

Wellbeing Survey

Coventry and Warwickshire’s Year of Wellbeing 2019 was announced last year by the Coventry and Warwickshire Place Forum. The Year aims to promote wellbeing by encouraging individuals and communities to think about what they can do for their wellbeing. Some of the way it hopes to achieve this is with the promotion of existing campaigns, such as the daily mile, awareness raising through publicity campaigns, and by utilisation and co-ordination of local resources, reaching out to the third sector and encouraging organisations to make a pledge for wellbeing.

Wellbeing *noun*

The state of being comfortable, healthy, or happy.

Oxford English Dictionary

As champions of the patient voice, Healthwatch Warwickshire wanted to better understand what Wellbeing means to people and what people themselves thought would improve their wellbeing. We would use this information to ensure that the public’s views were heard by sharing this information and informing the Year of Wellbeing work.

What we did

We ran a survey for the last three months of 2018 consisting of one question:

What do you think would improve your wellbeing?

This table shows the range of community groups our Engagement and Outreach Officers went to, collecting responses on slips of paper. The survey was also available online. We received over 400 responses. Additionally, during our 2018 Annual Conference (with the theme of wellbeing) we asked attendees to consider what would improve wellbeing within the context of three different groups.

Group	District	Stratford	Warwick	Rugby	Nuneaton and Bedworth	North Warwickshire	Warwickshire wide	Total
Adult Learning Centre			1					1
Carers Groups			1					1
Community Centres			4		6			10
Foodbanks			3		1			4
Homeless agency			1		1			2
Libraries		2	1	1				4
Mental Health		1	2	1				4
Older people			1					1
Professionals				1	1	1	2	5
Toddlers Groups					1			1
Total		3	14	3	10	1	2	33

What we found

Thematic analysis was used to examine the range of responses. The results are displayed here and represent the most common themes, the size of the headings reflecting the size of that theme, and arrows and boxes depicting relationships between them.

Healthcare

Access to GP appointments

- ⇒ Availability of appointments
- ⇒ Extended hours
- ⇒ Waiting times
- ⇒ Easier appointment booking systems

- ⇒ Transport and parking
- ⇒ More services
- ⇒ Availability of medication
- ⇒ Coordination and communication of services
- ⇒ Availability of Appointments
- ⇒ Extended hours
- ⇒ Waiting times
- ⇒ Treatment by staff

RECEPTION



Open 24 hrs

More Mental Health support

- ⇒ Generally improved, quicker responding services for a range of mental health issues, including crisis support.
- ⇒ One to one, tailored counselling sessions

Transport

Improved public transport links

- ⇒ Particularly buses

Nothing

'Cant think of anything'

Connection

- ⇒ Community
- ⇒ Having someone to talk to
- ⇒ Opportunities to Socialise or meet people
- ⇒ Time with friends and family



Money

Pervasive theme

Improved benefits system

- ⇒ Universal Credit
- ⇒ Enough money



Affordable exercise facilities

- ⇒ Gyms
- ⇒ Equipment
- ⇒ Classes for all
- ⇒ Sports

Physical Health

- ⇒ Weight Management
- ⇒ Sleep
- ⇒ Exercise

Services in the Community

- ⇒ Support groups/services
- ⇒ Signposting and Advice
- ⇒ Coordination and communication of services



Activities

- ⇒ In the community e.g. crafting
- ⇒ Time for oneself
- ⇒ Getting out more

More support for carers

- ⇒ Availability of respite services

Housing

- ⇒ Having a permanent home

Helping Others

- ⇒ Volunteering

Workload

- ⇒ Better work life balance

Annual Conference Top Themes:

Frailty:

1. Connection
2. Independence
3. Activities

Mental Health:

1. Exercise
2. Connection
3. Courses

Protected characteristics:

1. Connection
2. Exercise
3. Environment

What it means

Overall these results suggest that the people surveyed would benefit from having access to healthcare, less money troubles, being connected socially and through transportation to a community where there are adequate services and activities (including physical activities) available. Many of the responses individuals gave for improving their wellbeing were things outside of their control. For instance, while physical activity featured heavily, there was a clear desire to have more resources available i.e. affordable exercise classes.

There are a few potential limitations to this piece of work. Firstly, being asked this question by Healthwatch may have biased the answers, particularly in the direction of health and social care, as we are an organisation that listens to people's views on these topics. However, this doesn't mean the large response of Healthcare should be dismissed as clearly it is a big part of what is considered by people to influence their wellbeing. Secondly, while attending specific groups, such as foodbanks, was an important part of our research this could have biased our findings. However again, many of these themes occurred elsewhere. Lastly, we were careful not to make too many assumptions when interpreting responses due to the limited context (for example it was unclear whether "Doctors' appointments" referred specifically to GP appointments).

What's next?

This report has outlined through a survey of over 400 people in Warwickshire, what they determined as important to improving their wellbeing. This information indicates some areas of work that should be developed or focussed on as part of the Year of Wellbeing. These include; access to timely healthcare, fitness facilities, activities and social connections as well as financial constraints. Some of the areas discussed correlate to the initiatives of Warwickshire County Council Public Health and the Year of Wellbeing like the Daily Mile, others however do not, like transport or help with finances (however these might be part of other pieces of work developed by Warwickshire County Council and partner organisations). This report provides insight to the views of people in Warwickshire and what Wellbeing means to them and will be passed on to the Health and Wellbeing Board, Adult Social Care Health Overview and Scrutiny Committee, Jane Coates (Year of Wellbeing Delivery Manager), as well as other interested partners, to inform their ongoing work.
