



Virtual Voices

Health & Wellbeing Hub Feedback

April 2022

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Introduction

Healthwatch Warrington runs an initiative known as 'Virtual Voices' which enables local residents to have their voice heard and win vouchers to be used at local businesses.

Each month Virtual Voices ask its members and the Warrington public, their views on various subjects. In March 2022 we worked with the team in charge of the development of the new Health and Wellbeing Hub in Warrington. We wanted to find out the views of Warrington residents, to help design a Hub that would meet their needs.



"As part of the total £22.1million Town Deal funding secured for Warrington, partners successfully received £3.1million to create a much-needed health and wellbeing hub in Warrington town centre. This hub will be a place where all members of the public can drop into access advice and guidance, have a chat about their health and wellbeing needs, and even access clinical services or wellbeing activities.

It will be a one stop shop, where lots of public sector organisations and charities will work together to assist our communities to discover ways of accessing help and support relating to physical and mental health and wellbeing.



Lucy Gardner, Head of Strategy and Partnerships,
Warrington and Halton Teaching Hospitals NHS
Foundation Trust

Methodology

The survey was sent to our Virtual Voices mailing list of over **300** members, as well as being widely shared across our social media platforms and shared by Warrington Borough Councils social media.

The posts had a reach of **8,029** in total. Reaching **6,629** on Facebook, **1,315** on twitter and **85** on Instagram.

There were **94** responses to the survey.

Acknowledgements

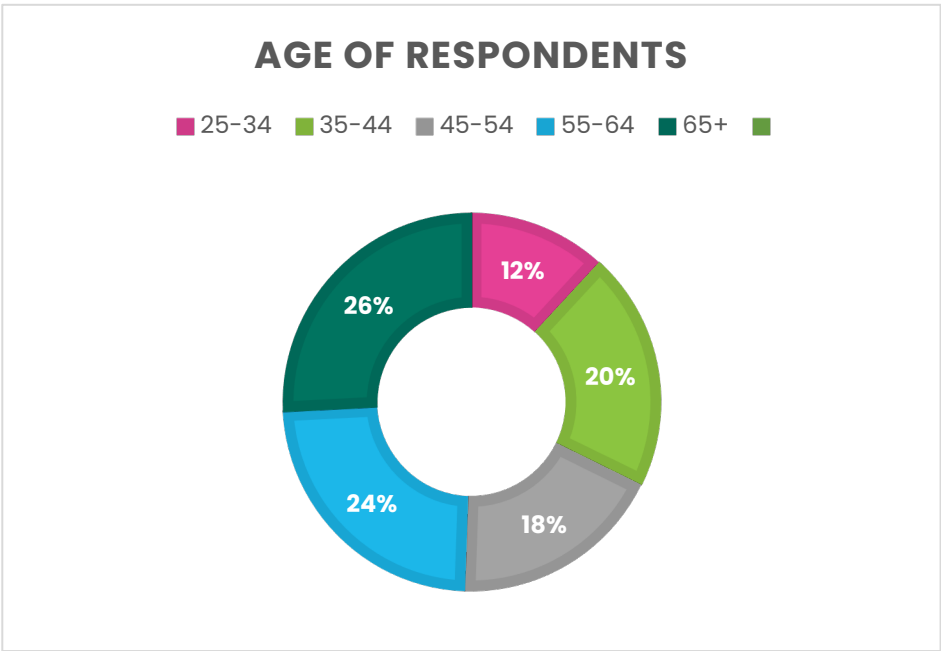
Healthwatch Warrington would like to thank all members of our Virtual Voices and members of the public who took part, and Caroline Lane, Strategic Project Manager & Stephen Bennett, Head of Strategy & Partnerships.

Disclaimer

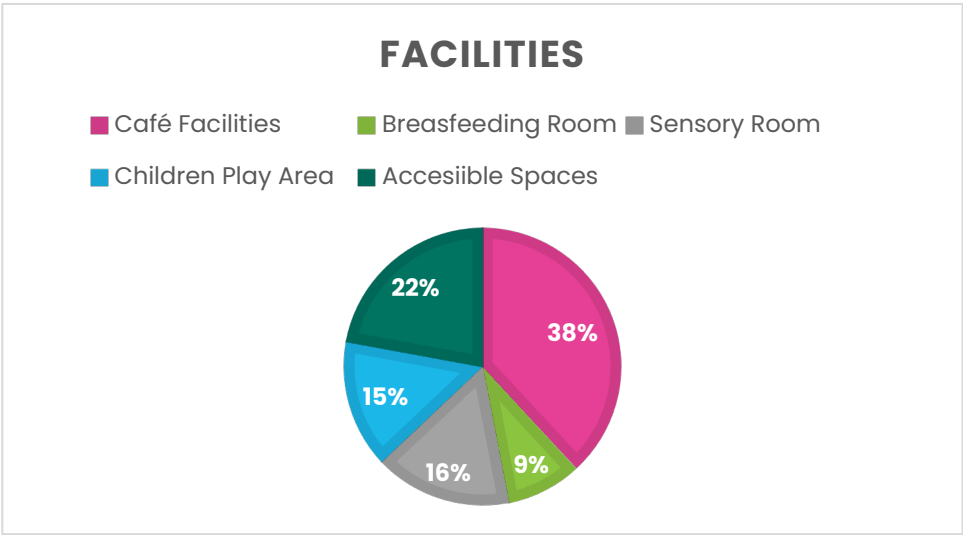
Please note that this report relates to findings of the results from our Virtual Voices survey and is not representative of all Warrington residents.

Findings

Age range of respondents



Which facilities would encourage you to visit?



Most respondents thought that a café would encourage them to visit the hub followed by accessible spaces.

Other suggestions where:

- Holistic Therapies
- Mental Health

- Health Visitor Drop ins
- Nutrition & diet advice
- Good mix of drop in appointments
- Plenty of seating
- Drop ins for other groups
- Meeting room hire for community groups and services at reduced rates
- "It would be helpful if you stated that you provide your service supported in British Sign Language, as Deaf people would then know that they could access the service too".



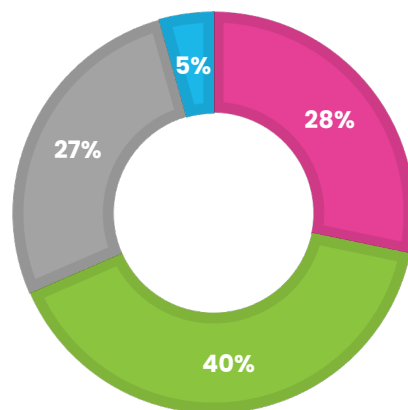
It would be useful if the Hub was open at times when people, who work in the day, could call in.



The proposed name for the hub is the 'Living Well Hub' what are your thoughts?

PROPOSED NAME

■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor disagree
 ■ Disagree



"We all want to live well. The name doesn't define the facility by age or medical"

"Simple self explanatory"

"It's a clear, self explanatory title"



"It is more welcoming as it has a positive connotation, rather than the usual emphasis on improving health or being fitter etc."



"Its a very corporate / social care term that's meaningless to the general public"

"I prefer the name Health & Wellbeing Hub"

"I think the name is patronising"



"sums it up but does sound a bit basic something with an acronym would be good and more catchy needs to be something memorable"

Most respondents thought that the name was fitting, it was clear and self-explanatory. Many respondents thought that the name wasn't that important and that they would be more concerned at the performance.

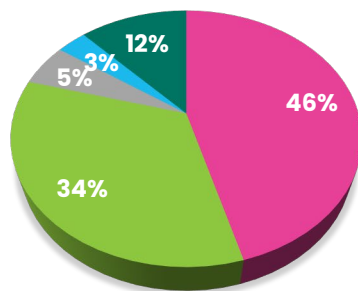


Just another name, its
performance that matters



Where would you currently go if you were suffering with low level (i.e. not injuries or serious illness) health and/or wellbeing problems in your life?

Support



■ GP ■ Internet ■ Charities ■ Community Centre ■ Other

Majority of respondents would contact their GP or search the Internet to help them if they were suffering with low level health and wellbeing problems. Other suggestions included:

- Family & Friends
- Pharmacy

Appendices

Appendix 1: Comments from Poll

Are there any other facilities that you think would encourage you to use the Hub?

holistic therapies

good coffee and people to talk to and gain advice from in a friendly environment-

Close to car parking, including Blue Badge spaces

An option for external agencies to hold surgeries.

Mental Health

Health visitor drop in sessions

No

Health advisory point highlighting how to obtain help, Pals advisory point.

Seating area - quiet area.

Children's play facilities that encourage parents to engage with their children, communication friendly, such as The Elizabeth Jarman approach eg den making bags so families spend time together not soft play where the child rushes off. "A Communication Friendly Environment is a space that encourages and promotes good communication. This approach focuses on the role of the environment in supporting speaking and listening skills, emotional well-being, physical development and general engagement" Happy to discuss further as I conducted research with Elizabeth found here:

<https://vdocuments.mx/amp/elizabeth-jarman-action-for-children-we-make-life-jarman-the-communication.html> and Elizabeth so much on her website regarding use of colour, sound and resources to get the best out of the environment please consider <https://elizabethjarman.com/action-research/> Would love to volunteer carlabooth@hotmail.com <https://www.linkedin.com/in/carla-booth-9192ab48>

Nutrition and diet advice

Good mix of drop in and appointments for services

Plenty of seating.

Key issue is the relevance of the health and well-being services being offered

It would be useful if the Hub was open at times when people, who work in the day, could call in.

Space for teenagers

Wellbeing service drop ins

Drop ins for other groups

a range of clinical teams on different days, social prescribers, central location, private clinical rooms for sensitive discussions

Access to advisors who can signpost to other organisations

Parking, accessible door rails for those with disabilities, automatic doors, disabled toilets.

Not being in the town centre.

Privacy.

low level counselling services, as it can be hard to find that kind of support in Warrington.

Space to talk

The facilities mentioned seem to be focusing around younger "clients" ? The Gateway does provide for "Over 55's" community activities but would benefit from the Health and Wellbeing HUB ?

Anything about mental health. And domestic violence.

Meeting room hire for community groups and services at reduced rates

Drop in facilities - e.g. - drop in health visitor, CAB advisor Lifestyles

Welcoming atmosphere

Availability of health care professionals

Making it Covid safe would be my top priority. I would expect it to be a priority for all people with wellbeing issues. So good ventilation and heap? filters must be implemented.

Quiet space for 1 to 2

Adequate car parking spaces

Drop in for other support services

DNA check on medication efficacy.

Adequate Car parking. Bus stop

Electronic information (TV's), an accessible toilet, if possible one designed along the lines of a changing places toilet. I personally don't think it needs a cafe, as there is one next to the building being suggested

Support Groups

Support space to access one-to-one listening and support

Adequate parking

It would be helpful if you stated that you provide your service supported in British Sign Language, as Deaf people would then know that they could access the service too.

advice centre

Ample free on site parking

All the above are already available in the town centre - why would I chose to go somewhere full of ill people unless I too was ill myself in which case I would contact GP. Not really sure what the point of this place is?

Counselling service Urgent care centre Blood testing

Other drop in sessions

Mindfulness and relaxation sessions

The proposed name for the hub is the 'Living Well Hub' do you think this is a good choice?

Please explain your choice

personally I'm not a fan of hub being added- it makes it feel a little corporate

We all want to live well. The name doesn't define the facility by age or medical

It says on the tin what it does inside.

Don't mind what it's called

It doesn't flow very well. Healthy Hub is concise and flows much better

Sums up health really

People searching are not living well they are seeking advice and help living well hub could be a deterrent not helpful

It's neither here nor there. The name is good, states the aim of it

It simply explains what it is

Describes it perfectly. Not only to be attended in I'll health
people won't understand what it is anyway
probably the original name is more suitable
Not sure on the name wellness hub would be better.
Name neither inspires nor puts off
Good name and easy to remember.
I'm not a fan of the word "Hub" but that's just me! Living Well Centre maybe?
In line with Birchwood
Less clinical
Easy to understand straight to the point
I don't feel the name is that direct in informing the public what it is doing. Health hub or something shorter and straight to the point would be much better. It's long winded. Also, might feel embarrassing for people coming in thinking this might only be for people that are "healthy" like the barriers that there are accessing gym facilities if you are unfit there is a lot of self-conscious worries. Could have the opposite effect where people think this is a place people go with problems who aren't healthy such as smokers, drinkers, drug users etc.
Does what it says on the tin, like Ronseal wood stain
It's an upbeat name.
So fitting
I prefer the name Health & Wellbeing Hub
I think its a nice, simple name that portrays what the centre is about.
It explains clearly what it is, which is exactly what it needs to
The Coronavirus has changed Lifestyles immensely. Remote Working / Digital Inclusion / Retail Price Index, "through the roof", Employment Opportunities / Fuel Crisis/ Life as we know /knew it !!! So perhaps the LIVING WELL HUB will include access /activate the "One Shop Stop " scheme ??
It says exactly what it is.
It is OK..... But not very dynamic
We need more mental health resources. And help for domestic violence victims.
seems fine, covers health and wellbeing
Sounds great

It's a clear, self explanatory title

like the name

Explains it nicely.

It says what it does on the tin!

Can't think of anything better.

Sounds good

I would always look beyond a name to understand what is offered - so a name means little to me.

It covers what the hub is about

It's short and to the point

We all want to "live well" no matter our age, gender, disability.....

Living well, makes me think of living life to the full

It sounds fairly neutral, encompassing whatever you understand by 'living well'

Will do what it says

some people will still get confused

I think it's something we all want to do 'live well'

It is more welcoming as it has a positive connotation, rather than the usual emphasis on improving health or being fitter etc.

I think the name is patronising

plain and simple

Don't care what it's called, more interested in what it achieves

Its a very corporate / social care term that's meaningless to the general public

Depends how it's promoted in the town. Maybe the words healthy living or lifestyle should be used

Where would you currently go if you were suffering

Please explain your choice

Self care or chemist

Cannot see GP face to face for appointment, triage on phone is not suitable

I'd probably turn to family & friends and then the GP

Pharmacist, advice from friends

Pharmacy

I wouldn't, would try and deal with them myself or research them via internet

Family member

Somewhere where experts exist and have time

Friends



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