

**Listening to feedback  
about the Wellbeing  
Navigation service in  
Medway**

**Final Report**

**June 2022**

## Background

Medway Council are preparing to recommission the Wellbeing Navigator services, provided by IMAGO. To support this, Healthwatch Medway were asked to engage with the public and key system stakeholders to gather feedback and insights to inform Medway Council in its recommissioning process. This feedback will complement existing contract monitoring data and enable the Council to make informed decisions for the future.

## Objectives

1

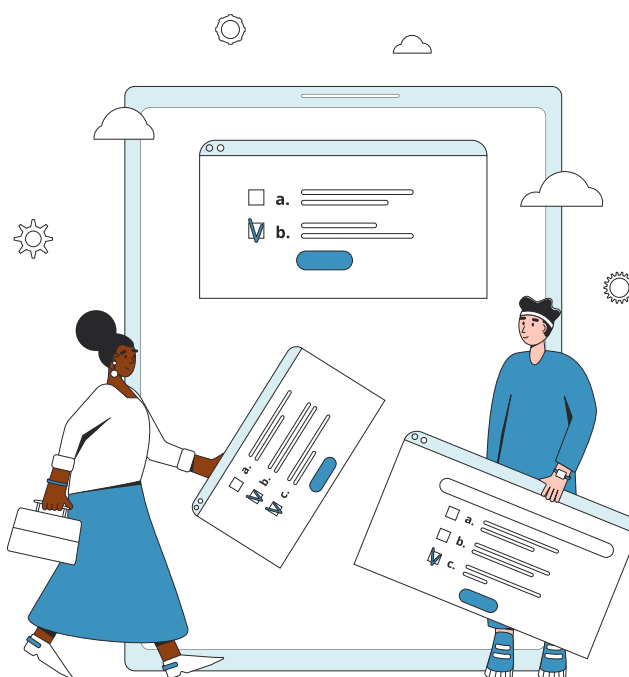
To build a picture of 'why' people are using the Wellbeing Navigator service (i.e. are they in need of information and guidance, emotional and practical support, or help to access a range of community, health and social care options?)

2

To understand 'how' people feel the service works for them, and what they found of unique value (as opposed to other services they were in touch with)

3

To understand how Wellbeing Navigation helps people overcome barriers to access care and address health inequalities



## **Who did we hear from?**

- **157** people who have used the Wellbeing Navigation service
- **102** residents of Medway
- **4** members of the Wellbeing Navigation team
- **45** professional stakeholders
- Just under **50%** of people who use the service had referred themselves.

## How did we do it?

### Face to Face Survey with Medway Residents

We spoke to 102 people face to face on the streets of Medway. We asked them if they had heard of the Wellbeing Navigation service and what their experience had been.

We spoke to people in Gillingham, Chatham, and Rochester High Streets. A range of ages and ethnicities were interviewed across gender, with participants aged from 15 to 96.

90% of those we spoke to had not heard of the Wellbeing Navigation Service. We asked these people if they feel they would benefit from accessing a service like Wellbeing Navigation and if not, why.

Of those that shared their opinion, 40% said they would like more support with their physical health, and 25% with their mental health. 1 in 10 would like more support for themselves, in their role of a carer. Nine people, that had heard of the Wellbeing Navigators, gave a reason for not using the service.

Most felt that their GP, or another service, would be able to support them with any needs they have. One person felt their family's needs were too great, and another said they were unaware of what support they can receive from a Wellbeing Navigator.

One person who had used the service told us about their positive experience. They had been referred by their GP when their wife became disabled. They felt that without the referral, they would not have accessed available support because they didn't know how to access it, and would like to see more navigators to support demand.

### Feedback from people who have used the service

121 people shared their experience about using the Wellbeing Navigation service in the last year. That feedback also included comments from a friend/family member/carers of someone who has used the service, have been offered the service, or are thinking of using the service in the future.

Responses were from a range of ages, with the vast majority being White British. Slightly more women than men responded.

Just under 50% of the people we heard from had self referred themselves to the service. Referrals came from a range of places, with the most common being after contact with a GP, or after visiting hospital.

The most common reason for people to use the service was to get assistance in applying for benefits, and information on what benefits and support was available.

Of those that had used the Wellbeing Navigation Service, 90% felt that the service was good or excellent, and had a positive, or very positive, impact on their or their loved ones health and wellbeing.

58% told us that the service had made them feel supported. This support enabled people to access benefits they were entitled to, and this helped improve mental health and wellbeing, and reduce stress.

Many people (40%) felt that if they had not received support from the Wellbeing Navigators, they would have found life more difficult. The reasons for this are that they would have suffered a lower quality of life without knowing what support is available or being able to access eligible benefits. People mentioned difficulty managing the application process for Personal Independence Payment, Attendance Allowance and a Blue Badge, with some not being aware they could access these benefits, or mobility aids until their Wellbeing Navigator informed them. 18% of those completing the survey had not used the Wellbeing Navigation Service. For most people, this was because they had not heard of the service. Four people gave feedback on why they had not used the service. For one, the service did not support his values on applying for benefits. Two others say they did not receive any support from a Wellbeing Coordinator, but did not elaborate on the reasons why.

### **In-Depth Interviews**

We spent time chatting in depth with 4 people who had used the service. Three of them joined a group discussion and one we spoke to individually. We spoke to each person for around 90 minutes.

All of them had used the Wellbeing Navigation service to get help with applying for benefits and completing forms. Everyone was very positive about the support that they received.

None had been signposted to other help or practical support, although everyone recognised the emotional benefits they had received from the service as well as the financial benefits. None of them were aware of what else Wellbeing Navigators were able to help them with beyond benefits and form filling.

### **Feedback from Wellbeing Navigation staff**

Four members of staff joined us online for a focused conversation which lasted 90 minutes.

Some staff felt that referrals to the service were not always appropriate with people needing more support than they are able to offer. Navigators told us they feel that they understand what different social prescribers offer, and can therefore learn which services are appropriate for each individual.

Barriers that make it difficult for people to access the services are caused by someone's individual circumstances such as being housebound, homeless, or living in rural communities.

## Feedback from stakeholders

45 professional stakeholders shared their thoughts and experiences with us about using the Wellbeing Navigation service.

We spoke to 18 professionals directly and a further 27 shared their thoughts online.

Stakeholders were from a variety of professionals: Adult social care, GPs, Voluntary Organisations, Locality Review Team and NHS.

The majority of people refer people to the Wellbeing Navigation service because the person needed help with their Benefits. Few stakeholders knew what else the Navigators could offer.

We heard examples of strong, constructive working relationships with teams such as the Integrated Locality Team and Kyndi, who have a clear understanding of what the service can offer and how they can support people. We also heard examples where this relationship was absent or lacking.

Three respondents shared their reasons for not referring to the service :lack of communication, that client's were already referred to a similar service, and the need for more Information on how Imago can support people.

Of those who had referred people to the service, almost all reported a positive experience with the ease of referral being complemented.

Three professionals in Social Care described the range of assistance as invaluable to their clients, though in contrast, two did not see the benefit when there were other services available, and that the focus should be on encouraging people to take care of their own needs independently.

Primary Care professionals talked about the lack of clarity on what Wellbeing Navigators can offer and the difference between them and social prescribers who are also provided by Imago. Many have the opinion that people would face delays in discharge from hospital, or have to wait for support, due to the strain on Adult Social Care, and that the Wellbeing Navigators help to reduce this.

Those that work closely with Wellbeing Navigators found them responsive and proactive. Others would like more communication. A lack of a consistent strong working relationship with Adult Social Care was evident from the feedback.

Suggestions for improvement focus largely on having more information on how working with Wellbeing Navigators is of benefit to their organisation and those that use the service. Once someone has been referred, people told us that they do not know what action has been taken, and would like to be kept informed about this.

A single point of access into the service would also be welcomed with professionals accessing the service through a variety of routes currently.

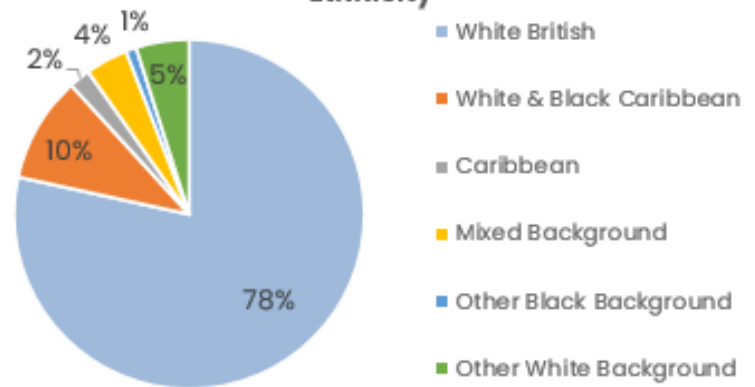
## Feedback from Medway Residents in more detail

A face to face street survey was conducted with 102 members of the public across Medway, to discover how many people had heard of the Wellbeing Navigation service. These took place in Gillingham, Chatham, and Rochester High Streets.

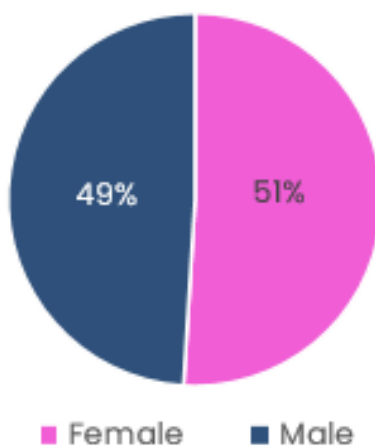
### Demographics

A range of ages and ethnicities were interviewed across gender, with participants aged from 15 to 96.

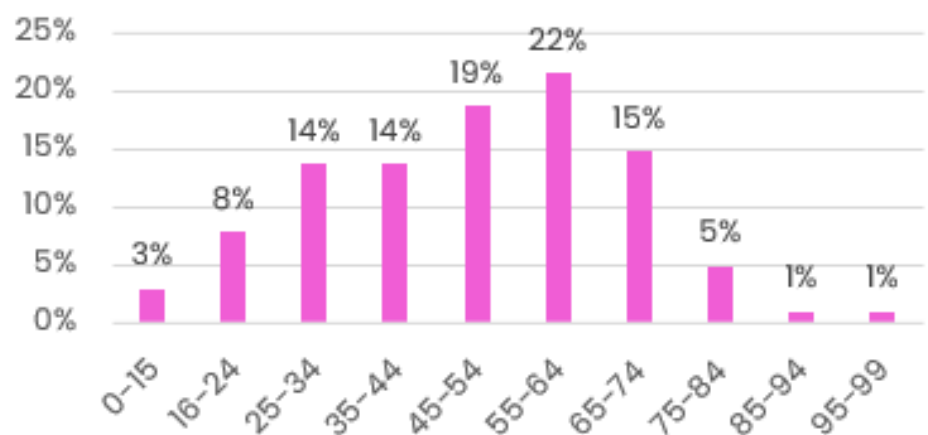
**Ethnicity**



**Gender**



**Ages of Participants**



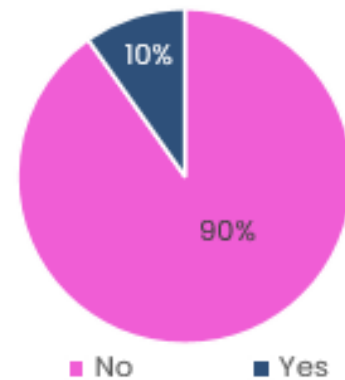
1. Please select your gender (102 responses)
2. Please select your age group (102 responses)
3. Please select you ethnicity (102 responses)

## Awareness of the Wellbeing Navigation Service

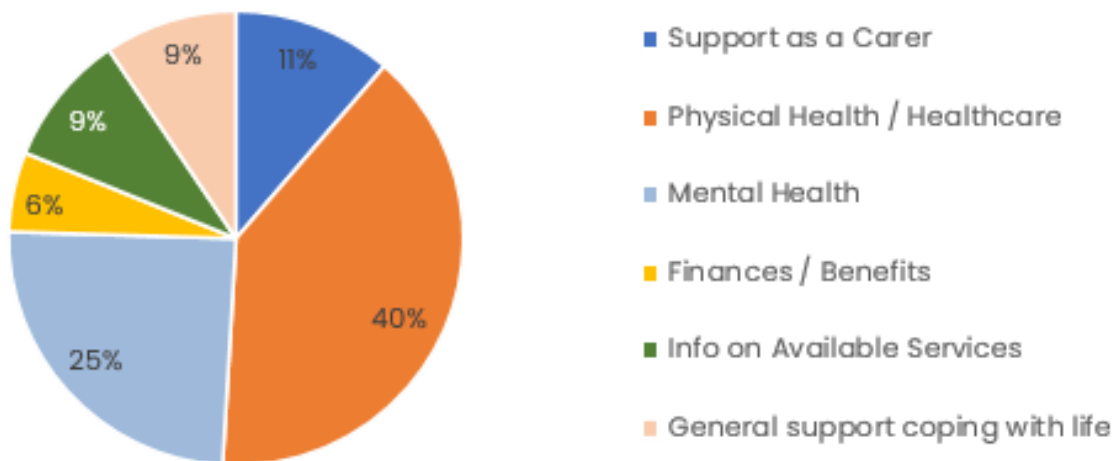
90% of those we spoke to had not heard of the Wellbeing Navigation Service. We asked these people if they feel they could benefit from accessing a service like Imago and if not, why.

Of those that shared their opinion, 40% said they would like more support with their physical health, and 25% with their mental health. 11% would like more support for themselves, in their role of a carer.

Have you heard of Wellbeing Navigators?



What Aspects of Your Life Would You Like Support to Navigate? <sup>1</sup>



**“Trying to get help for my daughter and husband for mental health support has been a nightmare. If there had been someone to help me that would have been so useful.”**

**Female 35-44 ; White British**

**“Just been diagnosed with a hernia, and would like support in what happens next. Who refers me, do I get a choice where to go, what does my employer need to do to support me?”**

**Male 35 - 44 ; White British**

**“When I lived in London it was very easy to access health care services but I find it difficult and confusing in Medway. I am always sent to different GP practices for appointments and tests and it’s not easy to find people to support me.”**

**Male 35-44 ; Asian Background**

1. What aspects of your life would you like support to navigate? (53 responses)



## Reasons for not using the Wellbeing Navigator Service (1)

Nine people, that had heard of the Wellbeing Navigators, gave a reason for not using the service. Most felt that their GP, or another service, would be able to support them with any needs they have. One person felt their family's needs were too great, and another said they were unaware of what support they can receive from a Wellbeing Navigator.

**"I have a nurse who comes in every day and does everything for me... Don't need anyone else."**

**Female 75-84 ; White British**

**"I have daughters that struggle with mental health and don't think they would be able to support us as a family."**

**Female 35 - 44 ; White British**

**"I work for a service that offers similar support to veterans, so don't need to use another service."**

**Male 55-64 ; White British**

## Experience of the Wellbeing Navigator Service (2)

One person we spoke to had used the service. They had a very positive experience, after being referred by their GP when their wife became disabled.

They felt that without the referral, they would not have accessed available support due to not knowing how to access it, and would like to see more navigators to support demand.

**"They knew straight away what was available for us. I wouldn't have known where to start or probably wouldn't have even bothered applying for benefits or equipment."**

**Male 55 - 64 ; White British**

(1) Why haven't you used the wellbeing navigators? (9 responses) ; Why do you feel that the wellbeing navigators would not be able to help you? (3 responses)

(2) Why did you first get in touch with the Wellbeing Navigators, and what were you needing support with? ; How would you describe the difference that the Wellbeing Navigator service has made to you? ; What do you think would have happened if the Wellbeing Navigation service had not been involved in your care and support?

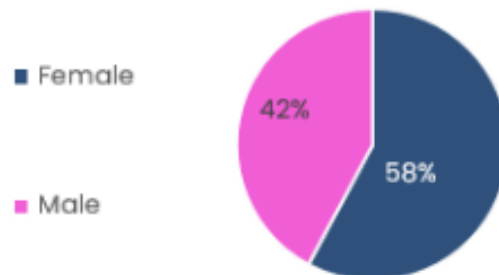
## Online Survey with Service Recipients

A total of 157 surveys were completed by people who have either used the wellbeing navigation service in the last year, are a friend/family member/carer of someone who has used the service, have been offered the service, or are thinking of using the service in the future.

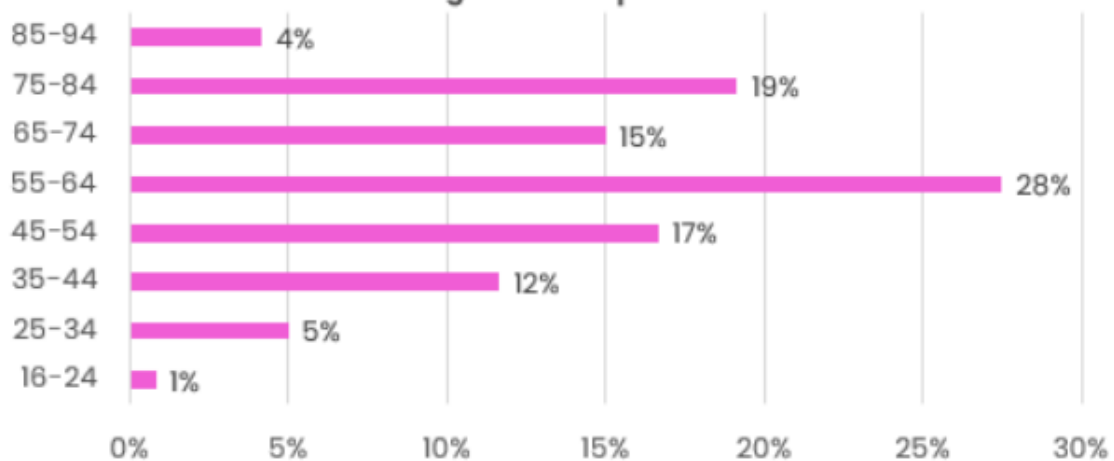
### Demographics

Service users that responded to the online survey were from a range of ages, with the vast majority being white British. Slightly more females than males completed the survey

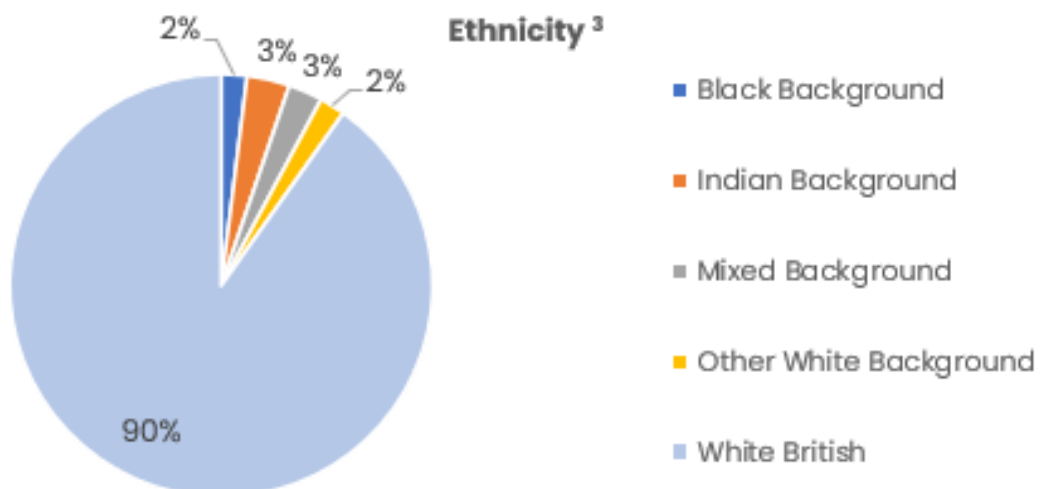
Gender <sup>1</sup>



Age of Participants <sup>2</sup>



Ethnicity <sup>3</sup>



1 Please select your gender (150 responses)

2 Please select your age group (156 responses)

3 Please select you ethnicity (153 responses)

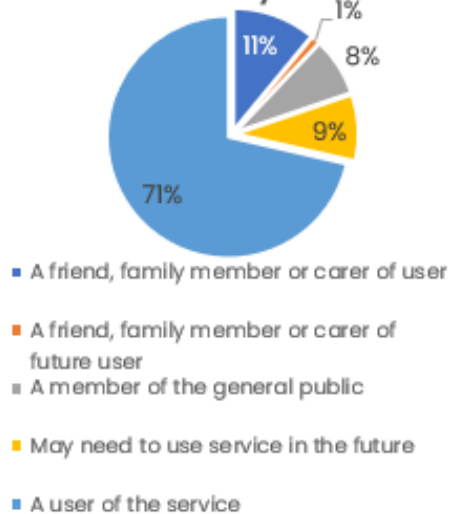
## Source of Referral and Reasons for Accessing the Service

4 in 5 were either a user of the service or a friend, family member or carer of a user of the service. Just under half had self referred.

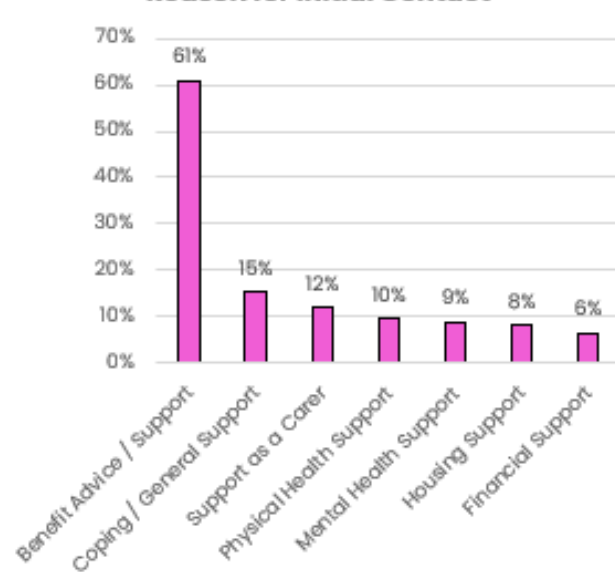
Referrals came from a range of places, with the most common being after contact with a GP, or after visiting Hospital.

The most common reason for contact was to get assistance in applying for benefits, and information on what benefits and support was available.

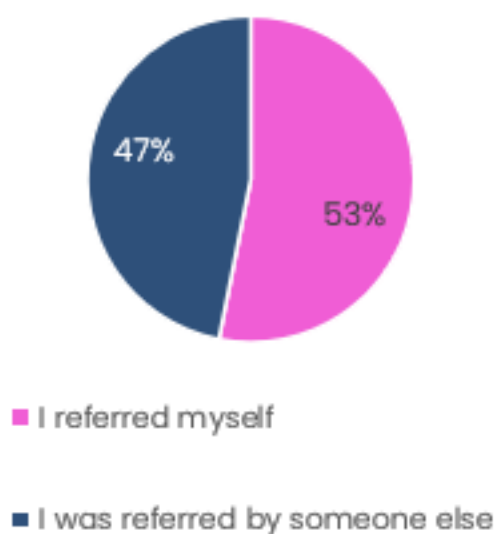
**Individual Completing Survey <sup>1</sup>**



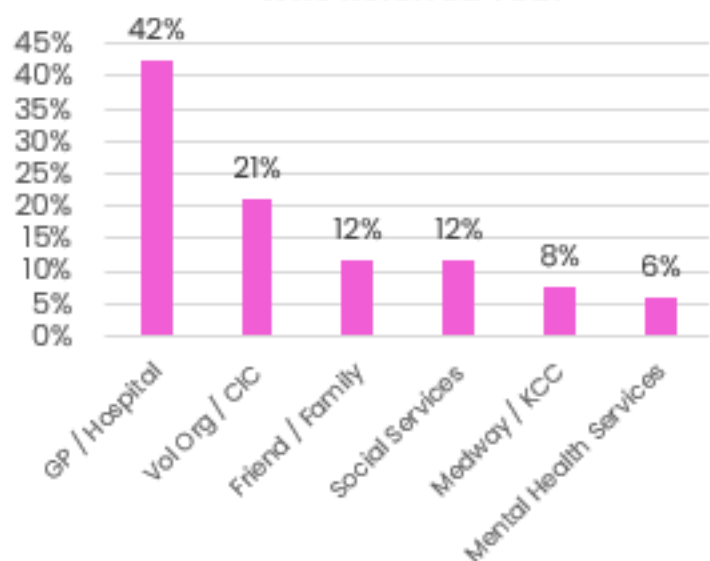
**Reason for Initial Contact <sup>2</sup>**



**Type of Referral <sup>3</sup>**



**Who Referred You? <sup>4</sup>**



1 Please select from the list of options that best describes who you are (153 responses)

2 Why did you first get in touch with them, what were you needing support with? (25 responses)

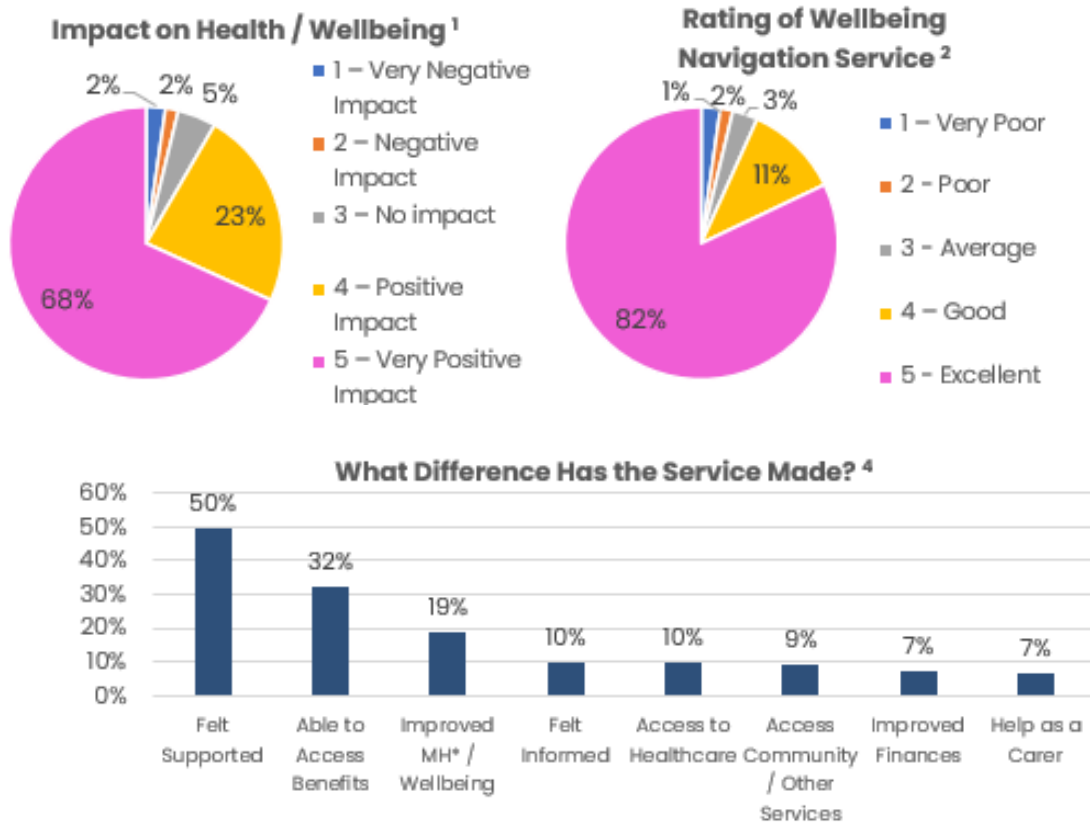
3 Did you refer yourself, or were you referred by someone else? (132 responses)

4 Which organisation referred you? (352 responses)

## Experience of the Wellbeing Navigator Service (1)

Of those that had used the Wellbeing Navigation Service, 93% felt that the service was good or excellent, and had a positive or very positive impact on their or their loved ones health and wellbeing.

50% said that the service had made them feel supported. This support enabled people to access benefits they were entitled to, and this helped improve mental health and wellbeing, and reduce stress.



**“The fact that they were able to work with my GP and the medical practice. It made such a difference. I cannot express my gratitude for the wellbeing navigators being there to help and support me.” Male 35 - 44 ; White British**

**“I was upset, they helped me tremendously, can't praise them enough. I wouldn't be on the right benefits if it wasn't for these lovely, kind, understanding people.” Female 55-64 ; White British**

**“They gave me practical advice that I have been able to use to move forward.” Female 35-44 ; British Indian**

**“After listening to health issues, Wellbeing Navigator spoke to my doctor surgery about my condition and referred me to occupational therapist.” Male 55 - 64 ; British Indian**

1 What impact do you feel that the service has had on your health and wellbeing? (96 responses)

2 How would you rate the service from 1-5? (98 responses)

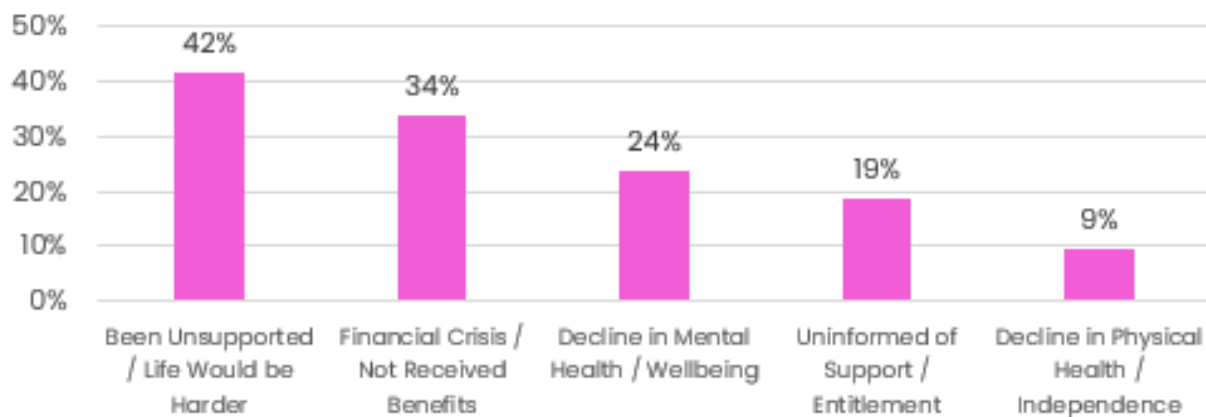
3 How would you describe the difference that the Wellbeing Navigator service has made to you? (83 responses)

## Experience of the Wellbeing Navigator Service (2)

Many people felt that if they had not received support from the Wellbeing Navigators, then they would have found life more difficult. The reasons for this are that they would have suffered a lower quality of life without knowing what support is available or being able to access eligible benefits.

People mentioned difficulty managing the application process for Personal Independence Payment, Attendance Allowance and a Blue Badge, with some not being aware they could access these benefits, or mobility aids until their Wellbeing Navigator Informed them.

What Would Have Happened Without the Service? 1



**“I would have suffered stress, no idea where to turn, maybe lose my home, more ill than I am. They are not just form fillers - I can pick up the phone to them if I need to, with anything. They are a light end the end of a very long tunnel.”** Female 55-64 ; White British

**“Without Wellbeing navigation service support, I would have suffered with depression. Furthermore, I would have struggled to move around the house.”** Male 55 - 64 ; British Indian

**“I probably would not have known about all the help available for me and been without support and struggling for another 20+ years.”** Female 35-44 ; White British

**“I really shudder to think... you can't put a price on people's health and wellbeing, they have helped me so much.”** Male 35-44 ; White British

**“We wouldn't have known anything about the benefits. It was so stressful.”** Male Age Refused ; White British

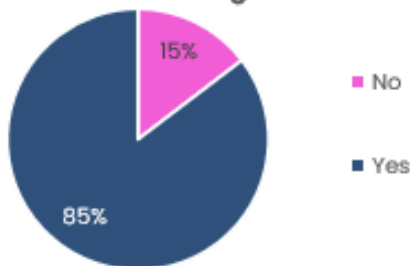
1 What do you think would have happened if the Wellbeing Navigation service had not been involved in your care and support? (118 responses)

## Reasons For Not Accessing Wellbeing Navigators

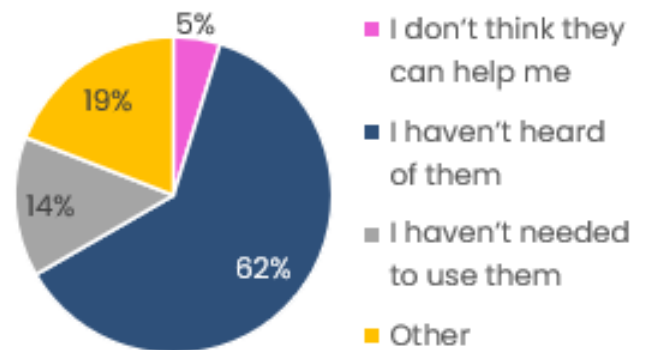
15% of those completing the survey had not used the Wellbeing Navigation Service. For most people, this was because they had not heard of the service.

Four people gave feedback on why they had not used the service. For one, the service did not support his values on applying for benefits. Two others say they did not receive any support from a Wellbeing Coordinator, but did not elaborate on the reasons why.

Have You Used the Wellbeing Navigators?<sup>1</sup>



Reasons for Not Using Navigators<sup>2</sup>



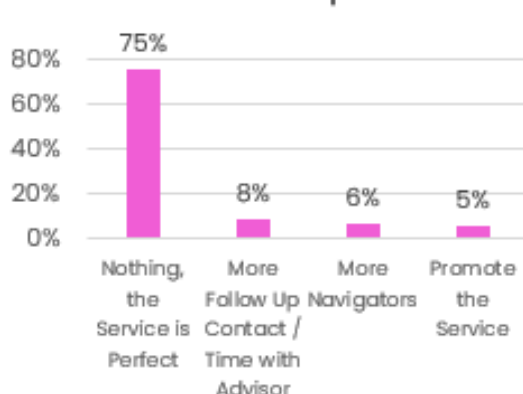
“We are on NO benefits of any kind. Being of the old school, (we) have always been too proud to ask for anything - other than her Blue Badge... we never applied for any benefit.” Male 85 - 94 ; White British

“Will never contact Imago again. Dreadful service and made me feel like I was not valued.” Female 35-44 ; White British

## Suggestions for improvement

The vast majority were very happy with the service and could not think of any improvements. Suggestions were made to have more time with their adviser and more follow up calls, and to expand and promote the service to support more people.

What Could Be Improved?<sup>3</sup>



“They need more care navigators to keep up with the demand.” Female 55 - 64 ; White British

“I do wish they had more time to help me faster as there is a lot of waiting for help.” Male 45-54 ; White British

“The organisation is a credit to Medway Council, they play such a vital role in people's health. I have nothing but good positive things to say about wellbeing navigators.” Male 35-44 ; White British

<sup>1</sup> Have you used the Wellbeing Navigators? (157 responses)

<sup>2</sup> If you haven't used the Wellbeing Navigators, why not? (21 responses)

<sup>3</sup> Is there anything that you think could be improved with Wellbeing Navigators? (101 responses)

## Focus Groups with Service Recipients (1)

### What works well for you about the service?

We conducted one focus groups with 3 individuals and a one-to-one interview with people who had used the service.

The focus group and interview were held online and lasted for around 90 minutes.

Two were male, two female. One was disabled and one lives with mental illness.

All needed help with applying for benefits and completing forms. Everyone was very positive about the support that they received.

None got signposted to other help or practical support, although everyone recognised the emotional benefits they had, because someone had enabled them to access their benefits.

It was mentioned that the impression can be that Wellbeing Navigators only support with filling out forms, and that more promotion of other services that they can provide would be of value.

### Why did you come to the Wellbeing Navigation service?

- "It took me 2 years to swallow my pride and ask for help."
- "I started going to Imago because I wasn't getting any help for my mental health from anywhere else."
- "I needed help filling in forms for my PIP assessment and I was struggling and getting frustrated. Canada House (community mental health) told me there was nothing they could do for me."
- "I had got help from Imago for many people, and then I needed help myself as my husband has cancer."
- "I did not know about the Wellbeing Navigator Service until I was referred by Kent Fire & Rescue Service. Had contact with GP following referral for hip replacement surgery for husband who is now disabled."

"Imago are the only ones who helped me. No other service is interested in me"

### What help do you get from Wellbeing Navigators?

- As a carer, I did not know where to turn and what the next steps should be to get the right support. The Wellbeing Navigator Service was invaluable to getting the right support and equipment to support mobility around the home. Have found the experience of the service extremely supportive and positive.
- I live in Swale and it's a nightmare to get healthcare as we are on the border. They have helped me to get my Blue Badge and Attendance Allowance.
- I don't know what benefits I should have. Imago helped me.
- They keep me going. Without them I would be lost.
- If Imago didn't exist, what would happen to people like me?
- Imago make me feel like a human being, not just a name on the list.
- It makes me feel better that they are there.

"Imago makes sure my assessment forms are correct first time round so there is no delay to my payments and my anxiety is reduced"

## Focus Groups with Service Recipients (2)

### What works well for you about the service?

- They listen to me.
- Every time I have tried to get social services to help me, I have failed, but Imago know their way around the service and have got me help.
- If I didn't have someone to help me with my PIP, I don't know what would have happened to me.
- They come and visit me at home.
- The relationship I have with the Navigator is important. It's a personal relationship. I don't get passed around. They know me. I can email or text them directly.
- Sometimes you need someone who understands you and listens to you
- Staff are warm, approachable and knowledgeable. They get back to you almost immediately which in this day and age is precious.
- Emotional support not only for husband but for the carer also.
- Help with completing benefits forms.
- Referral to Adult Social Care for home adaptations to enhance mobility around the home, and Installation of an Emergency Assistance System.
- Referral to Physio/Occupational Therapy and a befriending service.
- Very personable and friendly Navigator.
- Regular weekly appointments, always on time with no messing around.
- Helpful and able to chase up the various elements that were needed to ensure the right support was received.
- Wide range of needs that they could support with.

"No other service offers that net that catches people in society"

### Could you get these services/support without Imago?

- No. if I hadn't come to Imago, I would still be banging my head against the wall.
- I am experienced at filling in forms but Imago know what they are doing.
- They got my friend a carer. She would still be stuck in a care home if it wasn't for Imago. All other professionals failed to get her a carer but Imago did and that meant she could go home.

"They can deal with social services and all the rigmarole. Their knowledge of how the system works is phenomenal."

### What could be better?

- More people need to know about it.
- I don't know what I don't know. It would be good if they could tell me about other services that Imago offer or other ways that they could help me.
- More people could benefit if they only knew about it.
- What they give us right now is ample.

"I didn't realise that they did more than paperwork."



## Focus Group with Imago Staff (1)

Four members of Imago staff were part of an online focus group, lasting around 90 minutes. Some felt that referrals were not always appropriate for the service, as the individual may need more support than the Wellbeing Navigation service is able to offer. Navigators feel that they understand what different social prescribers offer, and can therefore learn which services are appropriate for each individual. Barriers are sometimes experienced with individuals with circumstances such as being housebound, or homeless, and in rural communities.

### Are the right referrals received?

- Majority of referrals recently have been from GPs- especially from Highparks surgeries.
- Self-referrals are becoming increasingly common from friends and family of people who have used the service, via word of mouth.
- Inappropriate referrals from Social Services - mental health issues may not fit the criteria of social services so they signpost/refer to Imago. There is nothing Imago can do. The client may need a support worker or advocacy.
- Working on strengthening links between social services and Imago- such as hot desking at social service locations/ communication pathways between team leaders. It's important for both to work together to understand their remit.
- Urgent referral- quick turnaround in Medway however they are not an emergency service, so they are constrained. They are reliant on other services for some purposes.

“People think we are going to go out and do something for them, but we are actually there to give guidance”

### What innovations have the service made?

- Contacts they have made. Growth of contact lists and promotion of the Imago brand.
- Can now save time by doing necessary physical visits while supporting clients virtually wherever possible. This allows us to maintain a higher standard of care and work with a wider number of clients.
- Prioritised those in need of urgent care so less people falling through the cracks
- Working well with other services such as social prescribers and discussing remits.

“We get a lot more of the referrals that would go to social services because of the large waiting list for those services.”

### What are the key avenues for signposting to other services?

- Most referrals last month (March) were to Medway Council. This included blue badges, housing and befrienders.
- One call a week for 30 minutes can do a lot of good.
- Referred to social prescribing a lot.
- Referred to OT (Occupational therapy).
- Waiting list for OT at Medway Council was huge.
- Social prescribers all have slightly different contracts, and some are even employed by Imago. Navigators understand these contracts and learn who to refer to. They have independently set remits between social prescribers and navigators to not overlap.

## **Focus Group with Wellbeing Navigator Staff (2)**

### **What are the most frequently needed additional support or personal support needs that people express?**

- Blue badges
- Housing
- Occupational Therapy (handrails, assisted living) and home adaptations
- Fuel poverty
- Food bank vouchers
- Benefits (Universal Credit support, Personal Independence Payment)
- Mobility and care / Care needs assessments

### **What innovations have the service made?**

- Navigators stick to specific areas, so they know their contacts, surgeries and lay of the land.
- CAB refers into Imago
- There is nobody like Imago
- Their ability to make home visits means they can provide a better standard of service that some services cannot.
- Welfare calls from Imago after someone uses the service.
- Navigators at Medway Hospital assist the discharge team and provide assistance.

### **What barriers and system challenges have an impact on people using the service?**

- Inappropriate referrals.
- Benefits.
- I.T. can be a challenge for the older client. There's no real help for clients. There's not enough resources for them.
- COVID meant that they were not allowed to visit homes to obtain the ID for a blue badge. Proving ID can hold up a lot of access to services and it was difficult to get the information.
- Street homeless can't get new birth certificates easily or other documents. Housing requires a long record of bank statements, but this is unrealistic for some homeless people.
- A lot of Kent clients are housed in Medway, but are registered to Kent, so the client gets thrown between services.
- Housebound people may not be able to get to food banks, but there isn't a service to provide the food. They do not have money for online shopping and cannot access the food bank. Strood does not have a service that is visible, however wHoo Cares are quite useful in this role for Hoo Peninsula.
- Transport and advocacy.
- Imago reports back about service gaps and feeds back to KCC (Kent County Council) and the CCG (Clinical Commissioning Group).
- Have internal communications team, OTs (Occupational Therapist), nurses etc - years of experience in close reach.

### **What have you learnt from other services, perhaps in other areas, that you think could be of value in Medway?**

- Financial assistance services for fuel poverty etc.
- Rural communities are losing transport links. Transport links may not be able to break even in these areas- Someone who was once independent and self sufficient may then be a victim of isolation.
- They bridge the gap between health and social care

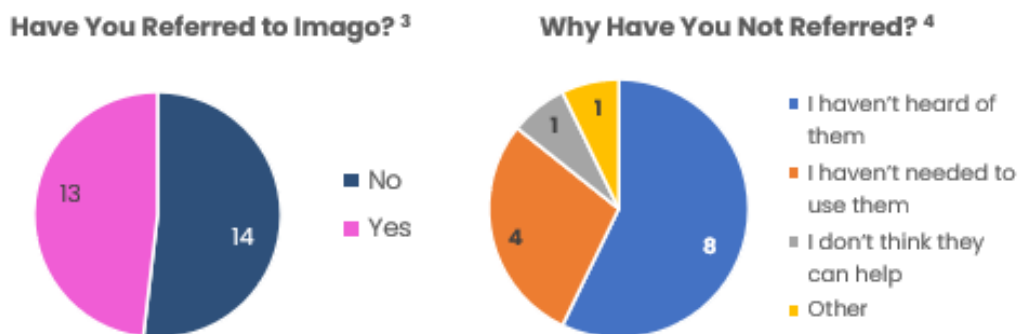
## Online Survey with Stakeholders (1)

An online survey was sent out to individuals who may refer Medway residents to the Wellbeing Navigation Service. 27 responses were received from a variety of professionals: from Local Government, Voluntary Organisations and Health and Social Care. Half of those responding had referred residents to Imago In the past.

Three respondents who had not referred into the service gave a reason for not doing so. These were given as a lack of communication, that client's were already referred to a similar service, and the need for more information on how Imago can support people.



### Other Voluntary Organisations included Kyndi Limited, One Big Family, and Pathways



**“It could be better integrated into primary care. They don't have access to EMIS so work with patients but don't record in the notes. They don't communicate with our social prescribers which is frustrating.” Manager in Primary Care**

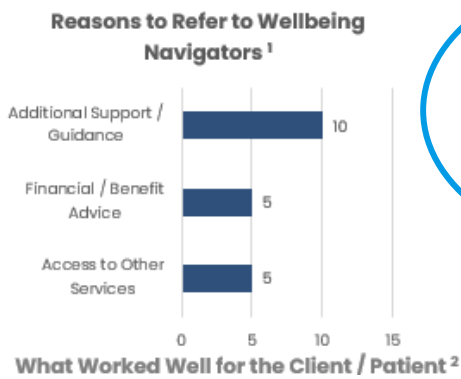
1 Please select from the list of options that best describes who you are (27 responses)

2 Please state what organisation you work for (all that named an organisation (26 responses)

3 Have you referred people / patients to the Wellbeing Navigator service? (27 responses)

## Online Survey with Stakeholders (2)

Stakeholders who refer to the Wellbeing Navigation service have said that they do so because it can offer support, in addition to the service that they provide in their own organisation. Wellbeing Navigators also provide the most comprehensive advice around benefit entitlement. All except one response said that their clients had a positive experience. Four of these responses were from Imago staff who worked in roles other than Wellbeing Navigation. One negative response was received, as the person who referred their client said only an email was sent.



“Support for the patient to access appropriate services and benefits maximisation.”  
Medway Community Healthcare Employee

“Wrap-around support in addition to what we aim to provide.” Department for Work and Pensions Employee

“Advice and guidance around housing, benefits and general wellbeing.”  
Imago Employee

### What Worked Well for the Client / Patient 2

“Help filling out claim forms, finding things to minimise isolation. Wellbeing improves with contact with caring professionals.” Department for Work and Pensions Employee

“Signposting and linking to appropriate services.” Medway Community Healthcare Employee

“Advice and guidance around housing, benefits and general wellbeing.” Imago Employee

“Befriending / social isolation / benefits checks / decluttering services.”  
Imago Employee

“None - they didn't help just sent an email.” Medway Council Employee

<sup>1</sup> What is it that you hoped to achieve for the patient in accessing the wellbeing navigator service? All that gave an opinion (13 responses)

<sup>2</sup> What parts of the service do you think worked well for your patient? All that gave an opinion (13 responses)

## Online Survey with Stakeholders (3)

Those who referred to the service were happy with the ease of referral, and the further support that Wellbeing Navigators could provide to their clients. They felt that having all aspects of an individuals wellbeing considered was very beneficial, and that Wellbeing Navigators were able to assist in many ways with varying needs of their clients. Two suggestions for improvement were made, which were to provide befriending, and also to include Wellbeing Navigators as part of the hospital's Multidisciplinary Team, to arrange support when patients are discharged.

### What Worked Well for the Referring Organisation 1

"Knowing another organisation is in contact with my clients means I know they feel cared about and have more than one person to approach when in difficulty, or need support. Knowledge shared is a great help." Medway Council Employee

"Very efficient communication." Kyndi employee

"The GP's in the PCN\* can easily refer to their Social Prescriber who work in the PCN for longer term support. Social Prescribers refer out to Wellbeing Navs for additional form filling and assessment support. Both services work in conjunction to support patients and are able to feedback to the patients GP on support received." Imago Employee

### How the Wellbeing Navigation service compliments other services 2

"This improves peoples engagement in my opinion as they often don't know what they need or how to access it. Wellbeing Navigators are a great starting point." Medway Council Employee

"I found this service to be the most beneficial to patients - sadly there are very few resources for people and the Citizens Advice Bureau has not been particularly helpful to patients I have supported." Imago Employee

"Social Prescribers can work on longer term goals with patients such as increasing a patients confidence and independence to support themselves, whilst Wellbeing Navs can support with practical concerns." Imago Employee

### How the Wellbeing Navigation service compliments other services 2

"I'd like to see more Navigators in the hospital if possible, perhaps with more of a visible presence on ward rounds as working part of an MDT\*\* can be invaluable to the patient discharge experience." Medway Community Healthcare Employee

"To provide befriending - so many people are still very isolated as a result of covid. Many elderly people would benefit from a phone call every week or so, just 20mins makes a major difference to people, reminds them that people do care and they are still a part of life." Imago Employee

1 What parts of the service do you think worked well for you as a GP practice/ Hospital/ community organisation (10 responses)

2 How does the Wellbeing Navigation service compliment other services you refer people to? (11 responses)

3 What, If anything, would you change about the Wellbeing Navigation Service? (2 responses)

\*PCN - Primary Care Network \*\*MDT - Multidisciplinary Team

## **In Depth Interviews with Stakeholders (1)**

We spoke directly to 18 stakeholders including four General Practitioners, five Adult Social Care workers, two staff from Medway Community Healthcare's Integrated Locality Review Team and two staff from Kyndi, who provide technology to support care needs.

There was a varying amount of awareness on how the Wellbeing Navigation service can support their patients/clients. Medway Community Healthcare's Integrated Locality Team have a strong relationship with Wellbeing Navigators and are aware of a wide variety of support that can be offered.

Three professionals in Social Care described the range of assistance as invaluable to their clients, though in contrast, two did not see the benefit when there were other services available, and that the focus should be on encouraging people to take care of their own needs independently. Those that did refer, mentioned that they usually do so to help clients access benefits. This may be a factor in why Wellbeing Navigators support people in this area most frequently, as evidenced in the Service User Survey.

Primary Care professionals mention not having clarity on what Wellbeing Navigators can provide, that is different to social prescribers and other organisations. Kyndi have a close working relationship with Wellbeing Navigators, as they work from the same location, as part of the Integrated Discharge Team in Medway Maritime Hospital.

Many have the opinion that people would face delays in discharge from hospital, or have to wait for support, due to the strain on Adult Social Care, and that Wellbeing Navigators help to reduce this.

Those that work closely with Wellbeing Navigators found them responsive and proactive. Others would like more communication. We heard about the lack of a consistent working relationship between Adult Social Care and the Wellbeing Navigation service.

Suggestions for improvement focus largely on having more information on how working with Wellbeing Navigators is of benefit to their organisation and those that use the service. Once someone has been referred, some mention that they do not know what action has been taken, and would like to be kept informed about this.

## In Depth Interviews with Stakeholders (2)

### What is it that you hoped to achieve for the patient in accessing the Wellbeing Navigation Service?

- Imago have staff who work with a GP Practice (two Mental Health Nurses and a Social Prescriber), and as far as is known, the social prescriber provides all of the support needed without involving a Wellbeing Navigator
- Wellbeing Navigator's knowledge on welfare benefits is good and multi-faceted cases have been handled well by them.
- Staff from Kyndi referred patients for many reasons, which they stated as: homelessness; drug and alcohol addiction; domestic abuse; hoarding; benefits and finances; physical and mental wellbeing; pest control and key cutting.
- Medway Community Healthcare's Integrated Locality Team (MCH-ILR) refer as they know that patients can receive support for a wide range of issues including home management, shopping, benefit entitlement, hoarding, befriending and signposting.
- Adult Social Care (ASC) professionals refer for support applying for benefits and social support such as befriending. Three of the five ASC professionals we spoke to feel that they would not be able to provide the extra support that Wellbeing Navigators can offer.

**“Imago are always on top of it. They get in touch with clients very quickly.”**

### Do you think the patient would have been able to access these without a Wellbeing Navigator? If not, why not?

- As a GP, social prescribers, care navigators and similar roles are invaluable, and are currently “propping up the Health Service”. Primary Care do not have the knowledge of what support is available in the community.
- Patient's would have to stay in hospital longer without the support of the Wellbeing Navigation Service to facilitate discharge.
- ASC and the MCH-ILR Team would need to learn the contacts and build the relationships they need to find solutions for patients. This would have a huge knock on effect and patients would be left unsupported for much longer.
- Wellbeing Navigators spend a lot of time researching for the right contacts.
- It takes a long time to access services for a patients, otherwise it's a lot of research and contacting. It's not easy to directly contact some services like ASC
- ASC can take some time to provide an assessment and help is often needed promptly.
- Some patients are not happy to involve Adult Social Services due to their perceived stigma, and are more open to accept help from Wellbeing Navigators whom they have built a relationship with.

**“Some patients do not have resilience or capability to get through to some services”**

## In Depth Interviews with Stakeholders (3)

### What parts of the service do you think worked well for you as a GP Practice / Hospital / Community Organisation?

- Linking between Navigators and social prescribers- creating a wider social care directory and a wider team from multiple organisations
- Wellbeing Navigators have deadlines on cases. Social prescribers stay with patients longer
- Sending Wellbeing Navigators more financial support cases while social prescribers handle more wellbeing needs.
- Wellbeing Navigators attend weekly meetings with MCH-ILR. 90% of cases referred to the ILR team are then referred to Wellbeing Navigators, and when the weekly meeting takes place, the Wellbeing Navigators have already picked up the cases, made contact with the patients and can provide an update.
- If there are any questions, they are always available for a conversation

**“I would be really stressed and feel really guilty, because I couldn’t help all these people.”**

### How does the Wellbeing Navigation service compliment other services you refer people to?

- They work well with the Simply Connect service within Medway Council.
- They can share information between other services.
- Kyndi feel that Wellbeing Navigators can pick up support they are not able to offer, and vice versa.
- ASC do not have to pick up cases, which relieves that service, and it supports patients to be discharged from hospital sooner
- Those working in Primary Care are not clear on where the service is of benefit. The service is very much needed to fill in the gaps where primary care cannot, but the system appears to have become very complex with Wellbeing Navigators, Social Prescribers, Dementia Coordinators and Care Navigators. It is not clear what the difference is between the roles in what support they offer.

### What parts of the service do you think worked well for people / patients you refer?

- They cover a wide range of support, and a client can deal with one single contact rather than dealing with a whole range of organisations.
- Clients of ASC, who have lower level needs, would fall out of remit and not receive any help. Wellbeing Navigators can provide support for this group of people, preventing situations from escalating and then presenting with much higher needs.

**“Anything to facilitate discharge, even if it means feeding the cat.”**



## **In Depth Interviews with Stakeholders (4)**

**Once someone has accessed the Wellbeing Navigation service, what sustains the person / patient to reduce loneliness or maintain their wellbeing?**

- Patients are thankful that people listen
- Empathy
- Wellbeing Navigators have a low staff turnover, which means that patients get to know one person and build a relationship

**To what extent has the Wellbeing Navigation service built relationships between services and how had this helped Improve the service you offer?**

- Some services overlap with Wellbeing Navigators, so they are working on remits together to stop the duplication of work and reduce caseload.
- Currently, there does not seem to be relationship between ASC and Wellbeing Navigators.

**What, if anything, would you change?**

- Three GPs agreed that there are a range of services that are currently on offer that facilitate similar roles. They cited the Wellbeing Navigators Service, Social Prescribers and Healthcare Coordinators as being very similar, and that as referring GPs this could be confusing.
- One GP and a Primary Care senior were concerned Wellbeing Navigators do not communicate their involvement with the surgery. If a patient needs further support from Primary Care, how do Wellbeing Navigators get them back in touch with the health system?
- Four GPs agreed that the ability for the Wellbeing Navigation Service to add notes to the internal GP system would be useful, as they could then follow up as required
- Wellbeing Navigators have a lot of “strict rules” on what they can or cannot do, for example, they will not attend appointments with a client (PIP, Work welfare meetings etc). They cannot be an advocacy or engage in influence with the client.
- Wellbeing Navigators will support patients on forms and basic things, but some people need more support than they can provide.
- There is a lot of signposting, but not enough actual assistance for cases, so social prescribers just try to deal with it themselves rather than pass it on to be signposted between a lot of organisations.
- Consistency in what service they provide. Initially told they could not assist with Blue Badges and similar things, then later told that they could help with this.
- Would like to know what they offer outside of Medway as 30% of Medway Hospital patients are located in Swale.
- Some are approachable and easy to get hold of, and some are not.
- Have not really had easy access to Wellbeing Navigators in Medway South PCN across 10 GPs. Boundaries are different between social prescribers and Wellbeing Navs. Prescribers have a larger boundary, so deal with multiple Imago staff.
- Council wanted social prescribers to help with vaccine program but did not stem the tide of referrals, so the caseload was overwhelming and remit restructuring was required.
- Nothing - they are reliable, proactive and consistent.

- Making sure there is something at the end of the signposting- a service the patient can engage with like befriending etc.
- If the hospital would refer more patients to the MCH-ILR, patients can be supported more quickly
- An ASC professional said that it would be good to know what happens to the clients they have referred to Wellbeing Navigation service, whether the case has been picked up and who is responsible for the client.
- Another ASC professional said they felt that ASC already deliver what is needed and there is no understanding of how Wellbeing Navigators could support them. They felt Wellbeing Navigation service had separate parts and a single point of access would be useful.
- A senior ASC employee did not see what use a referral would be, as in ASC they focus on what a person can do, as opposed to what they can't.
- A Manager in the Adult Social Care team appreciates the relief in case load due to the Wellbeing Navigators, however would prefer that they 'didn't dig too much' and find out too many other issues with a client. Clients should be encouraged to refer themselves to services, rather than navigators doing this for them.
- Referral was previously online which was quicker and easier than the form completion that is now required.
- A short paragraph that could be kept in a wallet or on a desk, explaining what Wellbeing Navigators can help with, would be a useful prompt.
- Information on how they have supported people, for example some figures explaining how many clients have been supported that month

**“It's a really valuable concept, but needs to work better with social prescribers and integrate better with Primary Care.”**

# Appendices

## Research Proposal (1)

### Healthwatch Medway

Proposal to support Medway Council in gathering public feedback and insights regarding the Wellbeing Navigation service in Medway.

#### Context

Medway Council are preparing to recommission the Wellbeing Navigator services. As part of the preparation process, Medway Council are looking to hear from the public, and health and social care stakeholders about the unique role that Wellbeing Navigators can play in Medway. Healthwatch Medway have been asked to engage with the public and key system stakeholders to gather feedback and insights to inform Medway Council in its recommissioning process. It is envisaged that this feedback will complement existing contract monitoring data and enable the Council to shape its future service needs to ensure the new specification meets the needs of Medway residents.

#### Engagement Objectives:

- To build a picture of 'why' people are using the Wellbeing Navigator service, i.e. are they in need of information and guidance, emotional and practical support, or help to access a range of community, health and social care options
- To build an understanding of 'how' people feel it works for them and what they found of unique value in this service as opposed to other services they were in touch with
- To understand how Wellbeing Navigation helps people overcome barriers to accessing care, increase their engagement, empower self care and address health inequalities

#### Proposed project design

- There are seven core target groups for this engagement:
- The public, who have used or are using the current Wellbeing Navigation service, to understand why they used it and the impact on them
- Members of the public who have not used the Wellbeing Navigation service, to understand what they might want from the service and potential barriers to using the service
- GP practices who refer to the Wellbeing Navigation service, to understand the unique offer for patients and how it compliments other services
- Adult Social care staff, to understand the unique offer for patients and how it compliments other services
- Medway Maritime Foundation Trust, who refer people to the Wellbeing Navigation service, to understand the unique offer for patients and how it compliments other services
- VCS organisations who refer to the Wellbeing Navigation service, to understand the unique offer for patients and how it compliments other services
- Imago Community, who currently deliver Wellbeing Navigation services in Medway, to understand the innovations made and environmental challenges faced by the service.

## Research Proposal (2)

### Proposed Engagement Methodologies

It is proposed that a number of engagement methods are utilised to gathering the insights that are required to create meaningful data for Medway Council

Target Group	Proposed engagement methodologies	How	Strengths / weaknesses of engagement methodology
The public, who have used or are using the current Wellbeing Navigation service	Survey This will generate a mix of qualitative and quantitative data	To be codesigned with and cascaded by Imago Community utilising their contacts database.	Surveys tend to elicit a low response rate. However, when engaging people using Imago's Wellbeing Service in Swale during early stages of the pandemic we had better than anticipated levels of engagement.
	2 focus groups to explore issues around barriers and health inequalities in more depth. Based on public survey online or face to face TBC (Target 6 people in each group)	Imago Community to promote and support recruitment participants through their contacts database Healthwatch Medway to facilitate	Recognise that there may be some bias in selection of participants. This will be mitigated by wider data drawn from other focus groups
Members of the public who have not used the Wellbeing Navigation service	Street surveys from 3 geographical locations within Medway. Shorter survey based on public survey	These location to be informed by Imago postcode/ demographic data of low uptake Healthwatch Medway to undertake	Target 20 people at each location
GP practices who refer to the Wellbeing Navigation service	Stakeholder Survey This will generate a mix of qualitative and quantitative data	Imago community to cascade link to survey direct to GP practices via their contacts	Weblink to webform held within Healthwatch Medway secure platform
	1 online focus group of participants from 6 different practices based on stakeholder survey	Healthwatch to contact GPs randomly selected Healthwatch Medway to facilitate	Healthwatch apply thematic analysis to transcripts

### Research Proposal (3)

Adult Social care staff	Stakeholder Survey This will generate a mix of qualitative and quantitative data	Imago community to cascade link to survey direct to social care staff via their contacts. Medway Council to promote	Weblink to webform held within Healthwatch Medway secure platform	Stakeholder Survey  Appendix 4
	1 online focus group of participants from 6 different practices based on stakeholder survey	Healthwatch to contact Social Care staff randomly selected Healthwatch Medway to facilitate	Healthwatch apply thematic analysis to transcripts	Focus group briefing and framework Appendix 5
Medway Maritime Foundation Trust, who refer people to the Wellbeing Navigation service	Stakeholder Survey This will generate a mix of qualitative and quantitative data	Imago community to cascade link to survey direct to GP practices via their contacts	Weblink to webform held within Healthwatch Medway secure platform	Stakeholder Survey  Appendix 4
	Semi structured online Interviews with 6 key individuals based on stakeholder survey	Healthwatch to contact randomly selected	Healthwatch apply thematic analysis to transcripts	Semi structured interview framework Appendix 5
VCS organisations who refer to the Wellbeing Navigation service	Semi structured online Interviews with 6 key individuals based on stakeholder survey	Healthwatch to contact randomly selected	Healthwatch apply thematic analysis to transcripts	Semi structured interview framework Appendix 5
Imago Community, who currently deliver Wellbeing Navigation services in Medway.	1 focus group of front line staff based on stakeholder survey	Imago Community to promote and support recruitment participants	Healthwatch apply thematic analysis to transcripts	Focus group briefing and framework Appendix 6

## Appendix 1 - Online Survey for Service Recipients (1)

### Online Survey 1 – Service Users

(The survey will be designed in a web form that automatically links to next question dependent upon previous response.)

**We're really keen to hear your feedback about the Wellbeing Navigation service in Medway.**

**We are Healthwatch Medway and we are helping Medway Council to hear your feedback. They want to understand how the service has helped you, and any ideas you have about what could be improved. Your feedback will help the Council to plan for the future, and ensure the Wellbeing Navigators can meet your needs.**

**Many thanks!**

#### **ABOUT YOU:**

The following section asks about you and helps us understand who is taking part in this survey.

All questions are optional.

Any information provided by you will be anonymised and remains completely confidential.

Q1. Please select from the list of options that best describes who you are

- A user of the Wellbeing Navigator service
- A person who may need to use the Wellbeing Navigator service in the future
- A friend, family member or carer of someone who is or who has used the Wellbeing Navigators service
- A friend, family member or carer of someone who may wish to use the Wellbeing Navigators service in the future
- A member of the general public
- Other (please specify): \_\_\_\_\_

Q2. So we can see if people across Medway have different opinions, please provide your postcode, gender, age, and ethnicity.

*(Add demographic block)*

#### **This section asks for your thoughts on the Wellbeing Navigators**

Q3. Have you used the Wellbeing Navigators?

- Yes (Go to Q5)
- No (Go to Q4)

Q4a. Why have you not used the Wellbeing Navigators?

- I haven't heard of them (Go to END)
- I haven't needed to use them (Go to END)
- I don't think they can help me (Go to Q4a)
- Other (please specify): \_\_\_\_\_ (Go to END)

## Appendix 1 - Online Survey for Service Recipients (2)

Q4a. Why do you feel that the Wellbeing Navigators would not be able to help you?  
(Go to END)

Q5a. Why did you first get in touch with the Wellbeing Navigators, and what were you needing support with?

(Open Text)

Q5b. Did you refer yourself, or were you referred by someone else?

- I referred myself (Go to Q6)
- I was referred by someone else (Go to Q5c)

Q5c. Which organisation referred you?

(Open Text)

Q6a. How would you rate the service from 1-5? (with 1 meaning Very Poor and 5 meaning Excellent)

- 1 – Very Poor
- 2 – Poor
- 3 – Average
- 4 – Good
- 5 – Excellent

Q6b. How would you describe the difference that the Wellbeing Navigator service has made to you?

(Open Text)

Q7a. What do you feel would have happened, if they had not been involved?

(Open Text)

Q7b. What impact do you feel that the service has had on your health and wellbeing?

- 1 – Very Negative Impact
- 2 – Negative Impact
- 3 – No impact
- 4 – Positive Impact
- 5 – Very Positive Impact

Q8. Is there anything about the Wellbeing Navigators that you think could be improved?

(Open Text)

We will be reviewing responses to these questions, which will inform the future of Wellbeing Navigators for Medway residents based on the comments we receive

Thank you for taking the time to answer this survey.

## Appendix 2 - Focus Group Framework for Service Recipients

### Welcome, scene setting and introductions

- **So, you are all here because you or a loved one has used the Wellbeing Navigation service. We are really interested in ‘why’ you came to the service. What is it that you hoped to achieve in having a wellbeing navigator? [tease out common threads i.e. in need of information and guidance, emotional and practical support, or help to access a range of community, health and social care options]**
- **[Pick up examples of activities and services accessed as a result of Wellbeing Navigation] Do you think you would have been able to access these without a Wellbeing Navigator? If not, why not? [tease out what barriers people were experiencing before wellbeing navigators in relations to common needs set out in previous question]**
- **What parts of the service do you think worked well for you?**
- **Why did they work so well for you?**
- **What if anything would you change?**



### Appendix 3 - Street Survey with Medway Residents (1)

We're really keen to hear your feedback about the Wellbeing Navigation service in Medway.

We are Healthwatch Medway and we are helping Medway Council to hear your feedback. They want to understand how the service has helped you, and any ideas you have about what could be improved. Your feedback will help the Council to plan for the future, and ensure the Wellbeing Navigators can meet your needs.

Many thanks!

(Street surveyors to also have hand out material for people taking part in survey)

Enter Location: \_\_\_\_\_

Q1. Have you heard of Wellbeing Navigators?

- Yes (Go to Q2)
- No (Go to Q4)

Q2. Have you used the Wellbeing Navigators personally?

- Yes (Go to Q2a)
- No (Go to Q3)

Q2a. Why did you first get in touch with the Wellbeing Navigators, and what were you needing support with?

(Open End)

Q2b. How would you describe the difference that the Wellbeing Navigator service has made to you?

(Open End)

Q2c. What do you feel would have happened if they had not been involved?  
(Open End) (Go to Q5)

Q3. Why have you not used the Wellbeing Navigators?

- I haven't heard of them (Go to Survey End)
- I haven't needed to use them (Go to Survey End)
- I don't think they can help me (Go to Q3a)
- Other (please specify) \_\_\_\_\_ (Go to Survey End)

Q3a. Why do you feel that the Wellbeing Navigators would not be able to help you?  
(Open End)

Q4. Have you ever thought it would be useful to talk to someone whose role it is to help you navigate through health, social care, and voluntary sector support services?

- Yes (Go to Q4a)
- No (Go to Survey End)

### Appendix 3 - Street Survey with Medway Residents (2)

Q4a. What aspects of your life would you like support to help navigate?  
(Open End) (Go to Survey End)

Q5. Is there anything about the Wellbeing Navigators that you think could be improved?  
(Open End)

D1. So we can see if people across Medway have different opinions, please provide your postcode, gender, age, and ethnicity.  
(Demographic block)

We will be reviewing responses to these questions, which will inform the future of Wellbeing Navigators for Medway residents, based on the comments we receive

Thank you for taking the time to answer this survey.

## Appendix 4 - Online Survey with Stakeholders (1)

Medway Council are preparing to recommission the Wellbeing Navigation service in Medway.

As part of the recommissioning, they want to hear from you as professionals working in Medway. They want to understand how the Wellbeing Navigation service has helped you, and any ideas you have about what could be improved.

We are Healthwatch Medway, and we are helping Medway Council to hear your feedback. Your thoughts will help the Council to plan for the future, and ensure the Wellbeing Navigator service meets both your needs, and the needs of the public.

Many thanks!

The following section asks about you and helps us understand who is taking part in this survey. All questions are optional.

Any information provided by you will be anonymised and remains completely confidential.

Q1. Please select from the list of options that best describes who you are:

- A voluntary sector professional
- A social care professional
- A health professional
- Other (please specify): \_\_\_\_\_

Q1b. Please state which organisation you work for: \_\_\_\_\_

Q2. So we can see if people across Medway have different opinions, please provide your postcode, gender, age, and ethnicity.

*(Add demographic block)*

### **This section asks for your thoughts on the Wellbeing Navigators**

Q3. Have you referred people / patients to the Wellbeing Navigator service?

- Yes (Go to Q3a)
- No (Go to Q3b)

Q3a. What is it that you hoped to achieve for the patient in accessing the wellbeing navigator service?

(Open End)  
(Go to Q4)

## Appendix 4 - Online Survey with Stakeholders (2)

Q3b. And why haven't you referred people / patients to the Wellbeing Navigators?

- I haven't heard of them
- I haven't needed to use them
- I don't think they can help people / patients that I work with (Go to Q3c)
- Other (please specify) -----

Q3c. Please explain to us in more detail why this is the case:  
(Open End) (Go to Survey End)

Q4. What is it that you hoped to achieve for the patient in accessing the wellbeing navigator service?  
(Open End)

Q5. What parts of the service do you think worked well for you as a **GP practice/ Hospital/ community organisation**?  
(Open End)

Q6. What parts of the service do you think worked well for **your patient**?  
(Open End)

Q7. How does the Wellbeing Navigation service compliment other services you refer people to?  
(Open End)

Q8. What, if anything, would you change about the Wellbeing Navigation Service?  
(Open End)

Survey End:

Thank you for taking the time to answer this survey.

We will be reviewing responses to these questions, which will inform the future of Wellbeing Navigators for Medway residents based on the comments we receive

## Appendix 5 - Focus Group Framework for Stakeholders

### Welcome, scene setting and introductions

- So, you are all here because you have referred people to the Wellbeing Navigation Service. We are really interested in 'why' you referred people to the service. What is it that you hoped to achieve for the patient in accessing the wellbeing navigator service? [tease out common threads i.e. in need of information and guidance, emotional and practical support, or help to access a range of community, health and social care options]
- [Pick up examples of activities and services accessed as a result of Wellbeing Navigation] Do you think the patient would have been able to access these without a Wellbeing Navigator? If not, why not? [tease out what barriers staff perceived, in terms of their own barriers and barriers facing patients, including the fact that staff didn't know about services, didn't have connections with services, didn't have time, etc]
- What parts of the service do you think worked well for you as a GP practice/ Hospital/ community organisation?
- What parts of the service do you think worked well for people / patients you refer?
- How does the Wellbeing Navigation service compliment other services you refer people to?
- Once someone has accessed the Wellbeing navigation service, what sustains the person / patient to reduce loneliness or maintain their wellbeing?
- To what extent has the Wellbeing Navigation service built relationships between services and how had this helped improve the service you offer?
- What if anything would you change?

## Appendix 6 - Focus Group Framework for Imago Staff

### Welcome, scene setting and introductions

- Are the right referrals received?
- What innovations have the service made?
- What are the key avenues for signposting to other services?
- What are the most frequently needed additional support or personal support needs that people express i.e. (home adaptations, introduction to debt-counselling, home-decluttering service, benefit advice or counselling services that need to be addressed before they are able to engage in wellbeing activities.
- How does the wider environment of Medway impact on people using your services.
- What barriers and system challenges have an impact on people using the service? (i.e.. the current nature of social infrastructure, the accessibility of social information, particularly for those who are not tech savvy or just do not have access to computers or smart phones, the number and range of end organisations which can provide opportunities for community engagement)

## A bit about us!

Healthwatch Medway is the independent voice for local people in Medway. We gather and represent people's views about any health and social care service in Medway.

Our role is to understand what matters most to people and to use that information to influence providers and commissioners to change the way services are designed and developed.

Our FREE Information and Signposting service can help you navigate Medway's complicated health and social care system to ensure you can find and access the services that are available for you.

## We'd love to hear from you. Get in touch.



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**texting 'NEED BSL', Healthwatch's**  
**British Sign Language interpreter**  
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