

## **MID SUSSEX WELLBEING ANNUAL REPORT**

REPORT OF: DEPUTY CHIEF EXECUTIVE  
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Wards Affected: ALL  
Key Decision: No  
Report to: Scrutiny Committee for Leader, Deputy Leader and Housing and  
Customer Service  
14th November 2022

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### **Purpose of Report**

1. This is the annual report on the work of the Mid Sussex Wellbeing Service. The report seeks to provide Members with information on the activities and achievements of the Wellbeing Service in 2021/22 including the programme for the year ahead.

### **Summary**

2. Since 2011/12 the District Council has been commissioned by Public Health, West Sussex County Council (WSSCC) to provide a Wellbeing Service with the aim of preventing ill health through the promotion of healthy lifestyles. This is provided through a Wellbeing Hub, which provides signposting, advice, and a range of locally commissioned services. To deliver these services Mid Sussex District Council and its neighbouring authorities in West Sussex, have agreed several, continuous, three-year contracts since 2011. In April 2021 WSSCC agreed to award a new 5-year contract for the Wellbeing Service. The new partnership agreement between WSSCC and the District and Borough Councils in West Sussex is now in place until the 31st of March 2027.

### **Recommendations**

3. **The Scrutiny Committee is recommended to:**
  - (i) **Note the performance of the Wellbeing Service in 2021/22**
  - (ii) **Consider and endorse the proposed approach for the continued delivery of the Wellbeing Service for 2022/23**

## Background

4. Since April 2013 responsibility for Public Health has transferred from the NHS (NHS West Sussex) to upper tier local authorities (West Sussex County Council). In West Sussex the County Council has commissioned the District and Borough Councils across the County to provide Prevention and Wellbeing Services on their behalf. The District and Borough Councils work to a standard specification, provided by WSCC, which includes the delivery of a Wellbeing Hub and additional commissioned services to meet local need. This standard specification ensures that the Wellbeing Services across the County are aligned with the healthy lifestyles aim in the WSCC Public Health Plan. It should be noted that WSCC have not set specific targets for the number of people engaging with the service for each of the District and Borough Councils to meet. This ensures that Prevention and Wellbeing services are provided at a local level responding to the needs of the local population.
5. Since 2011/12 Mid Sussex District Council has been commissioned by West Sussex Primary Care Trust (now West Sussex Public Health), to provide a Prevention and Wellbeing Programme (known locally as the Mid Sussex Wellbeing Service). Most of the service is funded by Public Health with contributions for staff on-costs provided by MSDC.
6. WSCC have agreed to commission the service from the Council until 31<sup>st</sup> March 2027. The agreement does, however, include break clauses with a notice period of six months at any time, or three months before the start of each new financial year of the contract (January).

## Mid Sussex Wellbeing Hub

7. The Mid Sussex Wellbeing Hub is a “one-stop-shop” for Health and Wellbeing services for adults. It provides signposting, guidance, and advice to residents and those working in the district. Furthermore, it is a source of information for people who refer into Health and Wellbeing services as part of their work, be that in a paid or voluntary capacity. All the members of the Wellbeing team are highly qualified; they work one to one with clients to provide non-clinical advice and use Motivational Interviewing techniques to support people with complex health and wellbeing issues to make long term lifestyle changes.
8. The Wellbeing team works closely with other Council Services, including but not limited to Community Services, Partnerships, Customer Services, Communications, Revenue and Benefits and Human Resources; the Service also provides support for the Wellbeing needs of MSDC staff and elected members.
9. Over a period (normally 3 or 4 sessions for 2-3 months) the advisors support people to find their own solutions to identified issues and to put personalised plans into action. The impact of the service is captured through monthly evaluation and case studies. *(Examples of feedback from the service is included in the Appendices)*
10. The Wellbeing Hub has an administrative base at the Council's Oaklands offices which can be accessed by telephone, email, social media or through a dedicated website. The Wellbeing advisors provide weekly outreach services in Haywards Heath at the District Council offices, Burgess Hill Town Council Help Point and East Grinstead library. The Wellbeing team also attend community events to ensure that the service is promoted and accessible to people living throughout the District.

11. The Wellbeing team's activities are focused on those areas in Mid Sussex that will deliver the greatest benefit, considering other health related services that are available in the district. For example, the current business plan includes provision of an alcohol prevention project (tier 2 intervention) and works in partnership with other providers such as Change Grow Live (tier 3) which delivers a health, wellbeing and recovery service for people who use alcohol and other drugs in West Sussex. This approach not only adds value to the tier 3 service by providing more appropriate referrals, but it also provides service support for clients who do not qualify for the tier 3 service. Deaths caused by alcohol hit a new high during the first nine months of 2020. Health figures for England and Wales show that in 2020, 8,974 deaths were registered with this cause - an increase of 18.6% when compared with 2019. This is the highest year – on - year increase since records began in 2001. The Office for National Statistics figures show a peak of 14.0 deaths per 100,000 people across 2020. As in past years, rates of male alcohol-specific deaths were twice those seen for women.
12. In 2021/22 the service received 1836 referrals, which is a 40% increase from the previous year and 18% (336) above the predicted volume. To date the services continues to receive an increase in professional referrals from partner services and self-referral.
13. Performance of the Wellbeing Service is monitored quarterly by WSCC and is delivering consistently well against its key performance measures. Public Health have been delighted with the return to in person delivery and the overall service performance.

## **Key Achievements in 2021/22**

### Service Recovery

14. Following the COVID National Roadmap and Public Health guidance, from July 14<sup>th</sup>, 2021, the Wellbeing service restarted the option for residents to book a face 2 face intervention, this included signing up to a group intervention or in person appointment within the community or workplace. To successfully achieve this within quarter one the service reviewed all its procedures including venue risk assessments to make sure all necessary precautions were in place to protect staff and the public. This included the service booking large enough rooms to cater for groups session which allowed for social distancing, supplying COVID PPE kits which were given to all instructors, included hand sanitiser, disinfectant wipes, face masks for both staff and attendees to use. The tutor also kept a register of the COVID 19 infection app.
15. Since relaunching the option of in person support it was interesting to see that 79% of referrals who enrolled and attended a healthy weight group booked an in-person option over 18% choosing the virtual group. Reasons collected from attendees wanting face to face provision included sentiments of wanting to reconnect with people again and reduce social isolation. Feedback from the delivery of these first groups was extremely positive and high percentage of people achieved weight loss and created new behaviour changes. Clients wishing to engage virtually or by the telephone were also catered for and sighted reasons around safety, convenience, transport and arranging time around work and home life.
16. Service volumes returned to pre-pandemic levels with 53% (986) from GP or Health Professional referrals. This is an increase of 706 more referrals in comparison to 2020/21. The services also saw a 37% (276) increase in self-referrals. This increase is due successful engagement of workplaces and the ongoing development of the service's annual communication plan which includes, local publications, social media platforms, stakeholder network meetings and supporting community events.

## Workplace Health

17. This programme is recognised by Public Health as a key vehicle through which to engage with younger, working age, adults who are best placed to avoid developing long term conditions by adjusting lifestyle and behaviours. Traditional interventions are delivered face to face and so transitioning to a virtual service, in a matter of months, has been challenging, but has ultimately been successful.
18. Through the pandemic, the wellbeing service has supported colleagues in Revenue and Benefits identifying and contacting businesses yet to claim government support in response to COVID-19. The service also continued to promote its wellbeing offer to all the local Business Associations across Mid Sussex.
19. One of the more reported impacts of the pandemic, on working age adults, has been loneliness. Loneliness is experienced across all ages and traditionally in Mid Sussex there has been a focus on these issues for older people. As well as being an undesirable experience, chronic loneliness increases risk of mental and physical ill-health, premature mortality, increased health care use and societal costs.
20. The recent government report – [Employment and Loneliness 2021](#), evidences the benefits, for both employers and employees, of addressing loneliness and supporting social connections as part of workplace wellbeing. According to the report, the cost of loneliness to UK employers has been estimated to be £2.5 billion every year. These costs are primarily due to increased staff turnover (64%, £1.62 billion) as well as lower levels of wellbeing and productivity (26%, £665 million), the impact of caring responsibilities (9%, £220 million) and ill health and associated sickness absence (1%, £20 million).
21. In 2021/22, 517 employees engaged with the Mid Sussex workplace health service, with a total of 72 community or workplace health talks being delivered to 25 different workplaces. The service has received excellent feedback from local businesses which enhances the Council's reputation and commitment to supporting business throughout the pandemic.

## Weight Management

22. This service targets adults with a BMI of 25 or over in line with Department of Health guidance (DoH, Developing a specification for lifestyle weight management services, Best practice guidance for tier 2 services) The project takes a multi-component approach as recommended by the NICE guidance ([Managing Overweight and Obesity in adults – lifestyle weight management services 2014](#)). A key success from this service area was relaunching the 12 weeks in person groups in the community alongside the 8-week virtual offer, to support residents with weight loss and lifestyle changes.
23. The Hub delivered 11 groups, seven of these were in person. The in-person groups were 2 hours in duration. Each session has a different learning focus followed by an exercise class. The groups were well received with 100% of attendee's providing positive feedback on the programme along with 100% increasing their physical activity levels and 62% losing 3% of their body weight over the duration of the course which is just over NICE guidance recommendations.
24. It was significant to see that 100% self-reported responses improved wellbeing scores pre and post the intervention. This showcases the added value of attending these groups in person where new friendships formed, shared leaning thrived, and confidence increased.

25. Mid Sussex Wellbeing in partnership with WSCC Public Health secured additional funding to deliver three males only groups. Statistical trends revealed a low uptake from men on weight management courses and so a tailored approach was required.
26. With a reviewed marketing and session delivery approach the services successfully enrolled 23 men. In total 19 lost at minimum 1% of their body weight or more and 71% sustained weight loss 3 months post intervention. Due to the success of this project the men only programme will now be a part of our normal service offer moving into 2022/23.

#### Smoking Cessation, Alcohol and NHS Health Checks

27. Tobacco use is one of the biggest causes of inequality in mortality and ill health between the richest and poorest in society. In West Sussex the picture is the same as that seen nationally. Low income and deprivation are associated with smoking. Therefore, those living in deprived areas, routine and manual workers, people with mental health conditions, groups that identify as LGBT and those aged under 25 are key groups requiring the support of stop smoking services. Alcohol is the substance most widely, and problematically, used in West Sussex and preventing alcohol-related harm is a Public Health priority. It is estimated that approximately 24% of adults are drinking above the lower risk limits with 7,000 adults with an alcohol dependency.
28. The NHS Health Check programme helps to underpin the NHS Long Term Plan commitments to prevent 150,000 heart attacks, strokes, and cases of dementia, and to double to the NHS Diabetes Prevention Programme. Through early identification and management of risk factors and early detection of disease the NHS Health Check will help achieve the ambitions set out in '[A call to action to reduce premature mortality and the Cardio-vascular disease outcome strategy](#)'. Together diabetes, heart disease (CHD), chronic kidney disease (CKD) and stroke make up a third of the difference in life expectancy between the most deprived areas and the rest of the country. Additionally, the cost of social and health care from the rise in levels of obesity, type 2 diabetes and dementia makes the prevention and risk reduction of these conditions' key drivers. Approximately 25% of deaths of West Sussex residents registered in the period 2017 were due to circulatory diseases; among the under 75s the percentage was 20%.
29. In 2020 Public Health WSCC approved additional funding to the Wellbeing services across West Sussex to provide three new services - Health Checks, Stop Smoking and Alcohol interventions. Using the standard funding Public Health allocation formula, Mid Sussex has been given additional funding to provide these specific work streams. Service interventions are currently being delivered in person and virtually for Smoking, Alcohol support and Health Checks.
30. Smoking and alcohol services provide longer intensive interventions (usually up to 3 months). In 2021/22 a total of 69 clients engaged with the intensive smoking service with 44 setting successful quit dates. The service has now also agreed a new referral pathway in partnership with the Princess Royal Hospital, Haywards Heath, which will deliver direct referrals from the hospital team. 2021/22 also saw 60 clients referred into the Mid Sussex alcohol support service with the vast majority successfully reducing their consumption or being signposted to further clinical support. Staff training has now been completed for the delivery of the NHS Health Check programme and venues have been secured to deliver the checks.

31. Public Health WSCC are very pleased with the progress Mid Sussex have made in delivering these new, complex services, especially given the challenging nature of the interventions, available resources to meet demand and the additional complication of the Covid19 Pandemic.

### **Commissioned and Hub Services**

32. After the Wellbeing Team have worked with an individual to the point of 'readiness to change', the next steps are to signpost or refer, to a service which can provide ongoing additional support. Mid Sussex Wellbeing provides and commissions the following services:

- Weight off Workshops - An adult Weight Management scheme for people who are overweight or obese. (provided by the Wellbeing hub)
- Wellbeing Coaches - to support people with low self-esteem, anxiety, or caring responsibilities to access Health and Wellbeing Services. (provided by XYLA Health)
- Wellbalanced Falls Prevention Programme - An older people's physical activity programme, promoting strength and balance. (provided by Places Leisure and Active House Solutions)
- Workplace Health – Promoting and providing Health and Wellbeing Services in the workplace. (provided by the Wellbeing hub)
- GP Outreach Service - Tailored approach of Health Social Prescribing via regular Outreach in local GP Practices. (provided by the Wellbeing Hub and Moatfield Practice)
- Alcohol reduction - To provide Extended Interventions to adults (18+) who are drinking at Increasing risk and higher risk levels, in-order-to prevent alcohol-related harm and possible future dependence on alcohol. (provided by the Wellbeing hub)
- Smoking Cessation -The aim of the Service is to address inequalities and reduce premature deaths and ill-health from smoking related disease as recognised in the Long-Term Plan, through the provision of free stop smoking interventions that will treat tobacco dependency. (provided by the Wellbeing hub)
- Health Checks - The NHS Health Check assessment will consist of a face to face 30-minute consultation with the client covering the standardised tests, measurements and data set as defined in the NHS Health Check Best Practice Guidance 2017. This is a targeted service with limited capacity. (provided by the Wellbeing hub)

### **Future Commissioning**

33. In April 2021 WSCC agreed to award a new 5-year contract for the Wellbeing Service. The new partnership agreement between WSCC and the District and Borough Councils in West Sussex is now in place until the 31st of March 2027.
34. The total provisional budget for 2022/23 for the West Sussex Wellbeing programme remains at £1,836m. Mid Sussex annual allocation remains at £346,625.

35. Each Wellbeing Hub works with WSCC Public Health to develop an annual business plan. The individual Hubs set out their proposals for the forthcoming year, based on their indicative funding and the needs of the local area, using best available data from Public Health England (PHE) profiles and the Joint Strategic Needs Assessment (JSNA). The process is collaborative, with Public Health specialist input to ensure programmes are appropriate, follow best evidence, use validated tools (where available), have appropriate targets and measures, and can be robustly evaluated.
36. Funding confirmation has allowed the service to adapt business as usual for 2022/23. The work programme remains largely similar to last year, albeit with a slightly altered delivery model. The following is a summary of the changes and future plans:
- The Wellbeing team have been setup to work from the council offices, in the community, or remotely from home, offering face to face and telephone-based support for the Wellbeing service as required.
  - All services will be operational on both virtual and face to face delivery models, except for health checks. This will include online modules, group workshops and one to one support. The service has been able to deliver face to face in the community again since August 2021, but will maintain the option of virtual delivery, should there be change in Government guidance, or where this is the preferred option for the client.
  - The service is now required, under procurement law, to reprocure the Wellbeing Coaches Service and Falls Prevention Service. This process will be completed in 2022/23.

### **Evaluation**

37. There is a rigorous performance management process in place for all the commissioned projects. The performance measures used are aligned with the Public Health indicators detailed in the Public Health Outcomes Framework for England. The Wellbeing Service is monitored by West Sussex Public Health on a quarterly basis.

### **Policy Context**

38. The Wellbeing Service contributes to the 'strong and resilient communities' corporate objective through the promotion of Healthy Lifestyles and the "effective services" corporate priority. The Wellbeing Service works closely with other departments of the Council addressing wider Public Health issues such as Environmental Health, Leisure Services, Customer Contact Team, and Housing Services.

## **Other Options Considered**

39. There is no statutory obligation for the Council to provide a Wellbeing Service. However, all Districts and Boroughs in West Sussex have agreed to provide this Service in partnership with WSCC. If the Council decided not to continue to provide the Service, in the future, it would leave a gap in service provision in the Mid Sussex area and the Council would lose both the opportunity and funding to provide locally tailored Public Health Services. Not providing the service would lead to an increased pressure on local GP practices and other primary care settings, for example falls prevention services reduce demand on bones and balanced teams in local hospitals. On a wider scale most primary care services are dealing with increased demand because of unmanaged lifestyle issues, leading to complications such as diabetes, which can further complicate other Long-Term Conditions (LTC). Public Health research (June 2020) has also suggested that lifestyle issues and LTC's increase Covid-19 mortality rates in all ages.
40. In 2019 the European Association for the Study of Diabetes reported on data from the NHS Digital Hospital Episode Statistics in England and the National Diabetes Audit (2017–2018). It revealed that, of total hospital costs of £36 billion in 2017–2018, the NHS in England spent around £5.5 billion on hospital care for people with diabetes. Of that sum, an estimated £3 billion (8%) was excess expenditure on diabetes (after accounting for age) - almost 10% of the NHS hospital budget. This is mainly because treatment of the complications of diabetes, such as amputation, blindness, kidney failure and stroke, all carry significant financial costs. The cost pressure that diabetes puts on the NHS is projected to get worse. Acting early to prevent or delay diabetes developing, by providing prevention services, such as health checks, lifestyle, weight management and pre-diabetes courses, both limits their impact on the person's life and saves the NHS money.

## **Financial Implications**

41. There are no specific financial implications for the Council arising from this report. The total provisional budget for 2022/23 for the West Sussex Wellbeing programme remains at £1,836m. Mid Sussex annual allocation remains at £346,625. There is no requirement for additional Council funding as the cost of the Wellbeing Service, including core staffing costs and the commissioned projects, is covered by the funding provided by WSCC.
42. Staff on costs for this service come from within the existing revenue budget of the Community Services directorate and for 2022/23 budget total £89,081 for ten staff posts.
43. In the unlikely event of WSCC deciding to serve notice on the current partnership agreement (2021-27) which funds the Wellbeing service, the Council could incur redundancy costs if it was unable to redeploy the staff delivering this service.
44. The Commissioned Projects are contracted on a two-year term basis with an option of a third year, they include a clause relating to the availability of funding.

## **Risk Management Implications**

45. A risk assessment has been undertaken as part of the Mid Sussex Wellbeing Service Business Plan 2022-23 and an updated risk log is a requirement of WSCC's quarterly monitoring process. It focuses on what could stop the programme, or key projects within the programme taking place and how can the risk be reduced. In normal circumstances the risk to the service is low to medium and despite the impacts of



Covid-19 the service remains in a strong position to deliver, except for health checks which must take place face to face.

### **Equality and Customer Service Implications**

46. An Equalities Impact Assessment has been undertaken for the service. The key finding of the assessment is that the target groups for the Wellbeing service are broadly aligned to those identified under the Equalities Act, and as such its impact is overwhelmingly positive. The Wellbeing service is monitored on a quarterly basis.

### **Sustainability Implications**

47. The provision of the Wellbeing Service supports the council's community leadership role in the delivery of the objectives in the approved [Mid Sussex Sustainable Economic Strategy 2022-25](#) specifically Objective 4: Improve the economic and social wellbeing of our residents. The Sustainable Economy Strategy supports the UN [sustainable development goals](#) (SDGs) and specifically, this service contributes towards SDG 3: Good Health and Wellbeing and SDG 10: Reduced Inequalities.
48. This contribution is achieved through the improvement of people's health; by strengthening the local public health system and specifically to reduce health inequalities through the delivery of programmes of work to promote healthy behaviours, including on tobacco, alcohol, mental health, and physical activity. The programmes ensure that they are consistent with the local delivery of the prevention objectives in the NHS Long Term Plan.

### **Background Papers**

- [Endorsement of Future arrangements for District and Borough Wellbeing Hub Services](#)
- [WSCC Public Health Plan](#)
- [Improving Outcomes and Supporting Transparency; Part 1 A Public Health Outcomes Framework for England.](#)
- [NHS Long-Term Plan](#)
- [The Kings Fund and LGA 'Making the Case for public health interventions](#)
- [Raising the Bar on Strength and Balance](#)
- [Towards a healthy weight - How local councils are supporting adults to lose weight](#)
- [Government Guidance report Department for Digital, Culture, Media & Sport – Employment and Loneliness 2021](#)
- [Mid Sussex Wellbeing Equalities Impact Assessment](#)
- [UK sustainable development goals](#)
- [Mid Sussex Sustainable Economic Strategy 2022-25](#)
- [A call to action to reduce premature mortality and the Cardio-vascular disease outcome strategy](#)

## Appendix 1

1. Wellbeing Hub targets
2. Specific Wellbeing Services

### 1. Wellbeing Hub

**Core 121 service** - Individuals either self-refer or are referred to the wellbeing hub by a health professional or through a partner organisation. A member of the wellbeing hub will determine their needs via a consultation which will take place at an outreach location or by telephone. Once the needs of the client have been determined the service can then offer more support within its capabilities or refer into local support services. A client can expect up to a maximum of four 1-2-1 sessions with a wellbeing advisor on an issue in a three to four-month period. The service will also assist with community signposting or registration on to wellbeing service programmes. Wellbeing advisors provide timetabled outreach services in key locations such as WSCC help points, Mid Sussex District Council, children and family centres, leisure centres, and at community events. The wellbeing advisors are trained in brief interventions, behavioural change, and motivational interviewing

#### **Hub Service Volumes**

Predicted annual target	1500
Actual target achieved	1836

**GP Practice engagement:** 986 referrals came directly or indirectly through GP/Social Prescribers/Care Coordinators and Health Professionals (physios, other Hospital Wards). This is back to pre-pandemic volumes. Referral rates remained strong throughout the year, this is due to regular communication schedule with all 17 Practices across the Mid Sussex District and attending Surgery or Primary Care Network meetings to share service information.

**Communication plan 2021/22:** Self-referrals are up by 277 (35%) when compared with 2020/21. Total number of recorded self-referrals is 806. This work is supported through our annual communication plan which highlights publications, social media activity, network meetings and community events delivered or attended.

### 2. Specific Wellbeing Services

**Tier 2 weight management for adults, WOW (Weight Off Workshops)** – This service targets adults with a BMI of 25 or over in line with Department of Health guidance (DoH, Developing a specification for lifestyle weight management services, Best practice guidance for tier 2 services) The project takes a multi-component approach as recommended by the NICE guidance ([Managing Overweight and Obesity in adults – lifestyle weight management services 2014](#)). The work is consistent with our health talks programme and works with the NHS tier 3 weight management service that caters for those with a higher BMI and multiple comorbidities. The Mid Sussex programme is delivered both face to face and virtually. Community locations include GP surgeries, leisure centres and other community venues across Mid Sussex. This is an in-house project with funding from the wraparound and hub budget being allocated to cover the staffing, management, and delivery of the service.

**Wellbeing coaches** – This service has been running since September 2013. It has been recognised that some of our most vulnerable clients face the greatest challenges in both accessing services and sustaining behavioural change. Examples of potential clients include those with social anxiety or those managing mental health conditions, carers, clients with learning difficulties or clients in deprived areas with limited access to support and services. Wellbeing coaches provide 1-2-1 support to clients for a maximum of six sessions. They assess the client's needs, motivations and barriers and use these to develop a goal orientated action plan to adopt positive behaviour change, to include a planned and supported exit route for the individual to the most appropriate activity or project. This is an externally commissioned project delivered by XYLA. The service now has a fully functional virtual programme in addition to face-to-face support.

**Workplace health** – In 2021-22 the project developed virtual MOT service and health talks on nutrition, mindfulness & rest, and physical activity. Community talks (such as reducing stress and anxiety or sleeping improvement) will also be available as standalone interventions. The wellbeing services engages with businesses across the district. This is an in-house project with funding from the wraparound and hub budget being allocated to cover the staffing, management, and delivery of the service. The service now has a fully functional virtual programme in addition to face-to-face support

**Strength and balance for falls prevention (Wellbalanced)** -The programme was designed in 2015 to develop and deliver an intermediate level falls prevention programme, which was not currently provided within the existing falls pathway. The programme is aimed at people who have not yet fallen or have fallen once in the last 12 months and have some degree of risk of falling again. The NICE guideline on the assessment and prevention of falls in older people is clear that strength and balance training is a key component of successful multifactorial intervention programmes. The programme provides a 24-week programme for people in community locations across Mid Sussex. The programme is officially recognised in the CCG referral pathway for falls via the One Call referral system. Falls Prevention have had a reduction in referrals from Health Professionals but are now receiving professional and self-referrals for its virtual programme This is an externally commissioned project delivered by Active House Solutions and Places for People Leisure. The service now has a fully functional virtual programme in addition to face-to-face support.

**GP Practice Partnership** – The project has completed its third year and has proved successful in terms of referrals and community signposting outcomes. The projects currently work with all Practices across Mid Sussex with two key practices in target areas of deprivation and those residents at risk of poor health. Outcome measures include improved lifestyle goals, such as improved physical activity, weight management, wellbeing, lifestyle factors and successful signposting to community services. This intervention falls under social prescribing (signposting for support under the wider determinants of health) and advisors offer this as part of a service intervention. This is an in-house project with funding from the hub budget and Moatfield GP Practice being allocated to cover the staffing, management.

**Smoking Cessation** - The aim of the Service is to address inequalities and reduce premature deaths and ill-health from smoking related disease as recognised in the Long-Term Plan, through the provision of stop smoking interventions that will treat tobacco dependency. The service now has a fully functional virtual programme in addition to face-to-face support.

**Health Checks** - The aim of the Service is to address inequalities and reduce premature deaths and ill health from heart attacks, strokes, dementia, and diabetes. This service is delivered face to face only to deliver the intervention.

**Alcohol Prevention** - The aim of this service is to provide early interventions (Extended Brief Interventions) to adults (18+) who are drinking at Increasing Risk and Higher Risk levels, in-order-to prevent alcohol-related harm and possible future dependence on alcohol. The service now has a fully functional virtual programme in addition to face-to-face support.

## **Appendix 2**

### **Mid Sussex Wellbeing Service Feedback and Case Studies**

3. Comments about the Wellbeing Advisor Service
4. Comments about the Weight Management Service
5. Comments from Workplace Health
6. Comments from Wellbeing Coaches
7. Comments from Wellbalanced – Falls Prevention
8. Comments from GP Pilot
9. X3 Infographic Case Studies

### **3.Mid Sussex Wellbeing Service Feedback**

#### **Comments about the Wellbeing Advisor Service**

**A)** “I’m very glad to report that it is all still going well, and I’m maintaining my drink free lifestyle, which is amazing, Thank you so much for checking up on me and I will continue directing people to your service, you do a great job, take care, and I will be in contact if I need you, many thanks.”

**B)** “I felt quite overwhelmed by everything before my appointment, as I was struggling with my emotional and physical wellbeing and needing support with housing and financial advice, but since my appointment I am managing things better and found just talking things through and knowing there is help out there has allowed me to feel more positive about the future”.

#### **4.Comments about the Weight Management Service**

**A)** During the course I learnt about the importance of portion sizes, and this helped me to think about how much I was eating. I reduced my portion sizes – especially rice as this is a staple food in my diet. The information on calories, sugars and fats really helped me to think about my choices in snacks. I now avoid sugary snacks and consciously try to pick fruit instead of chocolates and crisps

**B)** My mind-set is different now and I think more about what I am eating, throughout the day, since the beginning of the course I have lost 4 stone. It was a well-presented course with lots of insight into food management, the tutor was really good at explaining everything and I learnt lots of helpful tools.

#### **5.Comments from Workplace Health Talks**

**A)** “I enjoyed the exercises particularly the stretches as I work at a computer all day. Also, good to receive knowledge”

**B)** “Easy to listen too, good use of understandable language. Made me feel confident to make a change”

**C)** “It got me to think about stress in a different way. I had never heard of the stress bucket or that building your resilience is the best way to manage stress.”

**D)** “I liked that we were actually talking about the menopause. “

**E)** “I have attended most of the wellbeing talks now and I've really enjoyed them and found them helpful. Stress can take over if you let it.”

### **6. Comments from Wellbeing Coaches**

**A)** “I didn't understand why I couldn't seem to get myself going and use the gym – I went a few times but then I got out of the routine. I'm always busy but the diabetes diagnosis shows that's not enough. I needed some accountability, so having the Wellbeing Coach to contact kept me on track!”

**B)** “I feel a lot more confident, and now able to spend more time with my son in the evenings- while also getting more active. I feel as though I can now commit to this new healthier lifestyle, which is something I couldn't say for previous diets. It's been nice to realise that small changes can make a huge difference- you don't have to spend a lot of money on equipment and gyms”

### **7. Comments from Wellbalanced – Falls Prevention**

**A)** “I have now done my 24 weeks and it has been very good and I learnt a lot from your presenters. They are to be commended for their patience and humour with the "oldies".”

**B)** I started the programme because I lacked confidence after my recent fall. The classes have helped me regain my confidence and I now feel ready to attend other community classes that are now a little more challenging. The classes were a tremendous help and I feel they have made such a difference”.

### **8. Comments from GP Outreach**

**A)** I'm not alone in championing the Wellbeing sessions here at the Practice as the GP's are thrilled to have this Service. For a patient to discuss lifestyle or personal issues in 45 minutes is a wonderful opportunity for them to open and for you guys to unpick the problem and advise or signpost. G. P's only have 10-minute slots with patients. I know that GP's have advised patients to see you regarding lifestyle changes as it will be in their notes.

**B)** I have been diagnosed with high cholesterol, which was a bit of a shock. I wasn't sure what I needed to do to help this, as I thought my diet was quite healthy. I now realise that some of the foods I regularly eat, such as hard cheese and crisps, are high in saturated fat and may be a contributory factor. I have reviewed my snacks and increased my vegetable and fruit intake.

Also, I didn't realise that activity could have a positive effect on cholesterol; I plan to increase my level of walking, as my job is sedentary.

## 9. Infographic Case Studies

# HELPING TARGETED GROUPS TO STOP SMOKING: *ONE CLIENT'S JOURNEY (IMD & SMI)*

1

### Client presented with:

- Smoking cigarettes 20-30 per day
- Weekly cannabis to help with low moods
- Temporary accommodation
- Unemployed
- Mental Health issues
- Working with CGL for alcohol

Could no longer afford to smoke. Was buying cigarettes instead of food. Could not tackle alcohol completely if smoking and vice versa. Wanted help and motivated to quit

*mid sussex wellbeing*

2

### Help provided:

- 12 weekly phone calls discussing habits
- NRT patches sent in the post
- Onward referral to Crawley Wellbeing for Vape Project

3

### Difficulties:

Serious mental health issues: Advisor required to contact GP out of immediate concern for wellbeing

Client had additional stress and environments which encouraged smoking.

Long term issue: could not be sent free NRT forever. What next after our support?

4

### Positives:

- Reduced to 2 roll ups per day
- No longer using cannabis
- Saving > £13 per day and able to afford food
- Smoking enjoyment reduced = motivation to quit for health increased

**"This is the first time I have eaten properly in 3 months"**

5

### Learning points:

1. Positive outcomes are likely to be different for these clients
2. Reasons to quit may not be a choice, but a need
3. It is important to ensure solutions can be long-term after our support: E-cigarettes might be better than NRT due to accessibility & price

## Health Outcomes

# Wellbeing Coach



