SEK's recommendations

Key statistics

- 40 listening events facilitated
- 400 attendees at listening events
- 478 completed online questionnaires
- 878 residents contributed to the project
- Collaboration with over 100 organisations

Key Findings and feedback

- **People want to talk to their G.P.** but this isn't possible anymore there are too many barriers to contacting them.
- **Health support programmes are not matched to clients identified health issues** and are not seen as long-term support mechanisms (disconnect).
- Clients are **not getting the personalised health support** they deserve.
- Health professionals are **not working in a coordinated fashion.**
- Workforce for people in need of **mental health and wellbeing support is reducing.**
- **People are talking about how they are feeling to relatives and friends, not trained health professionals.**
- **Online services are a barrier to non-English speakers, older people, and deaf people** who have been let down by the NHS not booking interpreters at hospital for appointments.
- **Travel is too expensive and a barrier to attending health services and appointments.**
- Life is tough, **people have developed anxiety and depression during lockdown.**
- People expressed **feelings of anxiety due to COVID-19**, people have **anxieties about others not having Covid vaccinations**, making them anxious about being out again.
- There is a **lack of bereavement support** for those who lost loved ones due to COVID-19.
- There is a **demand for more counselling services.**

- **People are suffering in silence**, self-nursing and self-diagnosing, and **in increased pain** due to not being able to get an appointment with their G.P.
- **Older people don't want to burden the NHS** as they know they are over-whelmed and understaffed, including a shortage of G.P.s.
- Isolation and being alone is very hard, the **feeling of loneliness is having a negative effect on people's mental health and wellbeing.**
- **Community groups and community leaders are a lifeline to clients**, they are described as offering lifesaving support, providing social interaction opportunities and preventing isolation.
- **Young people lack accessible health support** and are not attending community groups.
- The BAME community are facing **racial discrimination, lack of action around Black Lives Matters Movement, inequality of service provision, and gaps in specific provision to meet individual needs.**
- The impact of the **war in Ukraine is having a detrimental effect on communities.**

SEK's recommendations

- There needs to be **more counselling services** for people of all ages and those who speak different languages.
- More **health services should be easily accessible and provided out in the community**.
- More **work needs to be provided in schools focused on identifying and understanding mental health and wellbeing to destigmatise the subject**, and to provide opportunities for early intervention and prevention work.
- There needs to be consideration for **longer-term and more flexible packages of support** for clients with long-term conditions, and a **step away from short-term interventions**.
- There needs to be **better diverse and more universal training package for health professionals** to enable them to respond to and identified needs more holistically with the whole community.
- There should be more investment and a **more focused long-term plan and strategy to address mental health and wellbeing issues in diverse communities**.
- There needs to be **increased opportunities to talk to a G.P.**, to reduce inconsistences from health centre to health centre, with new considerations to how this looks in practice.
- **Programmes offering health-related support need to be better matched to clients identified health issues**, in an aim to connect personalised and tailored packages of health support.
- **Health professionals should follow stricter integrated and joint working protocols** to work with clients in a more coordinated fashion, **pooling resources more smartly to alleviate pressures of shrinking workforces**.
- There needs to be **more flexible and a greater variety of support services/resources for non-English speakers, older people, and those with disabilities**, to increase access to services and assistance.
- **Travel bursaries/free travel should be offered to particular clients needing to travel to attend health services and appointments**, screening through triage could be used to identify eligible clients.
- There needs to be an **increase in longer-term funding of health support services** to increase impact and become more sustainable.

- There should be an **increase in health support services in local community settings and established community groups to reduce the need for people to travel out of their community for support**; this model of offering individuals or groups of people support services in the community could see an **increase in appointments offered to and attended by local people**.
- There needs to be **more train the trainer and champions training for community leaders** and those trusted intermediaries in the community to raise awareness of health-related conditions and increase preventative practices and earlier identification.
- There is a need for **more community outreach support for those who have developed anxiety and depression during lockdown**, and those who are expressing feelings of anxiety due to COVID-19.
- Those who lost loved ones due to COVID-19 need to be tracked and offered **better bereavement support** and generally checked-in with to ensure their mental health and wellbeing needs are being met, and any other support needs identified e.g. suicide prevention.
- There needs to be **increased sharing of good practice between G.P. surgeries** where appointments are successfully being made and attended by clients.
- Some **client groups need to be challenged to begin to use health services again** to counter views that they will burden already stretched and under-resourced health services.
- There needs to be continued **investment in outreach triage services** to counter isolation and those alone, to prevent the feeling of loneliness which has a negative effect on people's mental health and wellbeing.
- There needs to be **greater trust and recognition from mainstream and public services of community groups and community leaders** who are described as offering lifesaving support, providing social interaction opportunities and preventing isolation within communities.
- For those facing racial discrimination and ante-social behaviour within their neighbourhood, there needs to be **more action and learning of the Black Lives Matters Movement**, more equality of service provision, and a reduction of gaps in specific provision to meet individual needs.
- Health services need to **recognise the impact of the war in Ukraine** and the detrimental effect this is having on communities, reigniting of emotions linked to COVID-19.