

# East Surrey InHip health checks engagement February 2024

Alliance for Better Care and YMCA delivered a pilot scheme to hold InHip health checks for 'Familial Hypercholesterolemia and Familial Hyperglycaemia' in populations who face the greatest health inequalities. Luminus was commissioned to join existing health check clinics, to help engage with the people attending to better understand how they view their health, why they came for their health check, what steps might they take after their health check, and where they get information on healthcare etc.

## Methodology

The Luminus engagement team conducted immersive listening to capture lived experiences of accessing health and care services, as well as the wider determinants of health that may be affecting people. We worked with the commissioner to develop a discussion guide to ensure that the conversations captured the key points of interest. All experiences were captured in first person, and demographic information was collected from respondents for inclusion in the final report.

## Outputs

The insight was captured in the first person and 5 detailed case studies were written up to show key themes in a final report. During the engagement activity we found one respondent who was happy to share their case study in video form. The video case study recorded and edited by Luminus and was shared alongside the final written report.

