Background

Frimley Health and Care are working to better understand their local community needs, ensuring local voice is heard and reflected in the future shaping of health and care services. This project coincided with the National "Change NHS" consultation which is an initiative from the government to hear people's views to help shape the 10-year Health plan for England. We visited St Martin's community breakfast group due to being located in Old Dean, a key neighbourhood in Camberley, Surrey Heath which has a diverse community, many of whom are at risk of health inequalities.

Methodology

We conducted immersive listening interviews with people using the guide questions provided by Frimley Health & Care and signposted people to other support and advice organisations where appropriate. We discussed health and wellbeing, recording any challenges and barriers accessing local services. We also heard about best practice and what was working well. We designed a poster to communicate our visit a month in advance. All experiences were captured in the first person, and demographic information was collected from respondents for inclusion in the final report. We spoke to 16 people, 14 of whom gave us an in-depth interviews. We also signposted to other local services, where applicable. Our findings will be collated with other feedback from the Frimley community engagement project to help inform future services.

Findings

- 1/3 of people said that looking after their mental health was key to their wellbeing.
- 50% of respondents said money and being financially secure were the most important things that could change their wellbeing.
- Many people reported issues with transport links, the time it takes to travel and the cost of getting transport to appointments.
- In terms of suggestions to improve wellbeing, this ranged from; improved transport, easier GP access for elderly community services, more police on the streets to improvements in early diagnosis and early interventions in mental health support.