

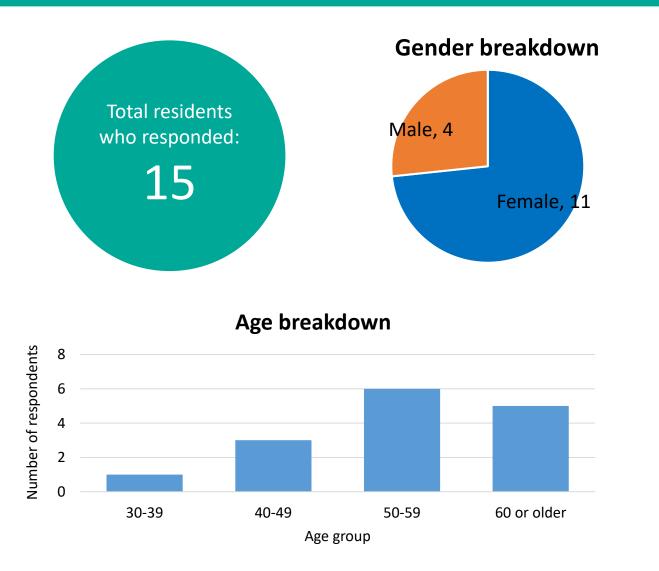
Social prescribing survey Residents 2022



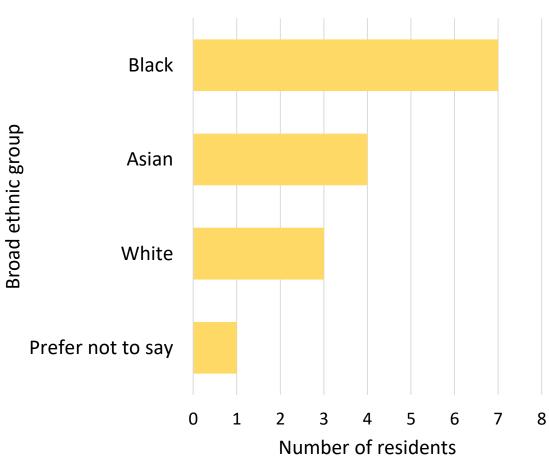


Residents overview





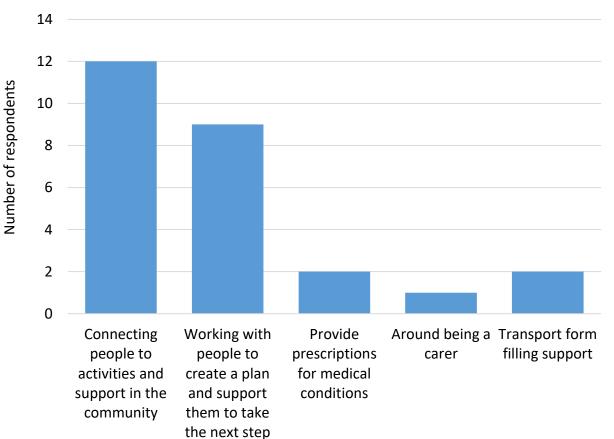
Ethnic breakdown



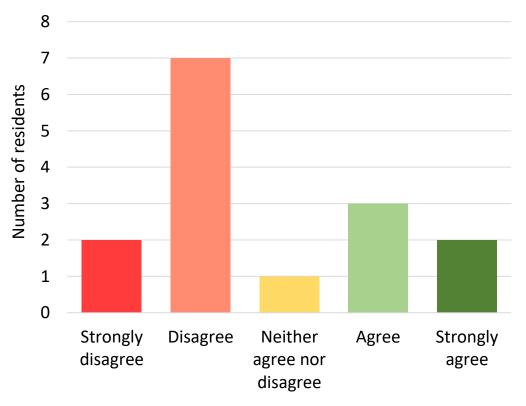
Awareness of services



Which of these do you feel best describes the purpose of the health and wellbeing support in helping individuals take care of their health and wellbeing?



Before I was referred to health and wellbeing support, I knew about these roles and the support they offer.



Access to services - awareness



How strongly do you agree with the following statements? 16 Strongly Agree 14 12 Agree Number of residents 10 8 Neither agree nor disagree 6 Disagree 4 2 Strongly 0 disagree I knew who to contact to arrange I had some awareness of the I did not know what health and to see the health and wellbeing health and wellbeing support role wellbeing support roles were, and

support role appropriate to my appropriate to my needs and how I was referred by a GP, hospital

to access it, but needed to find

out the details

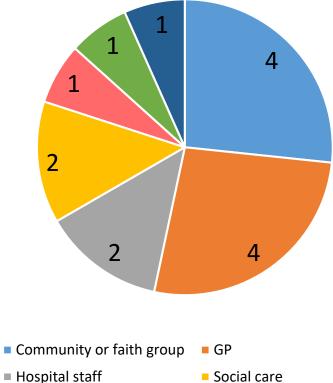
staff, social care, community or

faith group, council service, or

other organisation

needs

Who referred you to a health and wellbeing support role?



- tarr S
- Council service

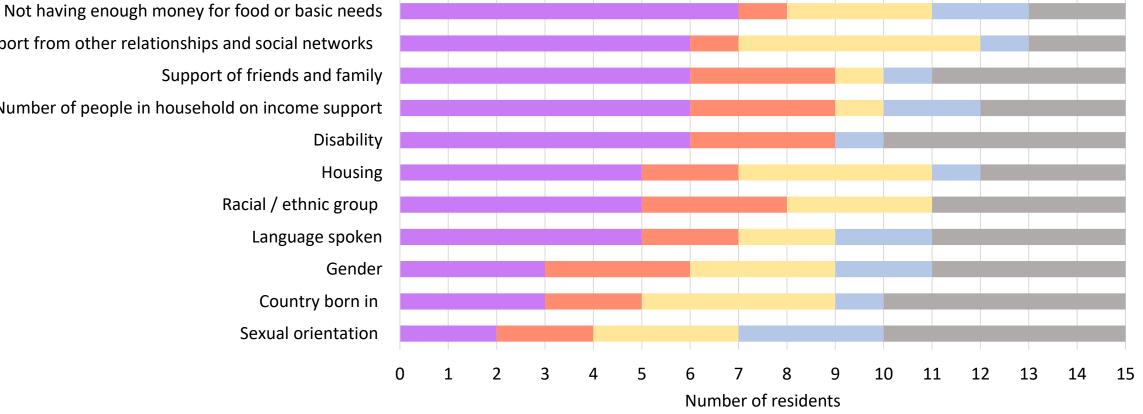
Physiotherapy

Self referral

Access to services - contacts



Do you feel any of the following have had an adverse impact on your health and wellbeing? Please rate the impact from very significant to no impact.



Support from other relationships and social networks Support of friends and family Number of people in household on income support Statement Racial / ethnic group Language spoken Country born in Sexual orientation

Access to services – barriers [1]

Do you feel that there were barriers that stopped or made it hard for you to access the service?

Could not find phone number or other contact details I do not have digital skills to enable me to contact services I do not have internet access Barriers I do not have PC / laptop / smart phone Time to stay on the phone to arrange it My GP surgery didn't answer my call even My disability means I can't always type or understand documents 6 0 1 2 3 4 5 7 Number of residents

Reasons given for not attending appointment with health and wellbeing support

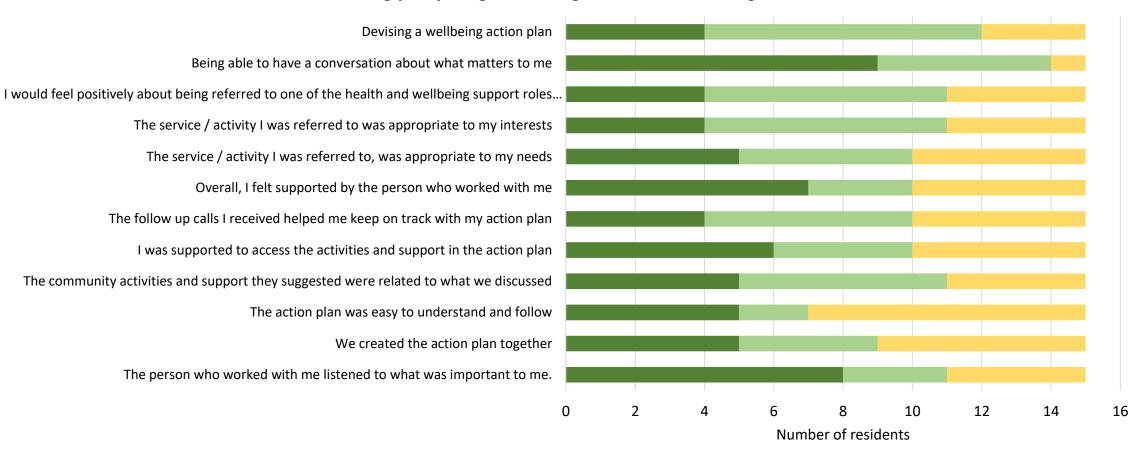


8

9



Service experience [1]



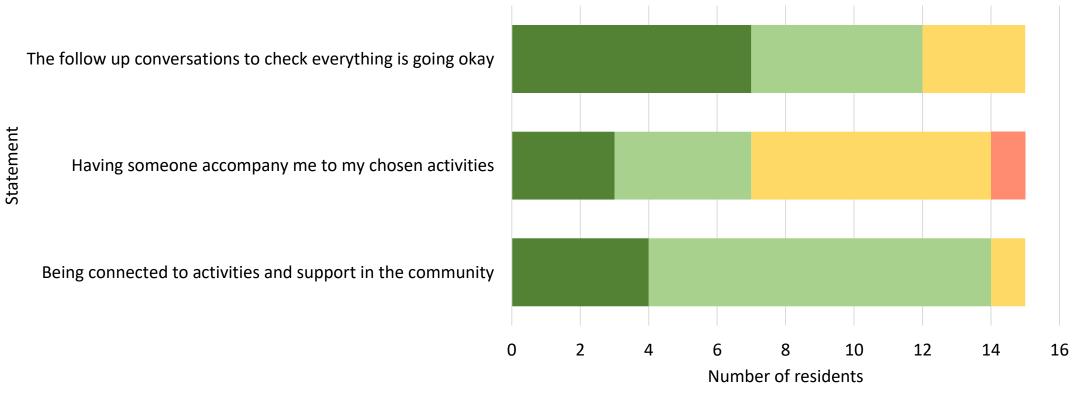
Newham London

How strongly do you agree or disagree with the following statements?

Service experience [2]



What elements of the service did you find the most helpful?



Very helpful Helpful Neither helpful nor unhelpful Unhelpful

When having a routine discussion or catching up on your support or management of your situation When something is complicated and needs to be explained to

When contacted by health and wellbeing support, how do you like to be

contacted?

you

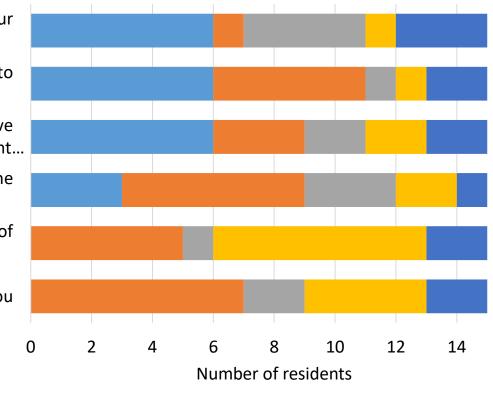
When health and wellbeing support needs to discuss sensitive information with you about your support or the management...

When health and wellbeing support is making a routine appointment with you

When confirming or reminding you about the time and date of an appointment

When cancelling or rescheduling an appointment with you

Contact preference



n/a



Newham London



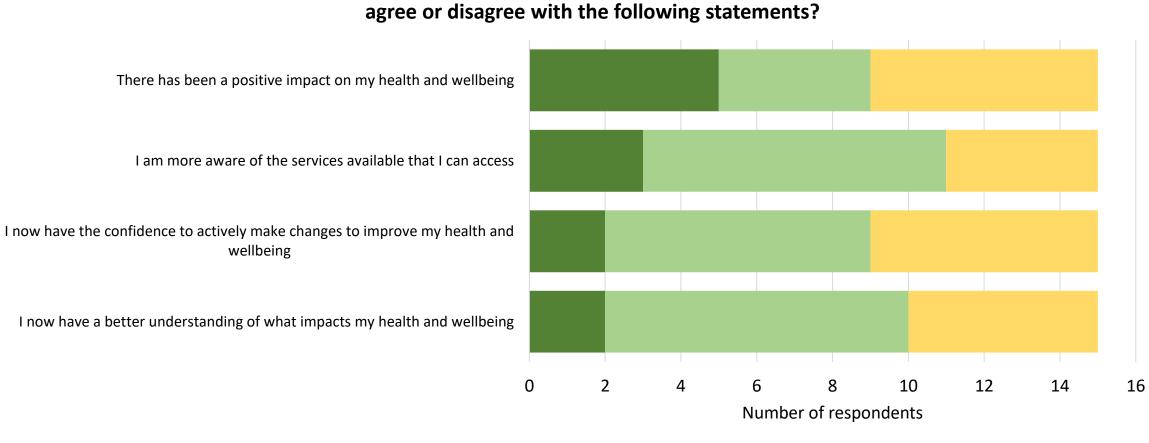


16

Face to face Phone Email Text

Situation

Strongly Agree Agree Neither agree nor disagree



As a result of the support you have received from health and wellbeing service, how strongly do you





Statement





Was there anything else that you found helpful?

"I was helped by a community link worker. He helped me get a laptop and a volunteer to help me use it. Its hard being by yourself all the time and he helped me meet new people and get my dial"

> "The worker I had was awesome. My case has been complicated and my needs had multiple layers but she took time with me, she was empathetic and professional while being honest and open. She truly put me at the centre of the support and exchange. She has been a true example of support that works. I have 12 disabilities and 1 learning difficulty but she navigated it well."

"Social prescriber must recognise our love ones masking when they say they don't need help but reality they do need it. As it has an impact on our health and wellbeing. Good experience would promote it carry on the good work."