

Healthy Living Hub Survey Report

24 April 2017

Context

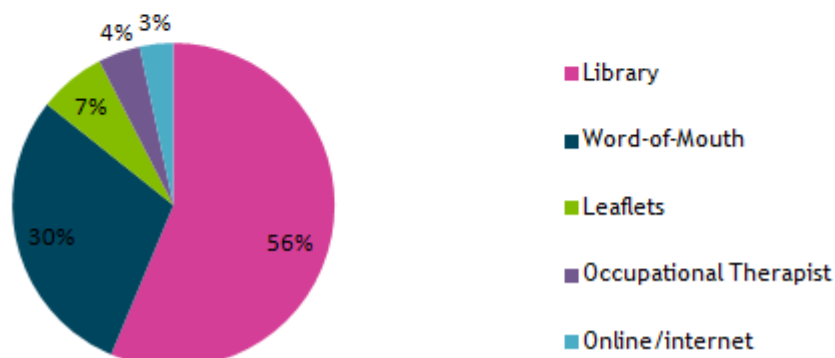
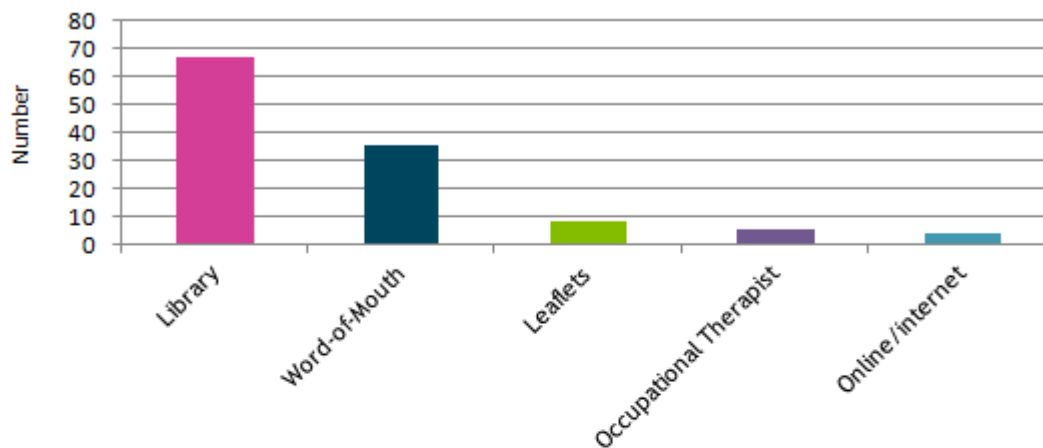
Healthwatch Croydon conducted a survey at the Healthy Living Hub (HLH) between 23 and 30 March 2017.

It had been advertised that some of services at the Healthy Living Hub were being reduced and given previous reductions in service, HWC were keen to understand how the service was perceived and experienced by the users.

Our snapshot report aimed to register views on the current service and also understand where service users might go if this service did not exist. Engaging with 124 service users in total, we asked how they found out about the service, how often they use it, and which aspects they find most useful. We also asked where they would go, if they could not access the service.

Results

1. How did you find out about the Healthy Living Hub?

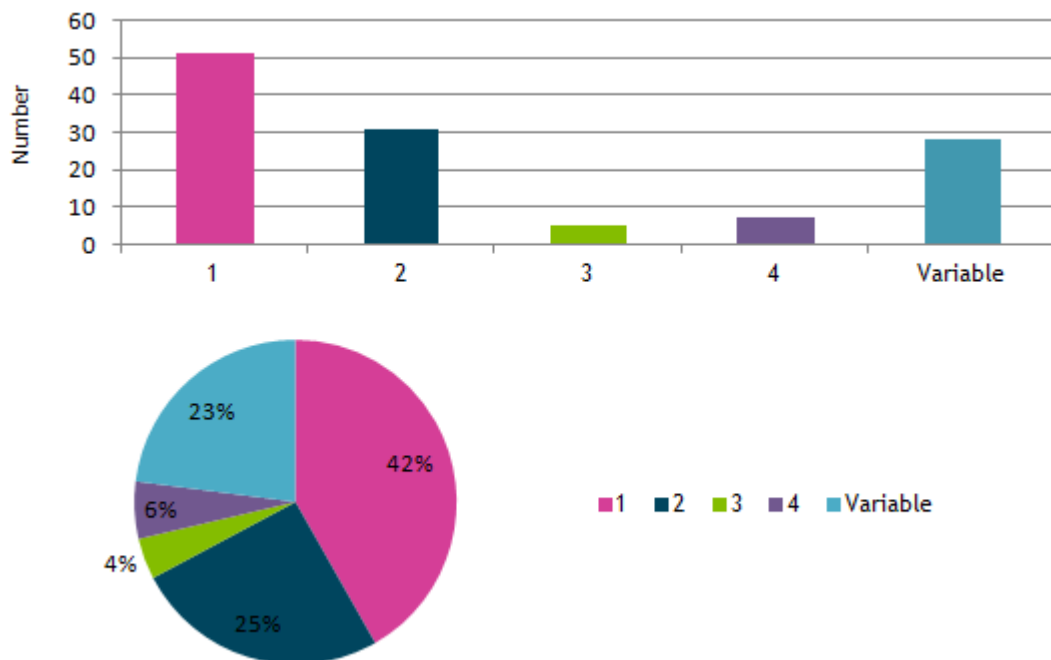


Over half of respondents discovered the HLH while at, or passing by the library, suggesting it is clearly visible on-site, and well signposted.

Almost a third received word-of-mouth recommendations, particularly from friends, indicating that the service is popular amongst its users.

A small percentage discovered the HLH through printed or online materials.

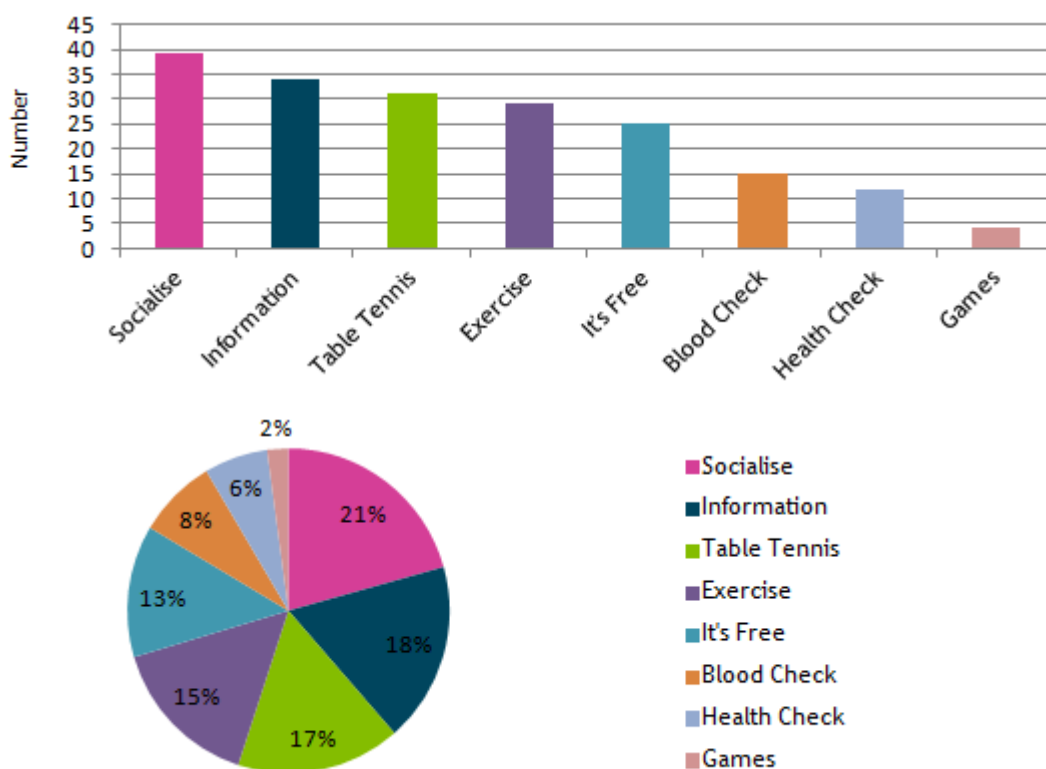
2. How often do you use the Healthy Living Hub (days per week)?



77% of respondents use the HLH once a week or more.

Some said they would like to come more often, but were unable to due to demand.

3. What aspect of the Healthy Living Hub do you find most useful?



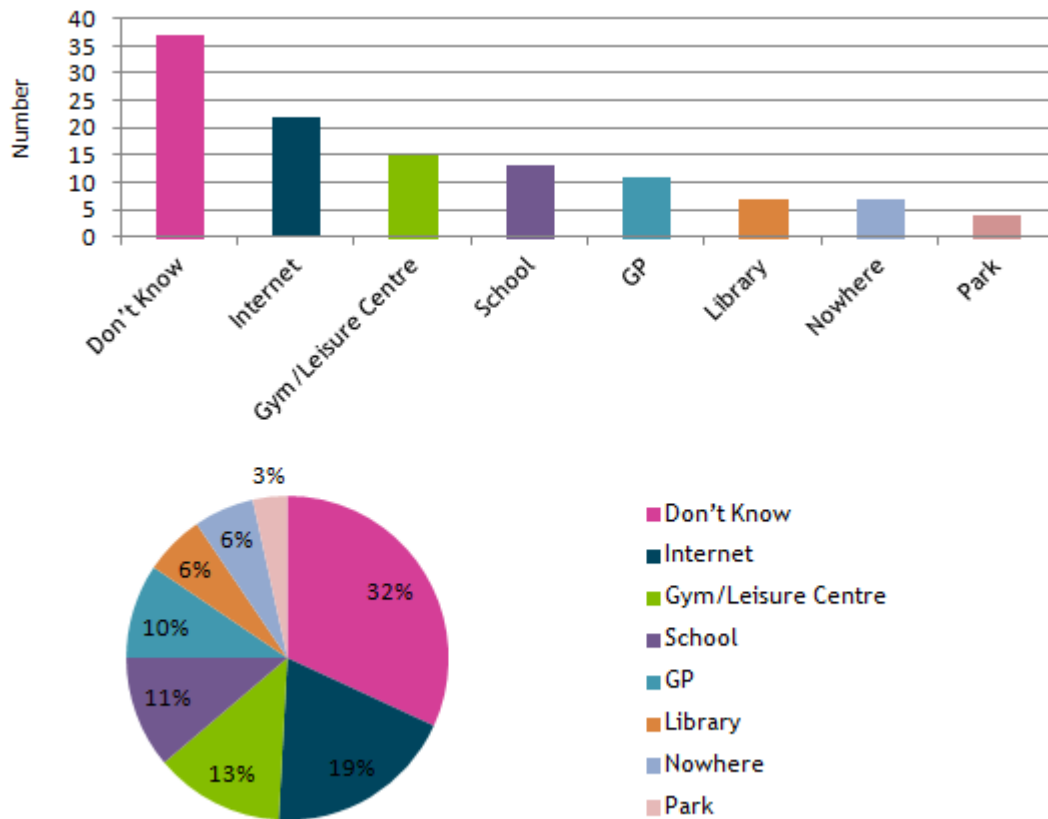
The social aspect of the HLH was key for most respondents, who met friends and formed relationships with staff. A crucial part of this is the activities on offer, particularly the table tennis.

Almost a third utilised the 'healthy living' aspect of the HLH, using the exercise bike or accessing health checks and tests. Some had reduced their visits to the GP and other health services as a result.

Around 20% have benefitted from the information on offer.

A significant percentage (13%) appreciated the fact the service is free.

4. Where would you go if you could not access the Healthy Living Hub?



A third of respondents were not aware of any alternatives to the HLH, with some doubting they would find a comparable service elsewhere. Many had developed constructive relationships with staff and users alike, resulting in a holistic, supportive and stimulating environment, that some felt could not be replaced.

Some feared they would end up on the streets, or isolated at home, should the service close, while others said their mental or physical health would deteriorate.

Cost is cited as a barrier to accessing mainstream alternatives such as gyms and leisure centres. It was also commented that the service is central and easily accessible, with one person saying alternatives did not accommodate their mobility scooter.

Specific comments

Impact on NHS services

“I’ll end up going back to my GP, but it puts more pressure on the NHS.”

“The Hub plays a good role in social care.”

“It would be a major loss to those who use it regularly, and those seeking advice.”

Impact to health

“There is nowhere like this, it’s always full. The classes are so important as my body gets stiff and it affects my mental health.”

“This will impact on my mental health condition.”

“Our health will suffer without this - it gets us out of the house.”

“Will miss the health advice received at the Hub.”

“Find it very sad. Against health promotion (obesity) and keeping fit. Doesn't make sense.”

“My daughter has got a lot of benefit from the exercise. Staff are very helpful.”

“I like to see the elderly people exercising and like the exercise bike.”

“Taking away this service (table tennis) will impact my health in a negative way. I will end up at home not exercising, isolated.”

“It helps me be more healthy and reduces stress.”

“I think it's terrible that the table tennis and exercise bike are going!”

“Nice, relaxed, ease the tensions.”

Impact on social isolation

“The service is worth having - someone to talk to.”

“It would be a huge loss!”

“The majority of young people of all ages come here, it will be a great loss if they can't access it!”

“Best place to play is here. There is nowhere else. No charge and inclusive.”

“I feel strongly that the Healthy Living Club should be allowed to continue.”

“Disappointed that service is closing.”

“I feel the Hub closure is a sad loss to the local community!”

“They should keep the Hub. It is a good place for informing people on keeping fit.”

“It’s very important to the community.”

“It’s good for youngsters to have somewhere to go.”

“I’d be devastated if it closes! Anything where people are vulnerable it seems that they get picked on.”

“This is very useful for elderly people like me. I don’t know why you are closing this service.”

“Devastated by the closure - wrong decision.”

Service is regularly used and appreciated

“I don’t know where to go - that’s the problem. We like it here, it’s specific to our needs.”

“Nowhere is as good as the Healthy Living Hub.”

“There is nowhere else to go, this is unique as it’s free.”

“There is only that place.”

“The location of the HLH is good - well served by trams.”

“I believe the Hub is beneficial to the local community. Used by all ages of social groups.”

“The service is very good and they treat us nice.”

“Why are you taking it away! Council Tax is up - services down. Where is the money going?”

“There aren’t enough places for exercise in Croydon.”

“Money is a barrier.”

“The Hub seems to be used a fair amount of time and it would be a shame to close it.”