

Frimley Health & Care Community Engagement Fund St Martin's, Old Dean project report

February 2025



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Contents

About Luminus.....3

Background3

 The approach:3

Key findings.....4

 a. What matters most to people in Old Dean?.....4

 b. What could make a difference to people’s wellbeing?.....5

 c. Barriers and challenges to accessing care in the community6

 d. Issues residents feel should be important for health and care decision makers to consider.....7

Demographics9

Signposting 11

Thank you 11

Appendix 11

Contact us..... 13

About Luminus

Luminus is an independent community interest company, which exists to empower people to have their voices heard. We are an enterprise driven by social value, that invests in the local community. We help organisations provide equity of access, and the best services possible through the inclusive involvement of local people. Our vision is to create a society where everyone's voice is heard so we all receive the support we need for our wellbeing.

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. Luminus were successful in their application to the Frimley Community Engagement Fund to facilitate such conversations within the community setting of St Martin's, Old Dean. This work coincides 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 chose St Martin's due to the group 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.

The community breakfast group that we visited supports local people [who are not necessarily members of the parish], and offers them free food, opportunity to get items from a community fridge, clothes, and warm, safe place with pastoral care. The group is an informal gathering of local people, and our independence meant that people were more open to sharing their experiences which otherwise may not be heard in the development of services.

On the day we engaged, the venue was overwhelmed with people dropping in, so much so that they run out of chairs. Because of this, we were unable to set up the mood visualisation cards. We conducted immersive listening interviews with people using the guide questions provided and signposted 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.

The approach:

- We designed a poster to communicate our visit a month in advance. [See appendix].
- We liaised with the vicar to find out what donations were in need. We brought with us toothbrushes and toothpaste for adults and children to be given out at a later date.
- We attended the weekly community breakfast drop in on Wednesday 29th January 2025 and spoke to 16 people, 14 of whom gave us an in-depth interview.
- We provided signposting where appropriate.

Key findings

The engagement research focused on a number of key questions including 'what matters to people most', 'what would make a difference to someone's wellbeing', 'what would you like to see changed in your community' and 'what barriers there are [if any] when trying to access services'. We have themed the findings into four key areas:

- a. What matters most to the people of Old Dean?
- b. What could make a difference to people's wellbeing?
- c. Barriers and challenges to accessing care in the community
- d. Recommendations for improvement.

a. What matters most to people in Old Dean?

Just over 1/3 of people said that looking after their **mental health** was key to their wellbeing and attending the group at St Martin's helped with the isolation and getting support.

"The most important thing to my health and wellbeing is socialising; I live on my own so being with people is really important for my mental health."

Female, 65-79, White British, Long term health condition

"Places like this [St Martin's] forces me out. Otherwise, I get very depressed. I don't know people here and suffer from anxiety and depression and it gets worse if I lock myself away. Going out is like medication."

Female, 65-79, White British, Long term health condition

Almost half of the people we spoke to discussed how **exercise** is incredibly important in remaining independent and healthy. Others spoke about how illness or injury had reduced their mobility and the desire to improve their movement or access to exercise.

"Exercise is also important. I do the exercises my physio has given me to do, and I also do keep fit once a week."

Female, 65-79, White British, Long term health condition

"I would like affordable exercise for different levels of mobility. There is not much out there for me."

Female, 50-64, White British, Disability, Unpaid Carer

"I'm very energetic and that keeps me healthy. It's so important to me. I walk literally everywhere I can."

Female, 80+, White British



"My legs are painful; I wish I was in top health and able to exercise."

Male, 50-64, Asian Bangladeshi

Money - or rather lack of - was something that was important to people's wellbeing and feeling happy and well. Money was key in order to heat one's home and provide healthy meals.

"Being fed and warm and being able to afford it when you are on a pension is also important and I know everything is going up again in April."

Female, 65-79, White British, Long term health condition

"Having affordable, healthy food. I can't really get that now. I do Weight Watchers, but I can't afford the food. There are some things I should eat but it's just too expensive. The same for exercise."

Female, 50-64, White British, Disability, Unpaid Carer

"At the moment, my finances are impacting my wellbeing. I'm very stressed. I have some debt arrears with council tax. I've been choosing to heat my home and couldn't afford both bills. I'm so worried all the time that I will be taken to court."

Male, 50-64, Asian Bangladeshi

"Heating in my home is important to me."

Female, 65-79, White British, Long term health condition

b. What could make a difference to people's wellbeing?

Almost half the respondents said **money** and being financially secure were the most important things that could change their wellbeing.

"More money would make a difference to my overall wellbeing. I think if you are financially secure it makes you feel more secure about everything. My car is due it's MOT and I'm worried that there might be something wrong because I don't have the money to put it right."

Female, 65-79, White British, Long term health condition

"Help with my utility bills. I can't pay for them. I'm in a constant state of stress and tension."

Male, 50-64, Asian Bangladeshi

"If you are on your own you are completely relying on yourself for money and care. More money would enable us to feel more secure and get help if we needed it."

Female, 65-79, White British, Long term health condition

"Money and anti-social behaviour. The police are aware, but they don't even come out sometimes. The person that bothers me lived near me before and now again. He bangs on my front door. It really upsets me. I just want to not be disturbed at home."

Male, 50-64, White British, Disability

"Money would be good and more funded activities such as exercise and healthy eating workshops and cooking classes."

Female, 50-64, White British, Disability

c. Barriers and challenges to accessing care in the community

Several themes emerged from this question, and many people reported issues with **transport** links, the time it takes to travel and the cost of getting transport to appointments. People also were concerned about GP access for themselves and the elderly.

"There's limited space in GP practices so, some of the services like physio, have to be outsourced elsewhere. They don't take into account people's ability to get there. Transport, time, money."

Female, 65-79, White British, Long term health condition

"I can get to my GP [Upper Gordon Rd] appointments as it is walkable but if going to Frimley Park Hospital, sometimes the bus is late, up to an hour and I feel like I can't be bothered. Seems to be driver dependent if running on time. I leave plenty of time but a whole day could be spent just getting to and from a hospital appointment."

Male, 50-64, White British, Disability

"I can't just rely on my neighbour's generosity to help me get to appointments. We need more community ambulances to help us. I was using Community care cars. I can't go online so I was going into Camberley to the post office to pay. But now the post office has closed, and I don't know where to pay. So how will I and others get around now?"

Female, 90+, White British

"To go to hospital, it means a day off work. I work at McDonald's and the bus routes take so long. I can't work that day. I'm on zero hours contract. I can't afford to be ill or attend appointments. If I don't work, I don't get paid."

Male, 50-64, Asian Bangladeshi

"I worry people can't afford to attend all their appointments and some people have to travel on buses to their GP appointments."

Female, 65-79, White British, Long term health condition

"One of the receptionists at Park Rd GP is so rude and dismissive to me. It makes me feel like giving up. Getting a GP appointment shouldn't be that hard. She was so rude to someone the other day who wanted to pick up a letter. I felt like I wanted to

apologise to him on her behalf. They tell me I have to go online. I don't have a computer anymore and my phone isn't up to it. I don't want to be forced to go online. I try and physically go in, then I get the receptionist with the attitude. It's so horrible.”
Female, 65-79, White British, Long term health condition

“Access to GPs and access to emergency services are the biggest challenges. Getting an appointment. Getting services to come out when you need them in an emergency.”
Female, 65-79, White British, Long term health condition

d. Issues residents feel should be important for health and care decision makers to consider

Suggestions 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.

“For those of us that can't drive or won't, please invest more at bus stops. My bus route here at College Ride has no shelter. I walk there often in the rain. I am wet and exhausted and need to sit and rest but there is nowhere. Elderly people waiting for late buses surely can't be expected to just stand in the rain?”
Female, 65-79, White British, Long term health condition

“It would be good to have local, free exercise classes, possibly here at St Martin's that I could access.”
Male, 50-64, Asian Bangladeshi

“Better transport for people like me travelling to Heatherwood from Old Dean.”
Female, 65-79, White British, Long term health condition

“Transport could be better for the elderly and those alone.”
Female, 90+, White British

“More community services to help people stay well for longer and for those to access services on low income.”
Female, 80+, White British, Long term health condition

“Invest in early diagnosis and ensure that people get the treatment they deserve.”
Better early detection from GP and care for cancer treatment and inpatient stays.”
Female, 50-64, White British, Disability

“I would like those people in power to put more police on the streets to make us feel safe, sort out the potholes and, rather than investing in a third runway, spend the money on the health service. We are all living longer. ”

Female, 65-79, White British, Disability

"The elderly feel forgotten. Take away this digital obsession for them. Make it easier to contact and let them ring."

Female, 65-79, White British, Long term health condition

"The top health and care priority for my community is getting hold of a doctor or, if they need it, an ambulance. It's a fear for me because I live on my own. If I got really ill, what would I do?"

Female, 65-79, White British, Long term health condition

People spoke about wanting to feel **safe** in their area and at night.

"Anti-social behaviour is something I think that needs to be a focus. If anyone knocks on the door after 9 pm, I am terrified."

Female, 65-79, White British, Long term health condition

"I'm scared of strangers. I don't like walking through the car park. They come towards you with their hoods on. I am frightened to go over to the park. We need safer spaces for people like us who want to walk and stay fit and live in our own homes as we get elderly."

Female, 65-79, White British, Long term health condition

"Reducing lead times for CAMHS. The waiting times are too long. This results in school refusals, exclusions, impact on family in debt, gambling, substance use."

Family support worker, Surrey Heath

Other suggestions included investments in residential and social care and that some people aware of the Frimley Park Hospital consultations were happy it was prioritised and addressed.

"I'm pleased they are fixing Frimley Park Hospital. I know all about the spongey concrete and the leaks. I am pleased they are prioritising it and just hope that they focus on accessibility for people without cars."

Female, 65-79, White British, Disability

Recommendations

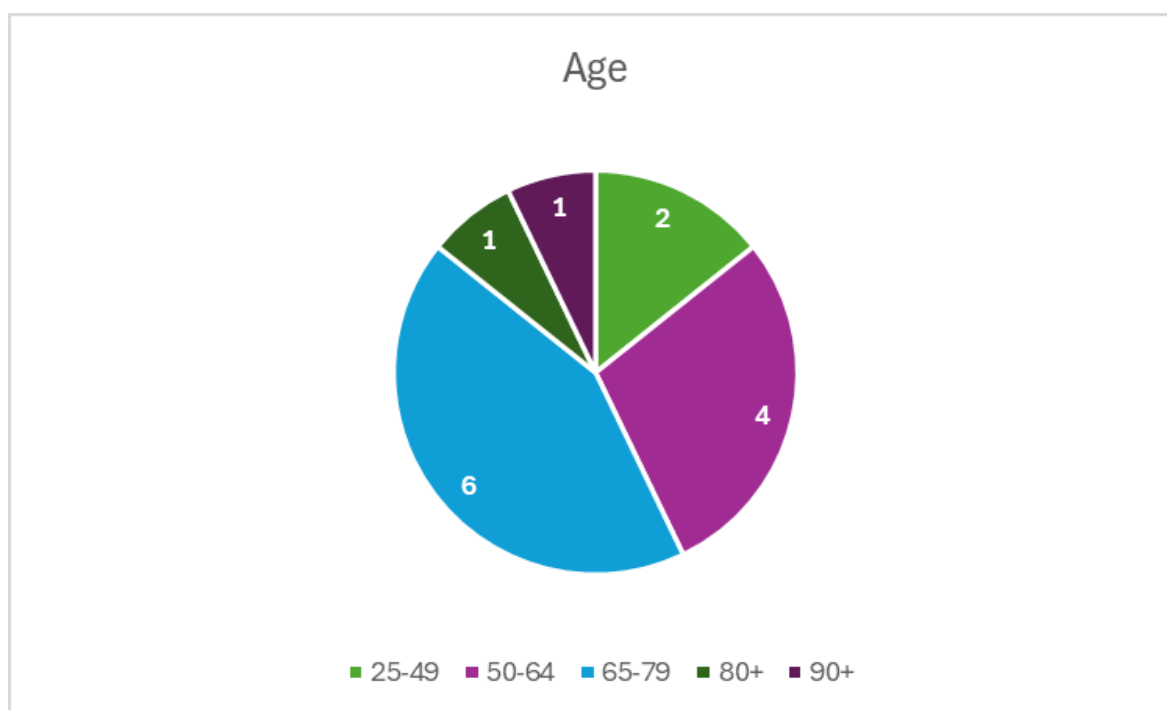
These recommendations are based on the key findings of this report, which was a reflection of what people told us on the day we collected the insight.

- Invest in the provision of more accessible [ideally free of charge] exercise and healthy eating and budgeting workshops and classes.

- Communication leaflet to community groups such as St Martin's detailing all the voluntary / low-cost taxi services to ensure everyone has access to affordable transport to hospital and GP appointments.
- Consider adding a bus shelter with bench seat to College Ride bus stop in Old Dean.
- Support signposting with benefit and debt advice, free clinics at community settings.

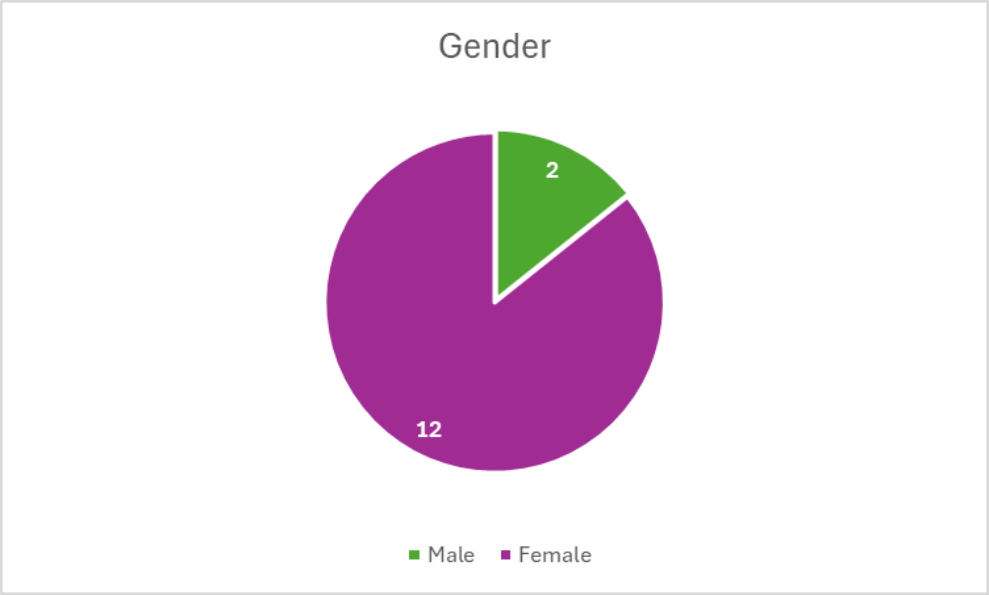
Demographics

The following charts show the demographics of the people we engaged with.



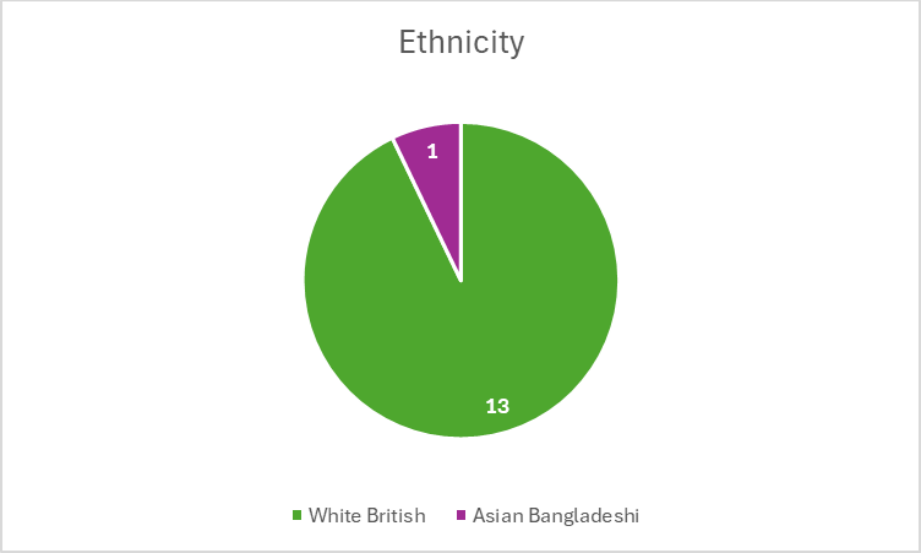
Age:

Age	No	%
25-49:	2	14%
50-64:	4	29%
65-79:	6	43%
80+:	1	7%
90+:	1	7%
Total	14	100%



Gender:

Gender	No	%
Male	2	14%
Female	12	86%
Total	14	100%



Ethnicity:

Ethnicity	No	%
White British	13	93%
Asian Bangladeshi	1	7%
Total	14	100%

Of the 14 people we spoke to 11 reported having a disability / impairment / long term health condition and 1 person was an unpaid carer.

Signposting


Where appropriate, our team signposted to other local support and advice organisations. These included Dental Choices; PALS; Local GP; Surrey County Council Adult Social Care; NHS Interpreter services and Citizen Advice.

Thank you

Luminus would like to thank everyone who shared their experiences with us, the staff at St Martin's that welcomed us and Frimley Health and Care for commissioning this project and allowing the patients to feedback in the development of future services.

Appendix





WHAT'S ON AT ST. MARTIN'S?

Free Community Breakfast
Sundays, 10-10.30am: Free Bacon Rolls, Pancakes, Pastries, Fruit, Yoghurt, Toast, Cereals, Tea, Coffee, & Juice

Sunday Service
10.45am: Kids/Youth Groups, Songs, Prayers, Tea & Coffee

Tuesday Tots
9-10.30am (Term-Time): Free Fun for Preschoolers

Wednesday Café
10-11.30am: Free Fruit, Homemade Cakes, Coffee, Tea, Hot Chocolate, Essential Items & Free Food Tombola

Saturday Café
10-11.30am: Free Fruit, Toast, Coffee, Tea, Hot Chocolate, & Chocolate Mountains

Messy Church
Free Crafts, Games, Activities & Tea for Children Aged 3-10

Outlook for Seniors
1st Wednesday, Every Month, 2-4pm:
Free Afternoon Tea & Fun Activities

Neurodiverse Support Group
The 3rd Monday of every month, 10-11.30 & the last Monday of every month, 19.30-21.00

The Alzheimer's Café
The 3rd Monday of Every Month, 6.30-8.30pm

The Hope Hub @ St Martin's
Thursdays, 10am-2pm

Men's Breakfast & Ladies Events
Please check Facebook for the next event



Our engagement team will be at St Martin's:

Date: Wednesday 29 January 2025

Time: 10am - 12noon.



Come and have a chat with us, tell us what matters most to you in terms of health, wellbeing and care.

Can't make it to this event? Contact us:



01483 301448



07592 787 533 (SMS/text only)



07592 787 533 (WhatsApp)



info@luminus-cic.uk



www.luminus-cic.uk



Come and share your thoughts with our engagement team so we can include you in shaping local health and wellbeing services in your area.

● Shining a light on what matters to people.

Contact us



Contact us through any of the channels below.

We'd love to hear from you:

-  Web: luminus-cic.uk
-  Telephone: 01483 301448
-  Text: 07592 787 533 (SMS only)
-  Email: info@luminus-cic.uk

Our address is:

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