



Introduction

A pop up Health Event was held on Thursday 27th October in response to a request from local residents at an engagement event the Communities Team held regarding the councils Poverty Strategy. They put forward an idea that health information and health colleagues might be more accessible if they were in spaces where the public were. It was agreed that an event would be held on Southend High Street, Forward Motion had a great spot on the High Street and very kindly invited us to share their space on the day.

Summary

Who?

NHS- Population health nurses, social prescribing link worker, engagement lead and a GP
Southend City Council - Communities Team

What went well?

The combined draw of Forward Motion, NHS and the Council.

The Do your Bit Banner helped people know who we were, everyone was happy to share experiences, whether they were good or bad, once they knew why we were there.

The informal structure of the event meant openness of conversations.

Being in a public place with lots of passing people.

What could be improved?

Better weather!

Handing out leaflets to people regarding targeted lung health checks was tricky – if they weren't smokers they didn't need it and if they were smokers they were a little defensive.

An NHS gazebo that would provide shelter and identify who we were.

Conversation examples:

Spoke with a 75 year old chap who just lost his wife but wanted to do some volunteering befriending. I gave him the contact for Age Concern at the Haven Hub as I know that they are really in need of befrienders. Spoke to another elderly gent who had come off a ladder recently and broke his ankle but has moved into the area on witness protection so not knowing anyone. Put him in touch with Folk Like Us at SAVS and Age Concern, but told both these gents about Social Prescribing at their surgeries.

Good responses from people when they knew I was from NHS, many said that they felt that they were well connected to their surgeries. Central Southend, Carnarvon and Queensway patients were very happy.

Spoke with an elderly lady who said she couldn't get a GP appointment and didn't want to book an appointment online due to lack of skill and inclination to do it. She would have been happy to see an Advanced Nurse Practitioner but didn't know this was possible. She also had hearing difficulties and struggled to hear information over the phone.

A gentleman told us that he had been having Asthma check ups via the telephone and wasn't sure this was the safest way of monitoring his asthma.

An elderly lady had been prescribed statins but hadn't taken them as she was worried about the effects of taking them, she was reassured they were safe to take and encouraged to speak with her surgery again.

A gentlemen spoke of an excellent and quick response when he found a suspicious lump, he couldn't fault his journey from initial calls to his surgery, diagnosis and to treatment. He was extremely grateful to the NHS for taking such good care of him.

Take away thoughts and themes.

- The majority of people spoken to still sited getting an appointment at their GP surgery as a frustration.
- Nobody that was asked knew about the additional roles in GP surgeries and in particular there was a lack of understanding or knowledge of social prescribing.
- As soon as people knew we were asking questions about the NHS and local surgeries, everyone was happy to talk. People are passionate about the NHS.
- The majority of our aging and elderly population will not and do not want to access appointments and health information online.

Next Steps and considerations.

- Is it beneficial to hold another pop up event? If so; where?
- Should mini health checks be available at the events?
- Who else should be involved?
- Could we give out information about additional roles in surgeries?