington and Chelsea Social Council	5/12/2015 6:31 AM
22	Marylebone Bangladesh Society	5/11/2015 12:59 PM
23	Al-Hasaniya Moroccan Women's Centre	5/7/2015 1:54 PM
24	WAND UK	5/4/2015 4:36 PM
25	Baraka Community Association ( formerly Baraka Youth )	5/3/2015 10:00 AM
26	Abundance Arts	5/1/2015 4:13 PM
27	Chinese Information and Advice Centre	5/1/2015 1:18 PM
28	Ethiopian Women's Empowerment Group	4/30/2015 4:19 PM
29	South Westminster Community Organisers, SW1CO	4/30/2015 3:52 PM
30	Healthier Life 4 you	4/30/2015 3:45 PM
31	Chinese National Healthy Living Centre	4/30/2015 3:17 PM
32	Migrants Resource Centre	4/30/2015 3:05 PM
33	The Mosaic Community Trust	4/28/2015 5:48 PM

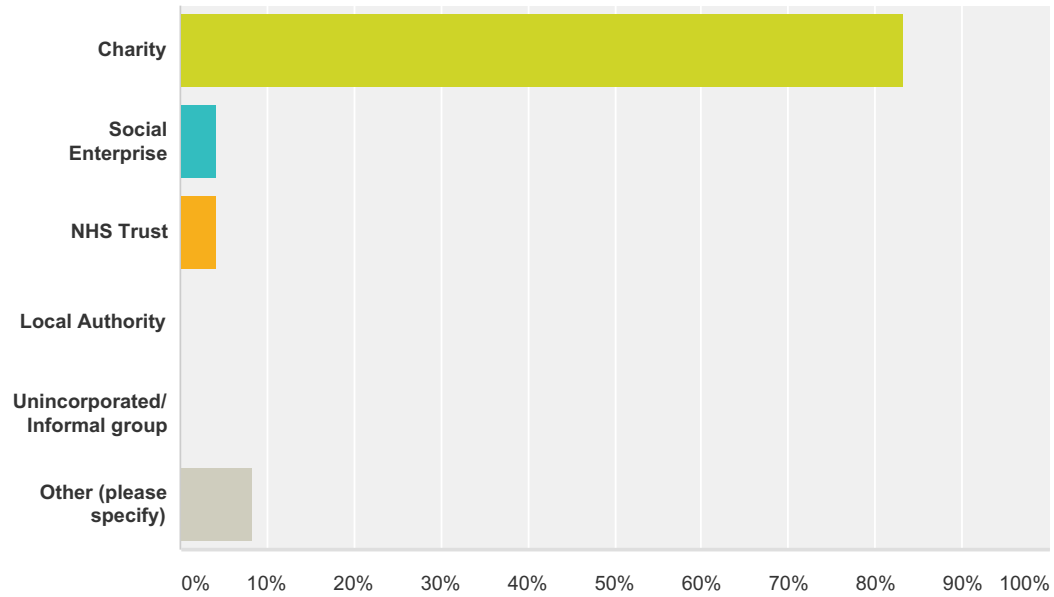
## Health survey

34	Take Time to Talk	4/28/2015 11:15 AM
35	Vital Regeneration	4/28/2015 9:58 AM
36	Talking Therapies Westminster, IAPT	4/27/2015 5:42 PM
37	Open Age	4/27/2015 3:55 PM
38	Abbey Community Association	4/27/2015 2:09 PM
39	Paddington Development Trust	4/27/2015 2:05 PM
40	Carers Network	4/27/2015 1:34 PM
41	westminster befriend a family	4/27/2015 1:22 PM

# Health survey

## Q2 What type of organisation is it?

Answered: 48 Skipped: 0

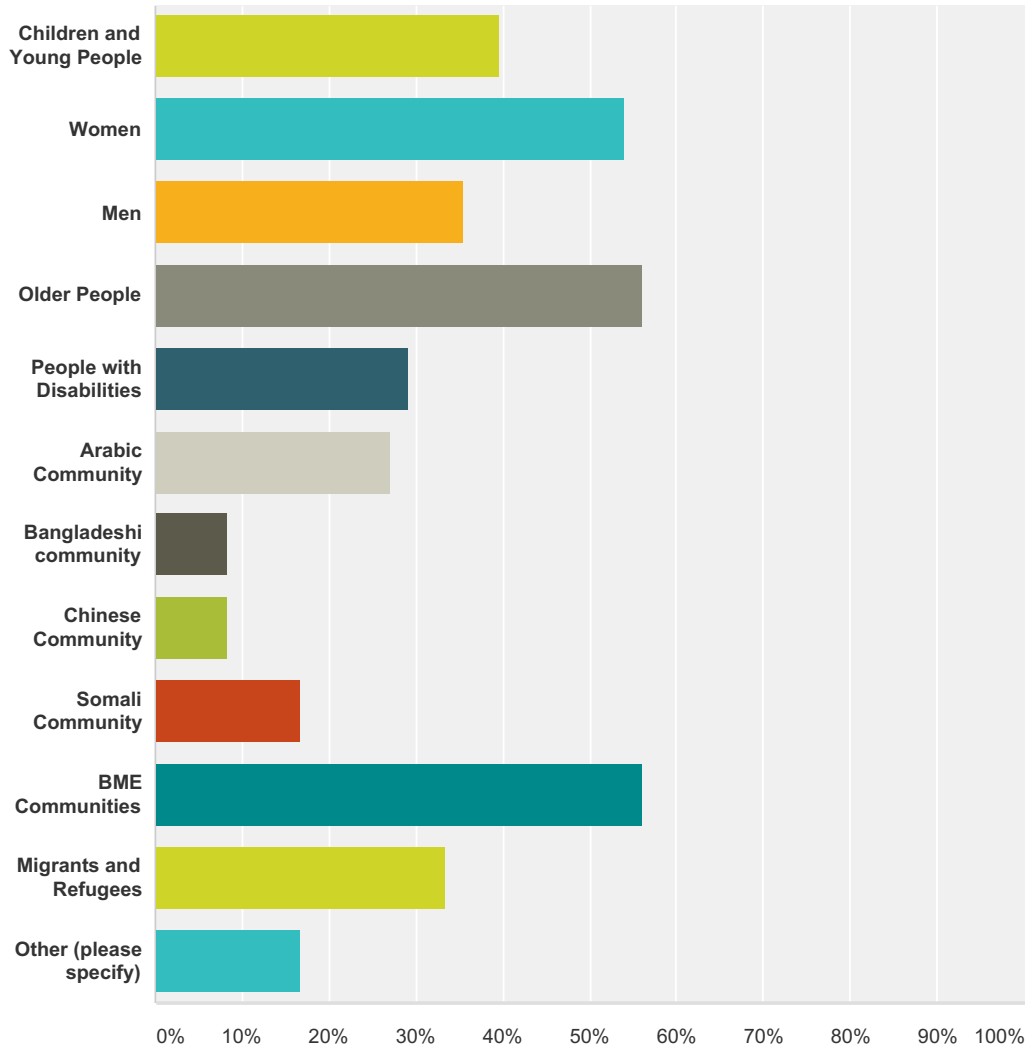


Answer Choices	Responses
Charity	83.33% 40
Social Enterprise	4.17% 2
NHS Trust	4.17% 2
Local Authority	0.00% 0
Unincorporated/ Informal group	0.00% 0
Other (please specify)	8.33% 4
<b>Total</b>	<b>48</b>

#	Other (please specify)	Date
1	Private Club	6/1/2015 4:25 PM
2	community group	5/14/2015 9:33 PM
3	Community Interest Company	4/30/2015 3:52 PM
4	Not for Profit company limited by guarantee	4/30/2015 3:45 PM

**Q3 Who are your main beneficiaries? (We realise that most organisations work with everyone but it would be helpful if you could be specific about the largest group of people you work with)**

Answered: 48 Skipped: 0



Answer Choices	Responses
Children and Young People	39.58% 19
Women	54.17% 26
Men	35.42% 17
Older People	56.25% 27
People with Disabilities	29.17% 14
Arabic Community	27.08% 13

## Health survey

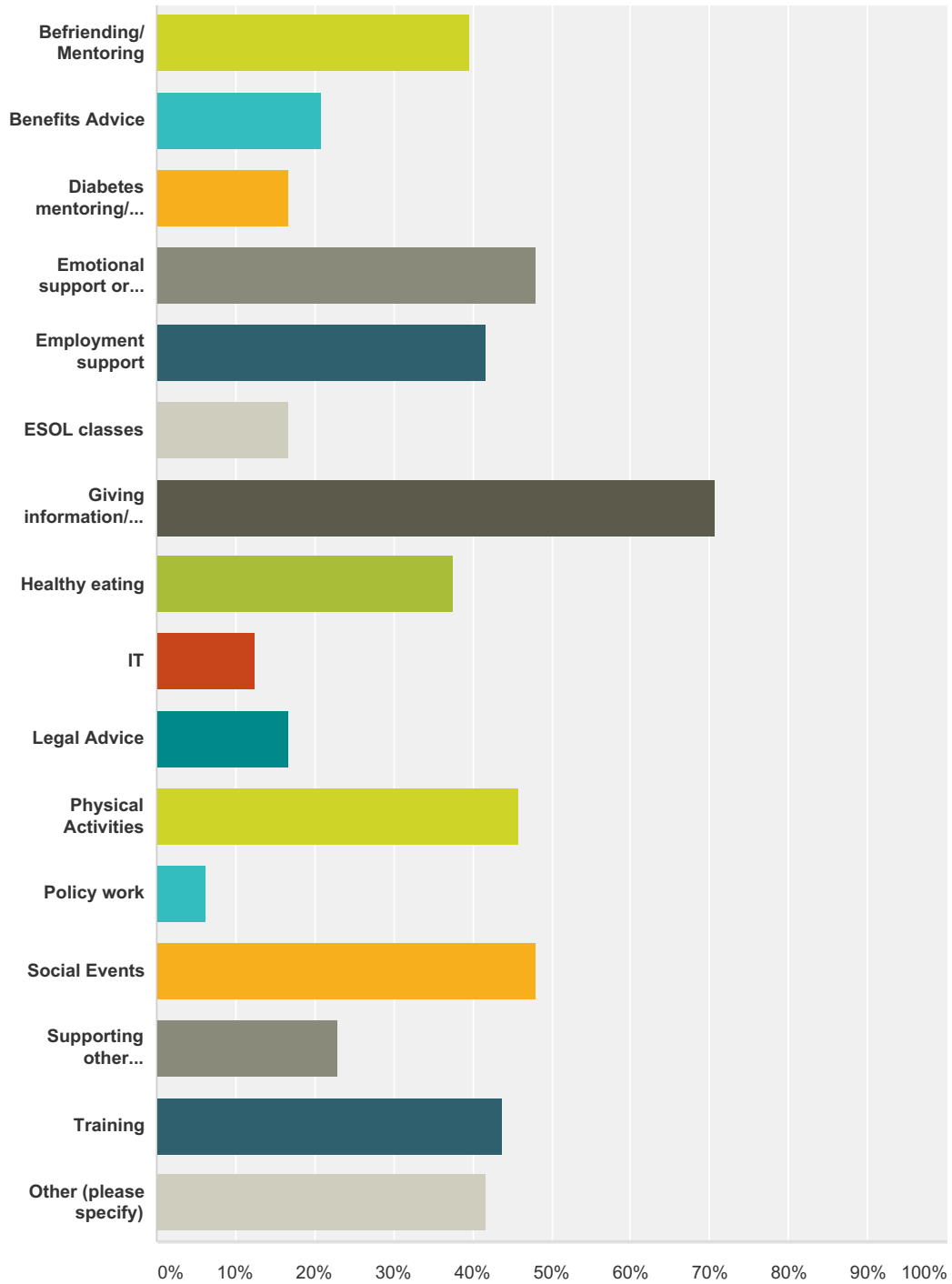
Bangladeshi community	8.33%	4
Chinese Community	8.33%	4
Somali Community	16.67%	8
BME Communities	56.25%	27
Migrants and Refugees	33.33%	16
Other (please specify)	16.67%	8
<b>Total Respondents: 48</b>		

#	Other (please specify)	Date
1	People with Mental Health needs	5/27/2015 4:28 PM
2	FRENCH SPEAKING AFRICAN	5/21/2015 1:36 PM
3	The resident communities of Westminster, and surrounding areas	5/21/2015 1:29 PM
4	People with mental health problems	5/21/2015 1:11 PM
5	Mental Health Service Users	5/14/2015 10:54 AM
6	The VCS in K&C	5/12/2015 6:31 AM
7	We are set up to work cohesively with all our residents in SW1 so do work with everyone who is willing to engage	4/30/2015 3:52 PM
8	unpaid carers	4/27/2015 1:34 PM

# Health survey

## Q4 What are your main activities?

Answered: 48 Skipped: 0



Answer Choices	Responses
Befriending/ Mentoring	39.58% 19
Benefits Advice	20.83% 10
Diabetes mentoring/ support	16.67% 8

## Health survey

Emotional support or Counselling	47.92%	23
Employment support	41.67%	20
ESOL classes	16.67%	8
Giving information/ Signposting	70.83%	34
Healthy eating	37.50%	18
IT	12.50%	6
Legal Advice	16.67%	8
Physical Activities	45.83%	22
Policy work	6.25%	3
Social Events	47.92%	23
Supporting other organisations	22.92%	11
Training	43.75%	21
Other (please specify)	41.67%	20
<b>Total Respondents: 48</b>		

#	Other (please specify)	Date
1	Dementia Sessions - sporting reminiscence	6/1/2015 4:25 PM
2	Advocacy and User Involvement	5/27/2015 4:28 PM
3	residential breaks	5/21/2015 1:43 PM
4	In addition to our advice provision in all subjects of social welfare law, we also have additional projects undertaking work on: financial capability, homelessness prevention, advice sector support & training and health and well-being.	5/21/2015 1:29 PM
5	One to one and group recovery support, peer development	5/21/2015 1:11 PM
6	Transport	5/21/2015 12:39 PM
7	Providing support services for children young people with learning disabilities and their families	5/21/2015 12:30 PM
8	advocacy and community development	5/19/2015 2:10 PM
9	Support with mental health issues	5/19/2015 12:06 PM
10	Health education	5/14/2015 1:28 PM
11	Group Work Programme	5/14/2015 12:35 PM
12	Accommodation advice and guidance	5/14/2015 10:59 AM
13	Advocacy & User Involvement	5/14/2015 10:54 AM
14	Youth Club, Supplementary Education	5/11/2015 12:59 PM
15	Independent Domestic Violence Advocacy / Advisor	5/1/2015 1:18 PM
16	Emotional wellbeing and Crafts	4/30/2015 3:45 PM
17	Health & Social Care	4/30/2015 3:17 PM
18	CBT	4/27/2015 5:42 PM
19	Link Up-one to one signposting service aimed at linking people into local groups and activities	4/27/2015 3:55 PM

# Health survey

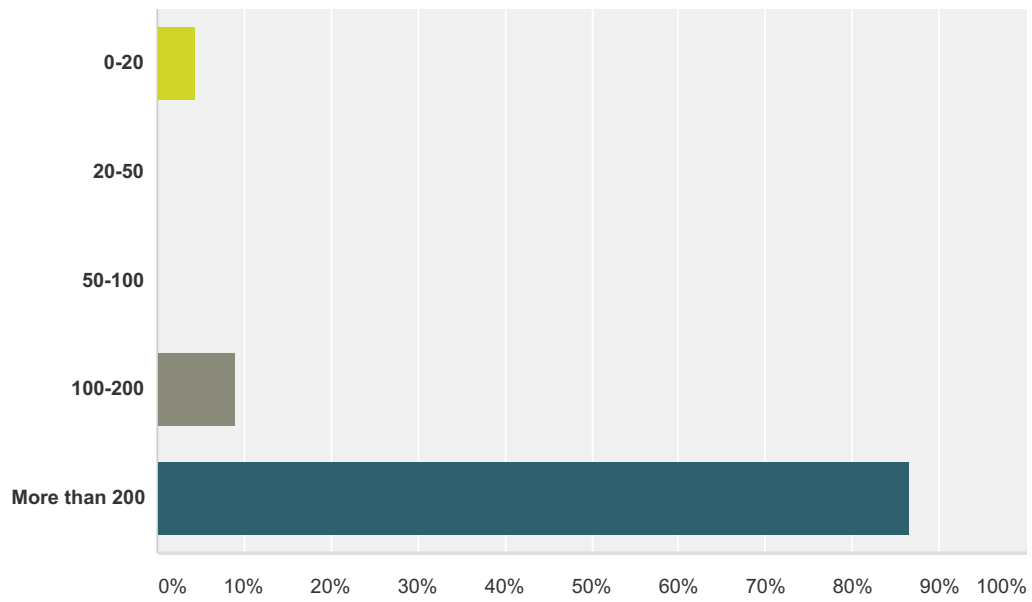
20	Access to carers grants and stat services	4/27/2015 1:34 PM
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# Health survey

## Q5 How many people does your organisation work with per year?

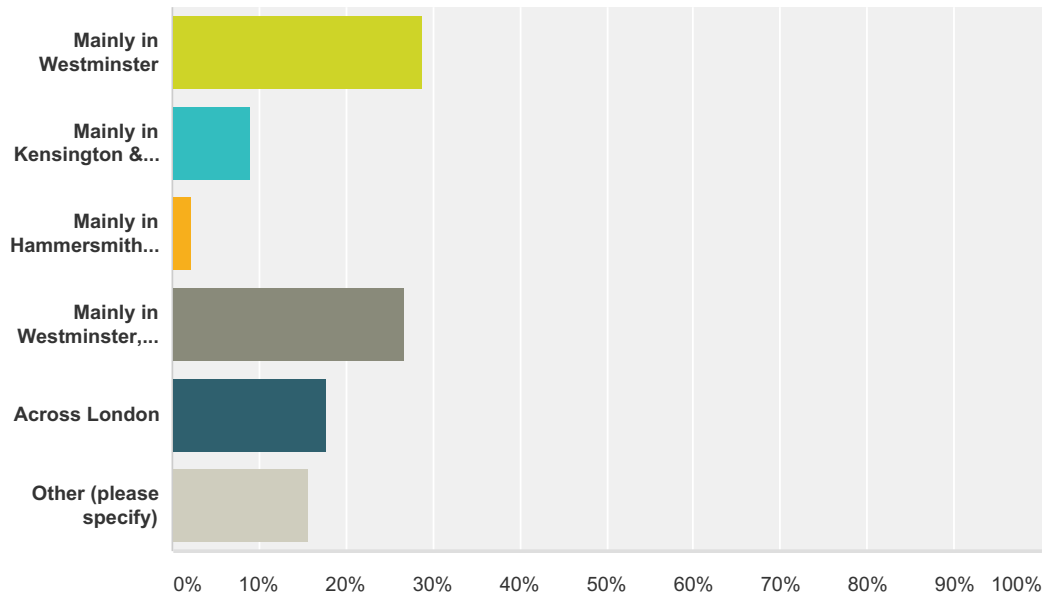
Answered: 45 Skipped: 3



Answer Choices	Responses	Count
0-20	4.44%	2
20-50	0.00%	0
50-100	0.00%	0
100-200	8.89%	4
More than 200	86.67%	39
<b>Total</b>		<b>45</b>

### Q6 In which geographical areas do you work?

Answered: 45 Skipped: 3



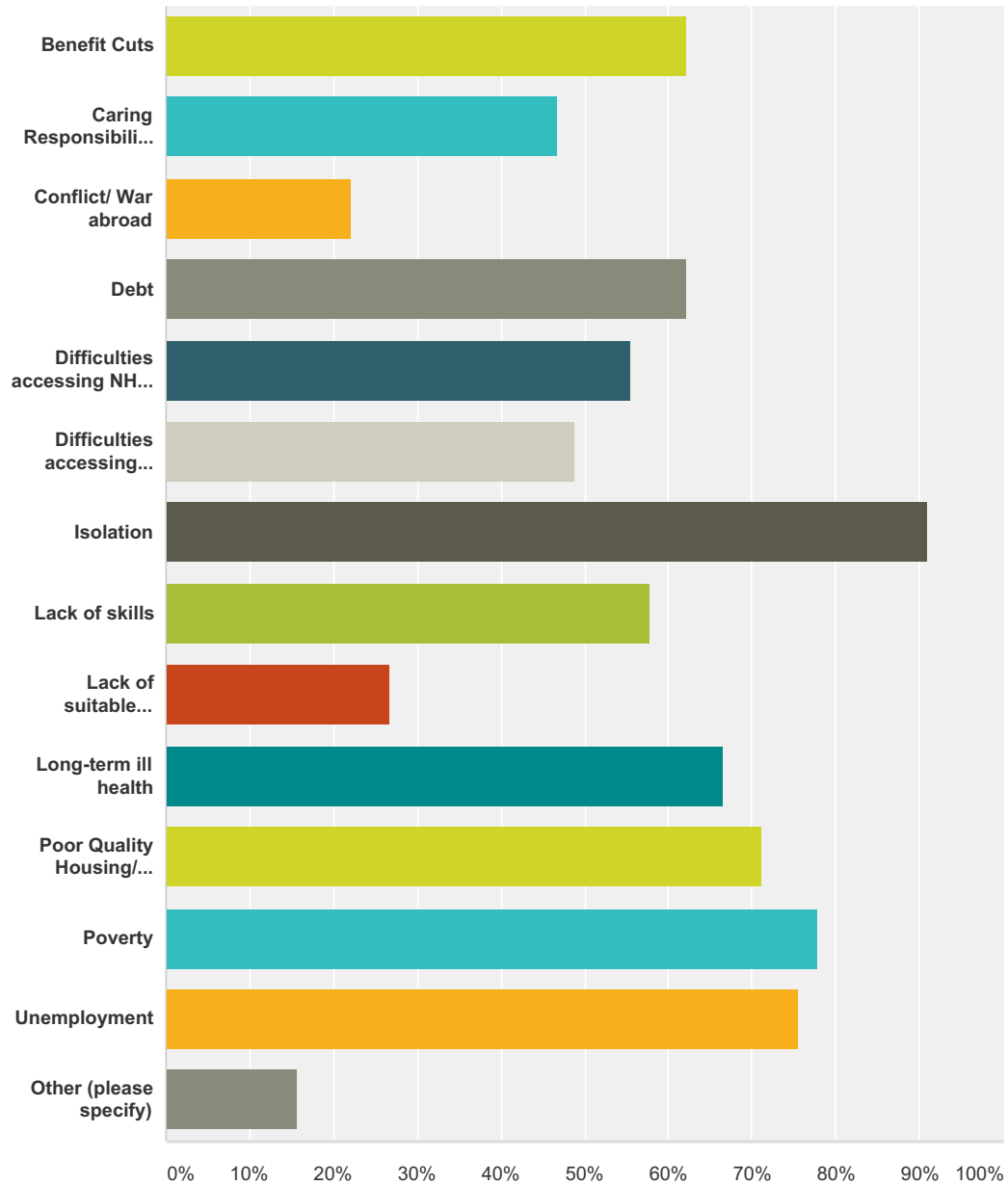
Answer Choices	Responses
Mainly in Westminster	28.89% 13
Mainly in Kensington & Chelsea	8.89% 4
Mainly in Hammersmith & Fulham	2.22% 1
Mainly in Westminster, Kensington & Chelsea and Hammersmith & Fulham	26.67% 12
Across London	17.78% 8
Other (please specify)	15.56% 7
<b>Total</b>	<b>45</b>

#	Other (please specify)	Date
1	Nationally	5/22/2015 2:00 PM
2	We also have projects which cover Camden, Hammersmith & Fulham and Kensington & Chelsea	5/21/2015 1:41 PM
3	Across Westminster and Wandsworth and in neighbouring boroughs	5/21/2015 1:18 PM
4	mainly in k&c with some projects spanning London Wide	5/7/2015 1:58 PM
5	UK	4/30/2015 3:19 PM
6	Brent	4/29/2015 9:41 AM
7	also in QPP	4/28/2015 11:17 AM

# Health survey

## Q7 What issues or events are having the greatest impact on your clients' health and wellbeing at the moment? (Tick all that apply)

Answered: 45 Skipped: 3



Answer Choices	Responses
Benefit Cuts	62.22% 28
Caring Responsibilities	46.67% 21
Conflict/ War abroad	22.22% 10

## Health survey

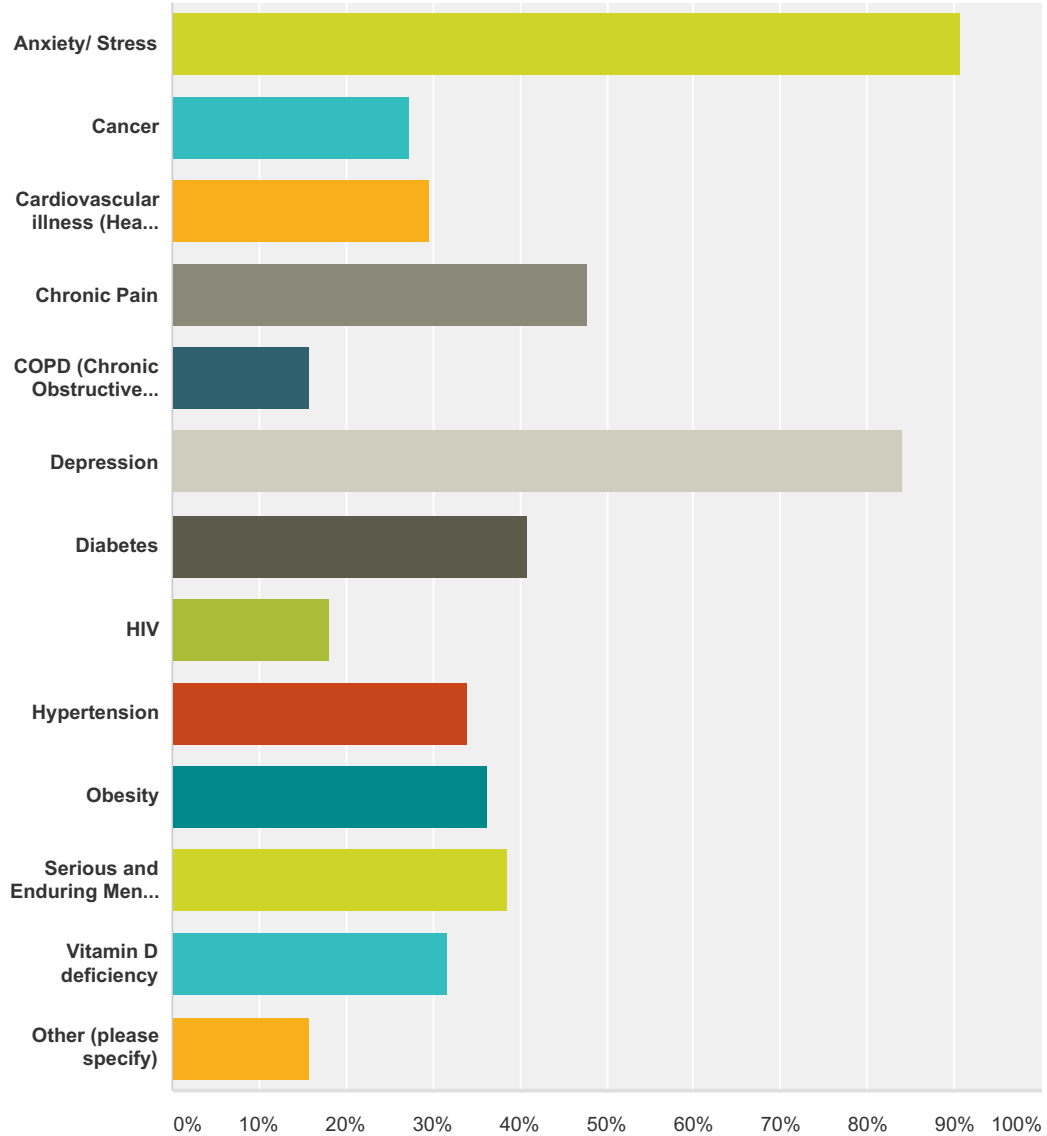
Debt	62.22%	28
Difficulties accessing NHS services	55.56%	25
Difficulties accessing Social Care Services	48.89%	22
Isolation	91.11%	41
Lack of skills	57.78%	26
Lack of suitable childcare	26.67%	12
Long-term ill health	66.67%	30
Poor Quality Housing/ Overcrowding	71.11%	32
Poverty	77.78%	35
Unemployment	75.56%	34
Other (please specify)	15.56%	7
<b>Total Respondents: 45</b>		

#	Other (please specify)	Date
1	lack of legal advice and immigration advice	5/19/2015 2:15 PM
2	Risk of financial abuse and neglect in care homes	5/19/2015 1:09 PM
3	Substance Misuse	5/14/2015 12:39 PM
4	VCOs tell us housing and isolation are biggest issues for their clients	5/12/2015 6:37 AM
5	Domestic Violence	5/1/2015 1:26 PM
6	issues related with aging (various including physical, social etc)	4/27/2015 3:59 PM
7	cultural misunderstanding which confuses communication	4/27/2015 2:18 PM

# Health survey

## Q8 What health issues cause most concern to your clients at the moment? (Tick all that apply)

Answered: 44 Skipped: 4



Answer Choices	Responses
Anxiety/ Stress	90.91% 40
Cancer	27.27% 12
Cardiovascular illness (Heart condition)	29.55% 13
Chronic Pain	47.73% 21
COPD (Chronic Obstructive Pulmonary Disease)	15.91% 7
Depression	84.09% 37

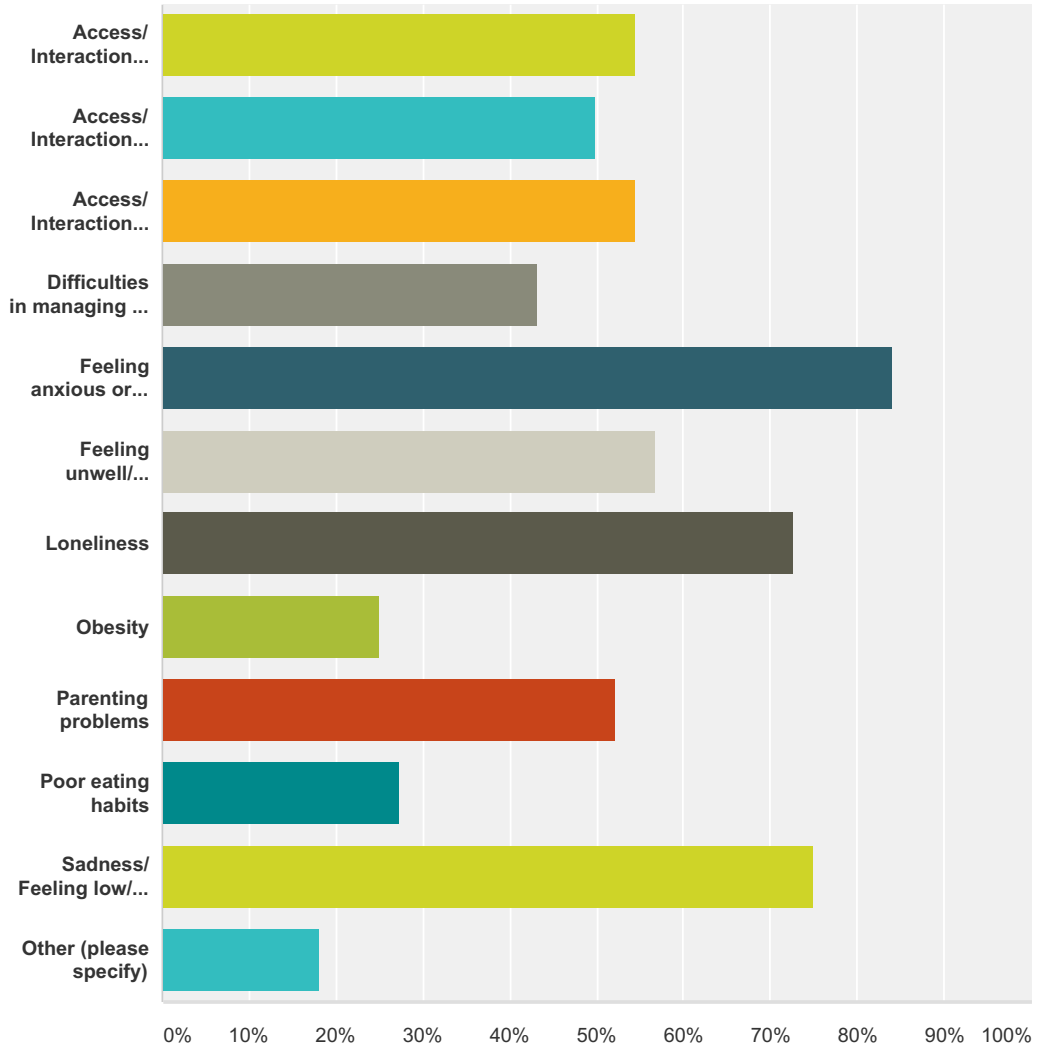
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Diabetes	<b>40.91%</b>	18
HIV	<b>18.18%</b>	8
Hypertension	<b>34.09%</b>	15
Obesity	<b>36.36%</b>	16
Serious and Enduring Mental Illness (eg Schizophrenia, Bipolar Depression)	<b>38.64%</b>	17
Vitamin D deficiency	<b>31.82%</b>	14
Other (please specify)	<b>15.91%</b>	7
<b>Total Respondents: 44</b>		

#	Other (please specify)	Date
1	our homeless guest have a variety of issues related to not having housing	6/2/2015 1:41 PM
2	drug and alcohol related problems	5/21/2015 1:18 PM
3	Other law level mental health issues	5/21/2015 12:42 PM
4	PTSD	5/19/2015 2:15 PM
5	Substance Misuse	5/14/2015 12:39 PM
6	member pool is large and varied: essentially all health issues are present in some members: many have mobility issues or arthritis or visual or hearing impairments	4/27/2015 3:59 PM
7	back problems	4/27/2015 2:18 PM

**Q9 What health and wellbeing issues do your clients bring to you most frequently to help resolve? (Tick all that apply)**

Answered: 44 Skipped: 4



Answer Choices	Responses
Access/ Interaction with GPs	54.55% 24
Access/ Interaction with health services other than GPs	50.00% 22
Access/ Interaction with Social Services	54.55% 24
Difficulties in managing a long term health condition	43.18% 19
Feeling anxious or stressed	84.09% 37
Feeling unwell/ unhealthy and not knowing what to do	56.82% 25
Loneliness	72.73% 32

## Health survey

Obesity	<b>25.00%</b>	11
Parenting problems	<b>52.27%</b>	23
Poor eating habits	<b>27.27%</b>	12
Sadness/ Feeling low/ Poor self -esteem	<b>75.00%</b>	33
Other (please specify)	<b>18.18%</b>	8
<b>Total Respondents: 44</b>		

#	Other (please specify)	Date
1	issues related to rough sleeping and lack of housing	6/2/2015 1:41 PM
2	FGM Support services	5/21/2015 12:42 PM
3	Trauma	5/19/2015 2:15 PM
4	Substance Misuse	5/14/2015 12:39 PM
5	Stress caused by accessing services like Job Centre	5/13/2015 1:25 PM
6	domestic violence and relationship / mental health / homelessness	5/1/2015 1:26 PM
7	To improve physical health/ encourage continued good health	4/27/2015 3:59 PM
8	eating habits of children	4/27/2015 2:18 PM



## Health survey

### Q10 Are there any particular gaps in health provision that you have noticed adversely affecting your clients?

Answered: 31 Skipped: 17

#	Responses	Date
1	Access to specialist services in areas outside London / major cities. Interpretation.	5/22/2015 2:00 PM
2	There is still a big gap in term of health inequality. Culture issue is something that decision makers should take into account when developing their policy	5/21/2015 1:58 PM
3	support with caring for partners/adult children	5/21/2015 1:46 PM
4	Some of the many health issues clients present with to their GP, are the result of stresses in their life which then have a profound impact on their health. It has been proven that the timely provision of effective advice can have a very positive, and real impact in delivering important health improvements, and savings for local CCGs and the council. Westminster CAB together with other bureaux across the country already provide advice in 712 health-settings including: GP surgeries, health centres, hospitals, hospices and mental health centres etc. By prescribing advice, GPs are better able to meet the DoH's outcomes frameworks that set out a clear expectation for improvement in the quality of life for people with long-term health conditions.	5/21/2015 1:41 PM
5	Difficulties in accessing and/or utilising personal budgets or direct payments. The changing thresholds for accessing/utilising services and support. People with an enduring MH problem who have stepped down from secondary MH services but who still require more structure and support than is available to them via primary care	5/21/2015 1:18 PM
6	FGM support Service Managing Long term condition in cultural sensitive approach. Continuing accessing Mental health service in cultural sensitive approach	5/21/2015 12:42 PM
7	There is a big gap in understanding learning disability from health professionals especially hospital admission leading to concerns about safety and adequate care.	5/21/2015 12:36 PM
8	access to specialist trauma counselling ( waiting time longer than 6 months) and lack of community psychosocial activities to combat isolation and depression. Both due to funding cuts	5/19/2015 2:15 PM
9	Lack of appropriate responses to elder abuse Limited access to cultural services within residential care Affordability of day care services	5/19/2015 1:09 PM
10	Lack of provision in Primary Care related to mental health	5/19/2015 12:07 PM
11	Lack of clear and common sense messages within a holistic approach to the patient's well being.	5/14/2015 9:36 PM
12	People with depression have expressed that they feel a lack of support in managing their illness from mental health professional on a long term basis. They have compared this to if they had diabetes and the ongoing help they would get from a nurse specialist.	5/14/2015 1:34 PM
13	BME Community are difficult to engage in substance misuse treatment	5/14/2015 12:39 PM
14	We have recently had our GP service withdrawn from the Day centre and this is impacting on transient clients accessing a GP service.	5/14/2015 11:06 AM
15	Access to primary and secondary care services. Poor Hospital Discharge planning - physical and mental health.	5/14/2015 11:03 AM
16	Information for parents about to have children. Some of our pregnant mothers get very anxious about where they are going to give birth	5/13/2015 1:25 PM
17	Lack of seamless referral pathways across different social and health care support services	5/13/2015 10:52 AM
18	Groups say that they are increasingly seeing people with mental health issues but unless severe struggle to know where to refer where they can be supported quickly.	5/12/2015 6:37 AM
19	Need more physical activities for men.	5/11/2015 1:11 PM

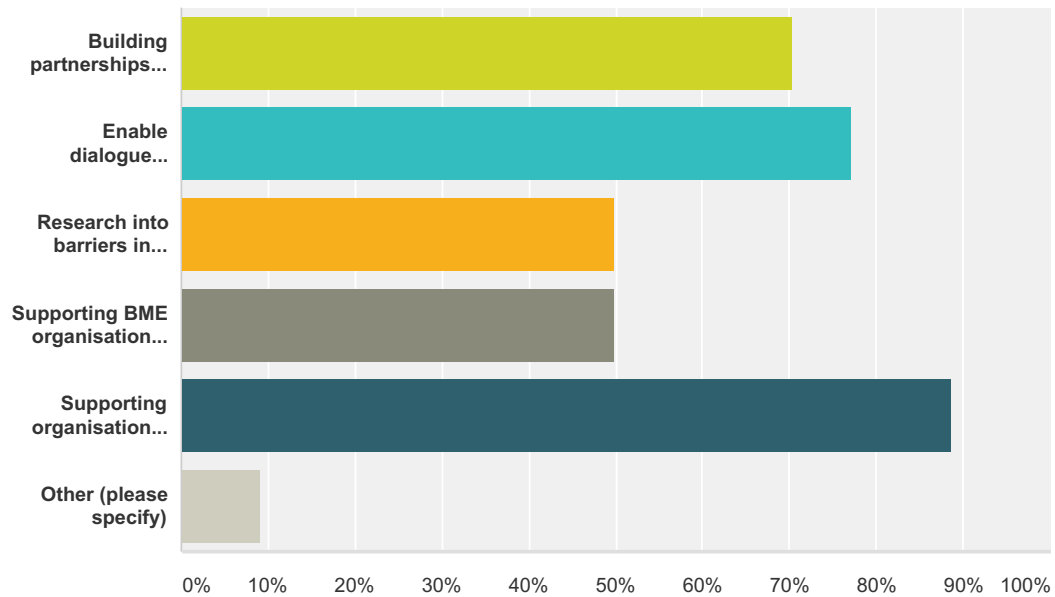
## Health survey

20	Provision of mental health services for younger members of the community. not enough awareness on the subject. There is a growing number of young people in the communities we seek to support who suffer from mental health, do not recognise and wouldn't know how to deal with it if they did.	5/7/2015 1:58 PM
21	Good infrastructure for Small voluntary organisations	5/4/2015 4:41 PM
22	More support in stress management, healthy eating. Also good financial management support for families - this will affect wider health repercussions.	5/1/2015 4:25 PM
23	lack of Chinese speaking counselling in NHS. lack of support in accessing mental health services esp. with language issue lack of support in accessing healthcare in hospitals outside Central London GPs are less equipped or reluctant to make referrals to specialists unless requested by the patients who must have knowledge of such specialist services.	5/1/2015 1:26 PM
24	The BME communities are not accessing the existing services because of language barriers, lack of information, and lack of confidence.	4/30/2015 4:27 PM
25	Lack or unwillingness to diagnose Booking appointment Lack of home visits by GP to the elderly with mobility issues Trust in health provision	4/30/2015 4:01 PM
26	Very difficult to get Chinese speaking counsellors within the NHS service provision.	4/30/2015 3:19 PM
27	BME communities have great difficulties accessing main strain services, mainly because of language skills but also lack of respect from the health(NHS) and other services providers.	4/29/2015 9:41 AM
28	- patients inability to access mental health services. - the available mental health services are either not easily accessible nor adequately available. - unhelpful attitudes and behaviour of reception staff - both at GP services as well as at A & E. - long waiting time at the surgery - long waiting time for GP appointments. - lack of proactive and preventive health care provision through GP or other community based statutory health care services.	4/28/2015 6:01 PM
29	yes, I have worked with many non english speaking clients and many of them ladies and men have requested a regular weekly coffee afternoon type event. Some would like something with other arabic speakers and others would like a mix of cultures so they can interact, share food from their cultures and stories and traditions from their countries. They would prefer for the group to be same sex only- a mens group and a womens group which could also offer a new weekly activity for those socially isolated, where they might also learn new skills or be informed about potentially helpful services. Additionally, there is a real lack of befriending in westminster and mental health/ health advocacy for arabic speakers who are socially isolated and very unwell. Many of these do not play a role in their care since they do not understand what choices are available, or the type of problem they have. This encourages dependency, reduces autonomy and sense of responsibility for one's own care, successful recovery. This will be a significant health inequalities issue at great financial cost to the borough of Westminster. Furthermore, a floating support service- in the form of support workers that visit at home to help with independent living and problem resolution has proved very helpful and successful- eg. in the form of Metropolitan Housing's 'Refugee Support' model. This is esp helpful for individs who do not know how to navigate the system, are unwell, lack motivation due to depression or severe ptsd/ other illness/ immobility and do not speak english.	4/27/2015 6:02 PM
30	physical activities for children to counter obesity and provide respite for parents under pressure.	4/27/2015 2:18 PM
31	Mental health provision - access to services, communication with services, care planning. Care in the home - quality and reliability of paid carers, lack of communication between health and social care services.	4/27/2015 1:37 PM

# Health survey

## Q11 What areas of work do you think the BME Health Forum should be involved with? (Tick all that apply).

Answered: 44 Skipped: 4



Answer Choices	Responses
Building partnerships/ consortia of BME organisations to deliver services	70.45% 31
Enable dialogue between NHS commissioners, NHS providers and BME communities	77.27% 34
Research into barriers in accessing health services for BME communities	50.00% 22
Supporting BME organisations meet the criteria to deliver contracts for statutory providers	50.00% 22
Supporting organisations to deliver projects that improve the health and wellbeing of BME communities	88.64% 39
Other (please specify)	9.09% 4
<b>Total Respondents: 44</b>	

#	Other (please specify)	Date
1	Given the evidence of positive impact, to include advice providers as providers in the delivery of services which improve health and well-being,	5/21/2015 1:41 PM
2	All of the above but I think more partnerships with the CVS to do some of this particularly supporting BME orgs	5/12/2015 6:37 AM
3	Better child care in order the communities to improve their skills for employability.	4/29/2015 9:41 AM
4	supporting bme communities to work more closely in partnership with nhs services to help fill the gaps- whether this be in terms of identifying and providing additional services together or distilling from individual service user and staff experiences what are the gaps. Though, I stress this should be done in partnership so as not reify the gap between statutory and non statutory sectors and to help facilitate better integration for all	4/27/2015 6:02 PM