

# Wokingham Wellbeing Service

January – March 2022

*With Annual Review April 2021-March 2022*

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Wokingham Wellbeing Service Quarterly Report:  
January – March 2022 (*with Annual Review*  
*April 2021-March 2022*)

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# Quarterly Report Headlines

The Wokingham Wellbeing Service team has been working hard to build in-person relationships with staff on site at GP Practices and the new Waterford House Charity & Community Hub and this quarter the service has seen a significant increase in referrals. **We are pleased to share that we are now able to offer face-to-face sessions with service users at GP Practices across all five Primary Care Networks in Wokingham.**

Both professional referrals and self-referrals can now be submitted via the Joy platform, and individuals can also call our Information Line service to refer over the phone. The Project Manager has also been visiting community groups (facilitated by organisations such as HomeStart and the Friendship Alliance) and taking referral details for potential service users in person. New leaflets and posters for the service are currently in development – to promote our updated referral pathways as well as new Mind in Berkshire branding.


“I have found inside myself what I needed during our sessions. They have been invaluable in coming to terms with my thoughts and thinking about what would be feasible.”

“Thank you for your kind impartial support. We are blessed to have a service like this in our community.”



= feedback from service users who completed the intervention this quarter

The Wokingham Wellbeing Service received **198 new referrals** between January and March 2022. **129 (65%)** of those referred have already attended their first appointment. **20 (10%)** referrals did not attend the service and the remaining **49 (25%)** were not yet ‘active’ or ‘rejected’ as of 1<sup>st</sup> April 2022. This means the



individual was either awaiting their initial assessment (this is when ‘active’ service begins), or their Wellbeing Worker hadn’t been able to make successful contact with them yet. This particularly accounts for referrals received towards the end of the quarter.

We attempted to contact **all 198 (100%)** individuals referred into the service within 3 working days of their referral being received.

This quarter, **73%** of service users that completed the intervention, as well as a second closing comparative Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS), showed a **significant increase in wellbeing** based on their final SWEMWBS score (increase of 3 or more points).

We also held a further **Mental Health First Aider (MHFA) Forum** and **Mental Health & Wellbeing Community Alliance** this quarter. It was pleasing to hear from attendees of the **MHFA Forum** that the existing structures in place for peer support and case discussion and reflection were valued. It was also helpful to receive feedback that opportunities for skills refreshment would be welcomed in the future. With this in mind, our next Forum in April will include a section on ‘non-judgemental listening’. The **Alliance** meeting focused on peer support for mental health and wellbeing. Attendees spent time in smaller break-out groups exploring what the Wokingham community already has when it comes to mental health and wellbeing peer support (what is working well and the challenges with existing provision), as well as the gaps in provision for this type of support currently.

# April 2021 – March 2022 Annual Review

This report includes annual statistics and reflections as we approach one year in operation.

## Annual data highlights

The Wokingham Wellbeing Service received **491 new referrals** between April 2021 and March 2022. **370 (75%)** of those referred have already attended their first appointment. **63 (13%)** referrals did not attend the service and the remaining **58\* (12%)** were not yet 'active' or 'rejected' as of 1<sup>st</sup> April 2022.

*\*A service user's personal circumstances or other practical factors can sometimes cause a delay between referral and agreement of initial support session. 9 of the 58 pending individuals referenced above were referred prior to January so do not feature in the quarterly Jan-Mar 2022 figure (49) outlined on pg. 3. The team will continue in their attempts to engage these individuals.*

"It is the first time I have reached out for support after my doctor mentioned the service. I was contacted quickly which helped at the time."

**We attempted to contact all 491 (100%) individuals within 3 working days of their referral being received. This highlights the team's ability to ensure potential service users are contacted in a prompt and efficient manner.**

"You enabled me to develop confidence and join in where I previously would not have."

"Brilliant service which is a sounding block, I have felt listened to."

Between April 2021 and March 2022, **74%** of service users that completed the intervention, as well as a comparative Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS), showed a **significant increase in wellbeing** based on their final SWEMWBS score (increase of 3 or more points). **This highlights the positive impact the service is having on the wellbeing of service users.**

## The Wokingham Wellbeing Service so far...

In **February 2021** the Project Manager started in post and the Wokingham Wellbeing Service was born! Initial work focused on meeting and building relationships with key contacts within Wokingham's Primary Care Networks and Voluntary & Community Sector, while recruiting and inducting a team of Wellbeing Workers. The service began receiving its first referrals in **mid-April 2021** and the first sessions with service users were also held that month, as our first Wellbeing Worker in post began working in Wokingham North PCN. A further three Wellbeing Workers were recruited and inducted in **May 2021** – each began to receive referrals and hold sessions from **late May to mid-June 2021**, expanding coverage across the four remaining PCN areas – Earley+, Phoenix, Wokingham East and South.

Initially, referrals were received from Primary Care only while the service initiated a soft launch and focused on establishing good relationships with our GP practice partners. From **September 2021**, pathways were expanded and the service began to accept referrals from new partners – beginning with Citizen's Advice Bureau, the Friendship Alliance and Talking Therapies. From **January 2022** the service celebrated what could be termed its 'official launch' – becoming open for referrals from a wide range of VCS and statutory services, as well as self-referrals, while referrals from Primary Care continued to increase. The team were also pleased to take part in the official opening of the Waterford House Charity & Community Hub at this time – having moved into their office space in **November 2021**.

Sessions were initially provided remotely via telephone and video in **April 2021** while Covid-19 restrictions remained strict. As these were eased, Wellbeing Workers began to offer face-to-face sessions in a variety of GP practices – in line with a comprehensive service risk assessment. We are currently carrying out a risk assessment and putting measures in place to start holding face-to-face sessions with service users in Waterford House. This will be helpful for service users who would benefit from in-person support, but don't wish to attend sessions at their GP practice, or who live in Wokingham but are not registered with a practice within the Borough.

## Supporting the Voluntary & Community Sector

From **February 2021** the Project Manager has established herself as a key part of various groups and meetings within the Wokingham Voluntary & Community Sector – regularly attending and contributing to the weekly Voluntary Sector Action Group, monthly Voluntary, Community and Faith Sector Steering Group

and Waterford House Hub development meetings (now a monthly Charity & Community Hub steering group) to name but a few.

The Project Manager and other team members have also attended, and supported, various community events to promote the service and share knowledge and insight with partner organisations as well as members of the public. For example – Wokingham Town Council’s ‘Chalk About It’ event, CLASP’s Learning Disability Roadshow, a Health and Wellbeing event at the Aisha Masjid & Islamic Centre, and a HomeStart volunteer day.

From **July 2021**, the service also began facilitating two virtual events aimed at supporting the Wokingham community around mental health and wellbeing provision for local people.

A **Mental Health First Aider Forum** now runs every three months, providing space for trained MHFAiders to network with each other, share experiences and challenges, and discuss how their invaluable skills - individually and collectively - can be used as a force for good. Mind in Berkshire is already supporting Forum members to consider developing their own online community and facilitate smaller-group in-person meetings.

**“It felt like a positive first meeting and a good opportunity to start to shape the Alliance moving forward. A very accessible session!”**

***Mental Health & Wellbeing Community Alliance attendee – July 2021***

A **Mental Health & Wellbeing Community Alliance** meeting now runs every two months. Meetings have covered a variety of topics so far, such as crisis support, peer support, partnership and collaboration and the move back to face-to-face working. The ultimate aim of the Alliance is to improve the experience of people accessing mental health and wellbeing support - through responding collaboratively to identified needs in the community. Attendees have fed back that discussions held, information shared and professional connections made at the meetings have been very useful – leading to opportunities to continue helpful conversations and action planning offline.

## Next year

As the service continues to develop and grow, we look forward to spending more time on service user involvement and service accessibility to ensure we are delivering the highest quality support possible for all who need it. It will be important to consider how service users can continue to shape and influence service provision, and how we can increase accessibility for under-represented demographics – for example men, people from minority ethnic backgrounds and older adults.

We will also be carrying out stakeholder feedback via qualitative surveys, so partner organisations are given the opportunity to be involved in service development.

Developing our MHFA Forum and Mental Health & Wellbeing Community Alliance work will also be a key component of the coming year. We look forward to offering attendees more opportunities to shape meetings to ensure they are relevant and effective in catalysing positive change in the mental health and wellbeing of local people.

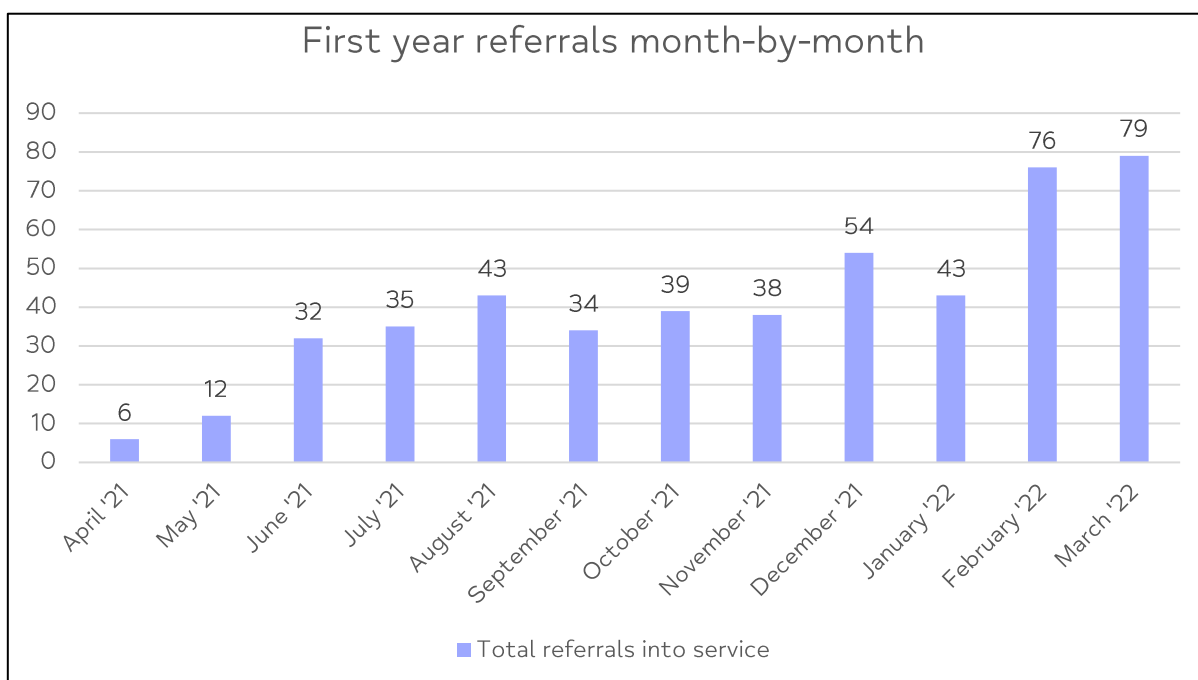


# Referrals & Appointments

## Overview

Whole Project	January – March 2022	October – December 2021 for comparison	April 2021 – March 2022 (Annual)
Referral total	198	131	491
Number of service users already attended first appointment	129 (65%)	93 (71%)	370 (75%)
Referrals not taken up	20 (10%)	8 (6%)	63 (13%)
Number of referrals not yet 'active' or 'rejected' by end of quarter*	49 (25%)	30 (23%)	58 (12%)

\* This denotes referrals awaiting their initial appointment (this is when active service begins) or those we haven't made successful contact with yet as of the first day of the following quarter.



Reason for rejection	January – March 2022 (% of 20 rejections)	October – December 2021 for comparison (% of 8 rejections)	April 2021 – March 2022 (Annual stats - % of 63 rejections)
Unable to make contact following at least 3 unsuccessful attempts	5 (25%)	2 (25%)	28 (44%)
Service user declined support	9 (45%)	3 (38%)	21 (33%)
Support needs too high	2 (10%)	-	2 (3%)
Other	4 (20%)	3 (38%)	12 (19%)

Between January and March 2022, **147** service users attended an initial assessment appointment and officially commenced their intervention with the Wokingham Wellbeing Service.

**During our first year (between April 2021 and March 2022) 370 service users attended an initial assessment appointment and officially commenced the intervention.**

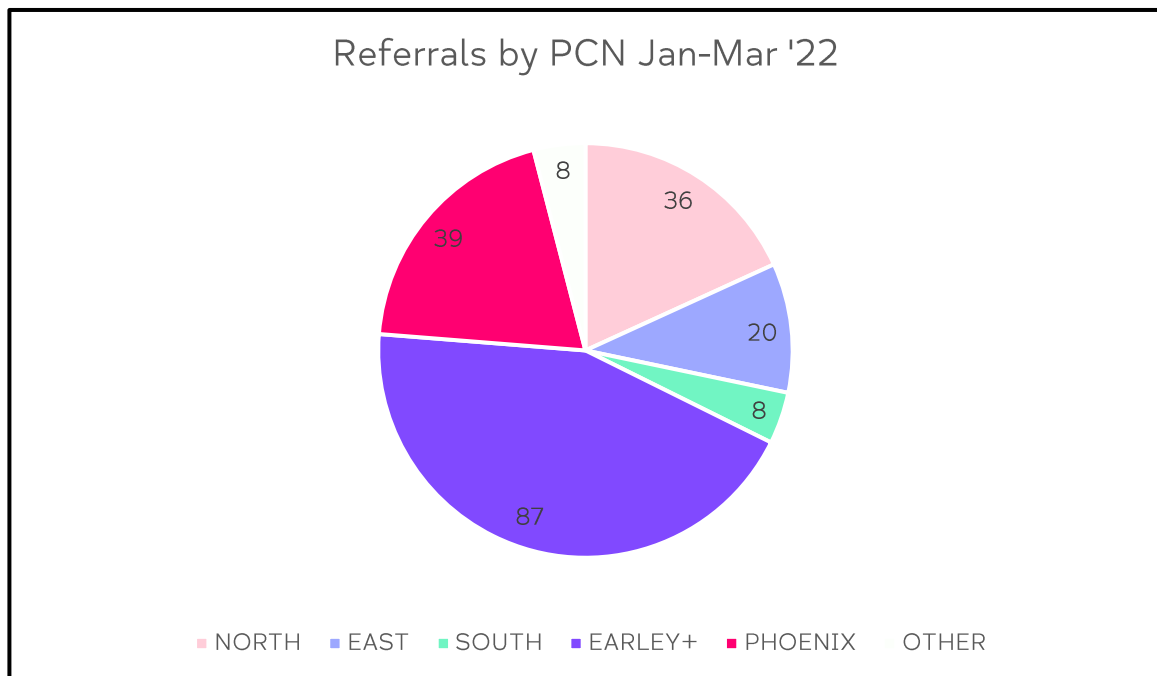
## Quarterly breakdown by GP Practice/PCN & Referral Origin

We are now accepting referrals from all 13 GP practices across Wokingham – if a practice is not referenced below this means they have not yet referred into the service.

% denotes proportion of January - March referral total **(198)**

<b>JAN-MAR '22</b>					
<b>Referral Origin</b>	Directly via GP Practice	VCS Organisation	Statutory Service	Self-referral	<b>TOTAL</b>
<b>GP Practice/PCN</b>					
<b>NORTH</b>					
Woodley Surgery	<b>24 (12%)</b>	-	-	-	<b>24(12%)</b>
Wargrave Surgery	<b>3 (2%)</b>	-	-	-	<b>3 (2%)</b>
Parkside Family Practice	<b>5 (3%)</b>	-	<b>4 (2%)</b>	-	<b>9 (5%)</b>
<b>PHOENIX</b>					
Twyford Surgery	<b>21 (11%)</b>	-	<b>1 (1%)</b>	-	<b>22 (11%)</b>
Loddon Vale Practice	<b>16 (8%)</b>	-	-	<b>1 (1%)</b>	<b>17 (9%)</b>
<b>EAST</b>					
Wokingham Medical Centre	<b>7 (4%)</b>	<b>2 (1%)</b>	<b>3 (2%)</b>	<b>2 (1%)</b>	<b>14 (7%)</b>
Woosehill Medical Centre	-	<b>1 (1%)</b>	<b>1 (1%)</b>	-	<b>2 (1%)</b>
New Wokingham Road Surgery	-	-	<b>1 (1%)</b>	<b>1 (1%)</b>	<b>2 (1%)</b>
Burma Hills Surgery	-	-	<b>2 (1%)</b>	-	<b>2 (1%)</b>
<b>SOUTH</b>					
Finchampstead Surgery	<b>1 (1%)</b>	-	<b>1 (1%)</b>	<b>1 (1%)</b>	<b>3 (2%)</b>
	<b>3 (1.5%)</b>	-	<b>2 (1%)</b>	-	<b>5 (3%)</b>

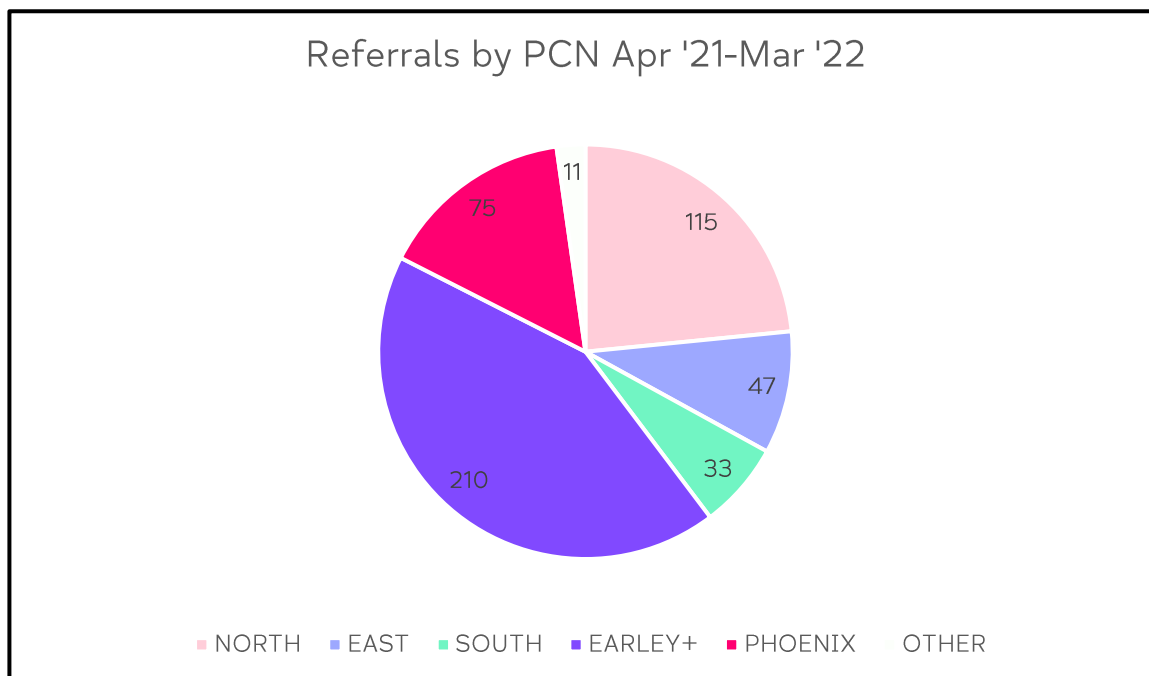
Swallowfield Medical Practice					
<b>EARLEY+</b> Brookside Group Practice	77 (39%)	1 (1%)	6 (3%)	3 (2%)	87 (44%)
Non-Wokingham or undisclosed GP Practice	-	4 (2%)	4 (2%)	-	8 (4%)
<b>TOTAL</b>	<b>157 (79%)</b>	<b>8 (4%)</b>	<b>25 (13%)</b>	<b>8 (4%)</b>	<b>198</b>



## Annual breakdown by GP Practice/PCN & Referral Origin

<b>APR '21 - MAR '22</b>					
<b>Referral Origin</b>	Directly via GP Practice	VCS Organisation	Statutory Service	Self-referral	<b>TOTAL</b>
<b>GP Practice/PCN</b>					
<b>NORTH</b>					
Woodley Surgery	59 (12%)	-	1 (0.5%)	-	60 (12%)
Wargrave Surgery	41 (8%)	-	-	-	41 (8%)
Parkside Family Practice	7 (1%)	3 (1%)	4 (1%)	-	14 (3%)
<b>PHOENIX</b>					
Twyford Surgery	39 (8%)	1 (0.5%)	1 (0.5%)	-	41 (8%)
Loddon Vale Practice	31 (6%)	-	2 (0.5%)	1 (0.5%)	34 (7%)
<b>EAST</b>					
Wokingham Medical Centre	22 (%)	3 (1%)	4 (1%)	4 (1%)	33 (7%)
Woosehill Medical Centre	3 (1%)	1 (0.5%)	2 (0.5%)	1 (0.5%)	7 (1%)
New Wokingham Road Surgery	-	-	2 (0.5%)	2 (0.5%)	4 (1%)
Burma Hills Surgery	1 (1%)	-	2 (0.5%)	-	3 (1%)
<b>SOUTH</b>					
Finchampstead Surgery	6 (1%)	-	2 (0.5%)	3 (1%)	11 (2%)
Swallowfield Medical Practice	19 (4%)	1 (0.5%)	2 (0.5%)	-	22 (4%)
<b>EARLEY+</b>					
Brookside Group Practice	199 (41%)	1 (0.5%)	7 (1%)	3 (1%)	210 (43%)

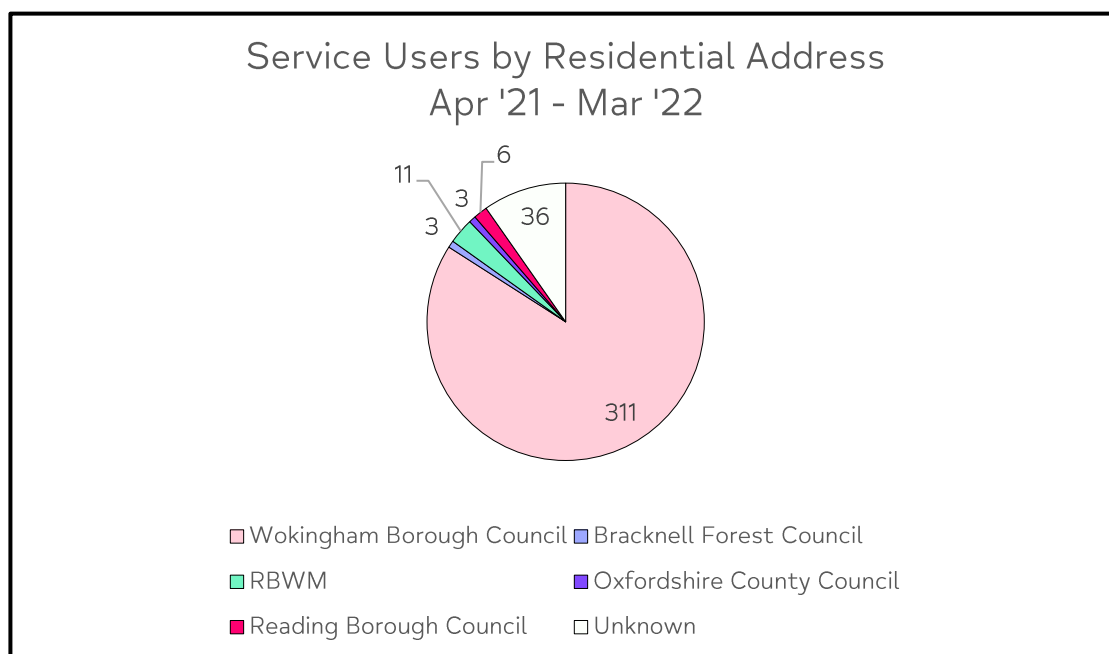
Non-Wokingham or undisclosed GP Practice	-	4 (1%)	7 (1%)	-	11 (2%)
<b>TOTAL</b>	<b>427 (87%)</b>	<b>14 (3%)</b>	<b>36 (7%)</b>	<b>14 (3%)</b>	<b>491</b>



### Breakdown by service user address (data obtained following initial assessment)

The information below uses % based on number of service users who have attended an initial appointment during the quarter (**147**) and year (**370**). This includes referrals that may have been received within the previous quarter (but service began this quarter).

Local Authority area service user resides in	January – March 2022 (% of 147)	October – December 2021 for comparison (% of 104)	April 2021 – March 2022 (Annual stats % of 370)
Wokingham Borough Council	112 (76%)	91 (87.5%)	311 (84%)
Reading Borough Council	2 (1%)	1 (1%)	6 (2%)
Royal Borough of Windsor & Maidenhead (RBWM)	2 (1%)	2 (2%)	11 (3%)
Bracknell Forest Council	2 (1%)	1 (1%)	3 (1%)
Oxfordshire County Council	2 (1%)	-	3 (1%)
Undisclosed/unknown	27 (18%)	9 (8.5%)	36 (10%)



# Demographic Information

The information below uses % based on number of service users who have attended an initial appointment during the quarter and year. We will continue to monitor this data to help ensure we are providing an accessible service.

Gender	January – March 2022 (% of 147)	October – December for comparison 2021 (% of 104)	April 2021 – March 2022 (Annual stats % of 370)
Female	95 (65%)	68 (65%)	242 (65%)
Male	40 (27%)	31 (30%)	103 (28%)
Transgender	1 (1%)	-	1 (0.5%)
Other	1 (1%)	-	2 (0.5%)
No answer	10 (7%)	5 (5%)	22 (6%)

Age	January – March 2022 (% of 147)	October – December 2021 for comparison (% of 104)	April 2021 – March 2022 (Annual stats % of 370)
18-24	16 (11%)	18 (17%)	45 (12%)
25-34	28 (19%)	13 (12.5%)	62 (17%)
35-49	40 (27%)	32 (31%)	108 (29%)
50-64	38 (26%)	33 (32%)	99 (27%)
65-84	22 (15%)	8 (7.5%)	51 (14%)
85+	3 (2%)	-	5 (1%)



<b>Ethnicity</b>	<b>January – March 2022 (% of 147)</b>	<b>October – December 2021 for comparison (% of 104)</b>	<b>April 2021 – March 2022 (Annual stats % of 370)</b>	<b>Ethnicity in Wokingham (2011 Census)</b>
<b>White</b>	<b>128 (87%)</b>	<b>83 (80%)</b>	<b>308 (83%)</b>	88.4%
<b>Mixed/Multiple ethnic groups</b>	<b>1 (0.7%)</b>	<b>1 (1%)</b>	<b>6 (2%)</b>	2.1%
<b>Asian/Asian British</b>	<b>8 (5.4%)</b>	<b>8 (7.6%)</b>	<b>26 (7%)</b>	7.4%
<b>Black/African/Caribbean/Black British</b>	<b>1 (0.7%)</b>	<b>1 (1%)</b>	<b>3 (1%)</b>	1.4%
<b>Other ethnic group</b>	<b>2 (1%)</b>	<b>2 (2%)</b>	<b>5 (1%)</b>	0.7%
<b>No answer</b>	<b>7 (5%)</b>	<b>9 (8.6%)</b>	<b>22 (6%)</b>	-

<b>Sexual Orientation</b>	<b>January – March 2022 (% of 147)</b>	<b>October – December 2021 for comparison (% of 104)</b>	<b>April 2021 – March 2022 (Annual stats % of 370)</b>
<b>Heterosexual</b>	<b>126 (86%)</b>	<b>91 (87.5%)</b>	<b>319 (86%)</b>
<b>Bisexual</b>	<b>3 (2%)</b>	<b>5 (5%)</b>	<b>10 (3%)</b>
<b>Gay</b>	<b>5 (3%)</b>	<b>1 (1%)</b>	<b>10 (3%)</b>
<b>Other</b>	<b>2 (1%)</b>	<b>-</b>	<b>2 (1%)</b>
<b>No answer</b>	<b>9 (6%)</b>	<b>7 (6.5%)</b>	<b>29 (8%)</b>

Health Condition*	January – March 2022 (% of 147)	October – December 2021 for comparison (% of 104)	April 2021 – March 2022 (Annual stats % of 370)
Cardiovascular Disease	12 (8%)	10 (10%)	28 (8%)
Asthma	10 (7%)	3 (3%)	19 (5%)
Mental Illness	33 (22%)	26 (25%)	79 (21%)
Irritable Bowel Syndrome	1 (1%)	2 (2%)	5 (1%)
Learning/Developmental Difficulty	3 (2%)	3 (3%)	13 (4%)
Visual impairment	-	-	1 (0.5%)
Diabetes	7 (5%)	7 (7%)	25 (7%)
Long Covid	-	2 (2%)	3 (1%)
Hearing Loss	-	2 (2%)	5 (1%)
COPD	2 (1%)	-	3 (1%)
Epilepsy	3 (2%)	-	3 (1%)
Cancer	3 (2%)	1 (1%)	5 (1%)
Parkinson's Disease	-	-	1 (0.5%)
Pain	5 (3%)	7 (7%)	29 (8%)
Arthritis	2 (1%)	1 (1%)	8 (2%)
Chronic Fatigue Syndrome	2 (1%)	2 (2%)	5 (1%)
Cerebral Palsy	-	1 (1%)	1 (0.5%)
Other	12 (8%)	10 (10%)	47 (13%)

\*Self-reported by service user at initial assessment

# Presenting Needs

This information is gathered from the initial appointment with a service user. Some service users will present with more than one issue, hence the total numbers in the table exceeding the total number of people who have accessed the service this quarter or year.

Main support need or issue	January – March 2022 (% of 147)	October – December 2021 for comparison (% of 104)	April 2021 – March 2022 (Annual stats % of 370)
Low mood to moderate depression	53 (36%)	43 (41%)	140 (38%)
Mild to moderate anxiety	57 (39%)	58 (56%)	166 (45%)
Stress	24 (16%)	30 (29%)	86 (23%)
Severe/enduring mental health condition*	2 (1%)	1 (1%)	5 (1%)
Personality Disorder	1 (1%)	-	2 (0.5%)
Anger	1 (1%)	1 (1%)	7 (%)
Alcohol/drugs	10 (7%)	4 (4%)	21 (6%)
Abuse	3 (2%)	3 (3%)	13 (4%)
Loneliness/Isolation	13 (9%)	10 (10%)	35 (9%)
Bereavement	12 (8%)	9 (9%)	28 (8%)
Complex Needs	5 (3%)	-	6 (2%)
Self-esteem	15 (10%)	7 (7%)	31 (8%)
Covid-19 related anxiety / low mood	6 (4%)	1 (1%)	10 (3%)
Other	4 (3%)	6 (6%)	28 (8%)

\* Could include e.g. psychosis, PTSD, bi-polar.

# Signposting

The data below is taken from cases where the service user had their initial session within the last quarter (January - March 2022).

Signpost/referral	January – March 2022 (no. of service users signposted)	October – December 2021 for comparison (no. of services users signposted)
Talking Therapies	40	42
Citizen’s Advice Bureau (Wokingham)	8	12
Recovery College (Wokingham)	11	12
Self-help resources	59	58

Examples of other services/resources signposted to during January - March 2022:

*Sport in Mind, Reading Refugee Support Group, DepressionXpression, With You, Cancer Support Network, Cranstoun Drug/Alcohol Service, ARC, Hope Counselling Service, U3A, Wokingham Health Walks, Cruse, Link Visiting Scheme, Wokingham Volunteer Centre, The Advocacy People, SHARE, CLASP, HomeStart, Communicare, Cowshed, Wokingham Adult Social Care, Wokingham CMHT, Berkshire West Breathing Space, Berkshire Women’s Aid*

**The Wokingham Wellbeing Service team holds a wealth of information about what is available locally, regionally and nationally, meaning Wellbeing Workers can take a person-centred approach to signposting.**

# Outcomes

During January - March 2022, **98** service users completed the intervention. Of those, **41** also completed their second comparative SWEMWBS, and a total of **42** answered the end-of-service feedback questionnaire.

## SWEMWBS

The Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS) is completed with service users at their initial assessment session with a Mind in Berkshire Wellbeing Worker. A second scale is completed at the end of the intervention. Our target is for *at least 50%* of service users who complete the intervention to show a significant increase in wellbeing based on their SWEMWBS score (increase of 3 or more points).

During January - March 2022, **41** service users finished the intervention and completed a second comparative SWEMWBS. Of these 41 service users, **30 (73%)** showed a *significant increase in wellbeing* based on their SWEMWBS score. The average change in SWEMWBS across all of the 41 service users was **+6.5**.

## SERVICE USER COMMENTS (Jan-March 2022)

“I have found inside myself what I needed during our sessions.

They have been invaluable in coming to terms with my thoughts and thinking about what would be feasible.”

“Brilliant service which is a sounding block, I have felt listened to. It is a validating experience which is helpful in itself, but also useful to have a space to consider looking at my situation differently with the tools.”

“Was surprised at how accessible it was, I didn't have to wait and being face-to-face was really important to me, and made the difference. Thank you it's been a really big help”

"Thank you for your kind impartial support. We are blessed to have a service like this in our community."

“It's been nice to have someone to listen and be impartial about what's been going on. You enabled me to develop confidence and join in where I previously would not have.”

“I looked at the resources on anxiety and found them helpful. I am connecting with others and going to bridge and walking every day.”

“The one thing that could have been improved is that I really would have benefited from more practical support but appreciate that it isn't what the service does. Thank you for getting in touch with the Social Prescriber.”

“It is the first time I have reached out for support after my doctor mentioned the service. I was contacted quickly which helped at the time. I liked that I could set the appointments to when they suited me, giving me times in between to try tools. I am pleased that I have got back to work.”

*We are pleased to note the positive impact our strong inter-agency relationships can have when a service user presents with needs outside the remit of our service.*

## Number of sessions

Number of sessions with a Wellbeing Worker before final contact questions	1	2	3	4	5	6	7
Number of service users	4	8	6	6	1	14	2
Percentage of service users	10%	20%	15%	15%	2%	34%	5%

Service users who finished the intervention during this quarter and completed a second comparative SWEMWBS (41) attended **4 sessions on average (mean score)**.

## Indicator of potential reduction in clinician workload

Reducing clinician workload is one of the aims of the project. In this quarter, only **9 (21%)** of the 42 service users who completed the end of service questionnaire during the last quarter identified their GP as the most appropriate support if experiencing a similar issue in the future.

**29 (69%)** of the 42 service users who completed the intervention (and end-of-service feedback questionnaire) identified the **Wellbeing Worker as the most appropriate support** if they have a similar issue in the future. **1** identified their 'personal safety plan', **1** identified 'other community support' and **2** declined to comment on this question. This means that **74%** of those who completed the intervention this quarter stated they felt that a service **other than their GP** would be the most appropriate if they experience a similar issue again, thus **indicating a possible reduction in future demand on GP services**.

## ANNUAL OUTCOMES

During April 2021 - March 2022, **221** service users completed the intervention. Of those, **121** also completed their second comparative SWEMWBS, and a total of **122** answered the end-of-service feedback questionnaire.

## SWEMWBS

During April 2021 - March 2022, **121** service users finished the intervention and completed a second comparative SWEMWBS. Of these 121 service users, **90 (74%)** showed a *significant increase in wellbeing* based on their SWEMWBS score. The average change in SWEMWBS across all of the 121 service users was **+5.9**.

## Number of sessions

Number of sessions with a Wellbeing Worker before final contact questions	1	2	3	4	5	6	7
Number of service users	9	35	25	15	13	18	6
Percentage of service users	7%	29%	21%	12%	11%	15%	5%

Service users who finished the intervention during April 2021-March 2022 and completed a second comparative SWEMWBS (121) attended **3.5 sessions on average (mean score)**.

***This highlights the positive impact the service is having as a short-term intervention following our first year in operation – with an average of just 3.5 sessions leading to a very positive impact on the wellbeing of service users (average increase of +5.9 on SWEMWBS).***

A small number of service users also benefitted from an additional seventh session to allow time for them to understand and build confidence around using the



resources available to them and ensure a long term support plan was in place before discharge.

## **Indicator of potential reduction in clinician workload**

During April 2021-March 2022, only **27 (22%)** of the 122 service users who completed the end-of-service feedback questionnaire during the last quarter identified their GP as the most appropriate support if experiencing a similar issue in the future.

**80 (66%)** of the 122 service users who completed the intervention (and end of service questionnaire) identified the **Wellbeing Worker as the most appropriate support** if they have a similar issue in the future. **1** identified their 'personal safety plan', **4** identified 'other community support', **4** identified 'other mental health provider' and **6** declined to comment on this question. This means that **73%** of those who completed the intervention this quarter stated they felt that a service **other than their GP** would be the most appropriate if they experience a similar issue again, thus **indicating a possible reduction in future demand on GP services**.

## Service User satisfaction

At the final contact, the Wellbeing Workers ask service users a series of satisfaction questions – via telephone or an online feedback survey.

**42** of the **98** service users who finished the intervention completed these questions in January-March 2022.

**122** of the **221** service users who finished the intervention completed service user satisfaction questions in April 2021-March 2022.

**Q1. At the point of being referred to Mind in Berkshire; did you need help to better understand your problems?**

	January – March 2022	October – December 2021 for comparison	April 2021 – March 2022 (Annual stats)
Yes	37	32	103
No	5	5	18
No answer	-	-	1

**Q1a. (If answered ‘Yes’ to Q1) The service of Mind in Berkshire has helped me to better understand my problems**

	January – March 2022	October – December 2021 for comparison	April 2021 – March 2022 (Annual stats)
Strongly Agree	28	23	69
Agree	8	9	32
Neither agree nor disagree	1	-	1
Disagree	-	-	1
Strongly Disagree	-	-	-
Service user satisfaction**	97%	100%	98%

### Q2. I got the help that mattered to me

	January – March 2022	October – December 2021 for comparison	April 2021 – March 2022 (Annual stats)
Strongly Agree	28	21	65
Agree	14	14	51
Neither agree nor disagree	-	2	4
Disagree	-	-	2
Strongly Disagree	-	-	-
Service user Satisfaction**	100%	95%	95%

### Q3. Staff treated my concerns seriously

	January – March 2022	October – December 2021 for comparison	April 2021 – March 2022 (Annual stats)
Strongly Agree	35	33	95
Agree	7	3	25
Neither agree nor disagree	-	1	2
Disagree	-	-	-
Strongly Disagree	-	-	-
Service user Satisfaction**	100%	97%	98%

#### Q4. I had confidence in the people working with me

	January – March 2022	October – December 2021 for comparison	April 2021 – March 2022 (Annual stats)
Strongly Agree	33	30	89
Agree	9	7	32
Neither agree nor disagree	-	-	1
Disagree	-	-	-
Strongly Disagree	-	-	-
<b>Service user Satisfaction**</b>	<b>100%</b>	<b>100%</b>	<b>99%</b>

*\*\*Service user satisfaction score = % of service users who agree or strongly agree.*

# Case Study: Tom (pseudonym)

Tom was referred to the Wokingham Wellbeing Service for support around anxiety and sleep difficulties. Tom had a lot of concerns about his future - he had high aspirations and expectations for himself but worried he would be unable to get the grades he needed for university. Tom had started to find it hard to relax and make decisions. He shared that he was having panic attacks in practice exams, and this would stop him from being able to complete his exams properly. He was also often only getting 2-3 hours of sleep a night.

During his initial session, Tom was able to reflect on how he felt and shared that he found it helpful to have a space to 'talk things through'. With his Wellbeing Worker, he explored different tools to help him cope with his panic attacks, such as grounding exercises and relaxation techniques. Tom found these helped him to maintain control and prevent his anxiety from escalating. He found he was able to then finish his exams.

**“My anxiety continued to be much better, and if I do now experience some anxiety, I have the tools to cope.”**

Tom and his Wellbeing Worker also discussed sleep hygiene. After reducing his screen time and starting to use relaxation tools and an app called Sleepio, Tom found his sleep began to improve. By the end of the intervention, he was getting about 5 hours of sleep a night.

Tom had also been struggling to allow himself to focus on his own wellbeing. With his Wellbeing Worker, he was able to identify some activities he enjoyed and to explore the possible positive impacts that prioritising time for himself could bring. Tom found that spending time journaling and playing football with friends made him feel a lot better.

After just one session Tom shared that he was feeling much better and had not had any further panic attacks. Tom was also pleased to disclose in follow up sessions that he had achieved the grades he needed for the university of his choice and had also been able to take his driving test and pass.

**“I didn’t think I would keep doing so well, but I am.”**

Tom had a significant increase in SWEMWBS score from **14** at the start of the intervention to **26** at the end. He also identified his Wellbeing Worker as the most appropriate source of support for wellbeing concerns in the future.

# Supporting the Voluntary & Community Sector

“Particularly when working from home, this is a great opportunity to connect and share. More of the same at future Forums, please!”

*Mental Health First Aider Forum attendee*

This quarter, Mind in Berkshire continued to facilitate two virtual events aimed at supporting the Wokingham community with regards to mental health and wellbeing provision for local people.

## Mental Health First Aider Forum

Our January **Mental Health First Aider Forum** gave attendees an opportunity to hear about the upcoming Berkshire Youth in Mind Conference, and offer their support as dedicated MHFAiders on site on the day. As with previous Forums, there was also space for a ‘wellbeing check-in’ and a ‘case discussion’ where attendees split off into smaller break-out room groups to share, connect and support each other. This allows space for attendees to speak about their own wellbeing as well as examples of ‘MHFA in action’ over the last three months.

We closed the Forum with a conversation around next steps for shaping the quarterly meeting. It was great to hear that the existing structures in place for peer support and case discussion/reflection were valued, and helpful to receive feedback that opportunities for skills refreshment would be welcomed in the future. With this in mind, our next Forum in April will include a section on ‘non-judgemental listening’.

We were also pleased to hear that several attendees wished to begin meeting face-to-face in between Forums. One particular MHFAider has volunteered to lead on facilitating this – Mind in Berkshire has already supported this individual to reach out to those on the official Forum contact list. Mind in Berkshire has

also offered to support attendees with setting up an online MHFAider community – the ‘Slack’ app has been suggested as a possible platform for this.

## **Mental Health and Wellbeing Community Alliance**

Our February **Mental Health and Wellbeing Community Alliance** meeting focused on peer support for mental health and wellbeing. Attendees spent time in smaller break-out groups exploring what the Wokingham community already has when it comes to mental health and wellbeing peer support (what is working well and the challenges with existing provision), as well as the gaps in provision for this type of support currently.

Collectively, attendees were able to identify a plethora of groups and activities available which provide support for those with mental health and wellbeing challenges, however issues were identified around finding easy-to-access and up-to-date information on all that is available. Other barriers included a lack of affordable transport to groups, and a lack of resources to support service users who were struggling with confidence to attend a group for the first time. One success highlighted was provision of evening support.


Attendees discussed what they could do to address the current challenges and build on successes – better information sharing between services was noted as important and, as always, it was good to see individuals sharing contact details with each other during the meeting already.

*Both events aim to bring local people with an interest in mental health together to share, connect and collaborate. Summary notes and action points continue to be circulated to attendees following meetings where appropriate. Mind in Berkshire will be happy to feed back key messages and outcomes to health, social care and other strategic partners and stakeholders when an appropriate wider system meeting is established.*

Other **VCS partnership work** completed by the team this quarter has included:

- Continued attendance and contribution at the Voluntary Sector Action Group and the Voluntary, Community & Faith Sector Steering Group.



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- Continued attendance and contribution at a Non-Clinical Forum for Social Prescribers, Wellbeing Workers, Community Navigators, Care Co-ordinators and other Allied Professionals.
  - Ongoing support developing the Waterford House VCS Community Hub, in partnership with Wokingham Borough Council. The Project Manager is now part of a monthly Hub Members steering group and members of the public are now able to self-refer to the Wokingham Wellbeing Service on site via the Hub Coordinator.
  - Mind in Berkshire's Equity, Diversity, Inclusion & Equality (EDIE) Lead has continued to support Wokingham Borough Council with developing a new Residents Equality Forum.
  - Continued attendance, and contribution to, the Social Isolation & Loneliness Action Group.
  - The Project Manager has enjoyed being able to make in person community visits to promote the service and build relationships with local organisations and their service users. She spoke to staff, volunteers and service users at HomeStart's 'Mums in Mind' group and visited Finchampstead Baptist Church to meet the community team and network with members of the Friendship Table group.
  - Promotion of Mind in Berkshire's upcoming Youth in Mind conference – encouraging and engaging Wokingham MHFAiders to volunteer on the day and providing partner organisations with information on how to sign up, participate in workshops and hold stalls at the event.

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Registered charity number 261476