

Enter & View Report

Healthy Hounslow Stop Smoking Service

Healthwatch Hounslow
August/September 2024

Contents

Introduction	3
Executive Summary	5
Reason for the Visit & Methodology	5
Visit Details	6
What we Found & Recommendations	7
Provider Response	11
Results	15
Observations	16
Interviews	19

Introduction

Who are Healthwatch Hounslow?

Healthwatch Hounslow is your local Health and Social Care champion. From Feltham to Chiswick and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback **to improve** care. We can also help you to find reliable and trustworthy information and advice.



What is Enter and View?

Part of the local Healthwatch programme is to undertake 'Enter and View' visits.

Mandated by the Health and Social Care Act 2013, the visits enable trained Healthwatch staff and volunteers (Authorised Representatives) to visit health and care services – such as hospitals, care homes, GP practices, dental surgeries and pharmacies.



Enter and View visits can happen if people tell us there is a problem with a service, but equally they can occur when services have a good reputation.

During the visits we observe service delivery and talk with service users, their families and carers. We also engage with management and staff. The aim is to get an impartial view of how the service is operated and being experienced.

Following the visits, our official 'Enter and View Report', shared with the service provider, local commissioners and regulators, outlines what has worked well and gives recommendations on what could have worked better. All reports are available to view on our website.

Safeguarding

Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If, at any time, an Authorised Representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

Disclaimer

Please note that this report relates to findings observed on the specific date(s) set out. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Limitations

While the Healthwatch Hounslow Authorised Representatives receive Enter & View training, they are not qualified medical or care professionals and are only able to give a 'lay-man's' interpretation of their observations and interviews. Furthermore, where English is not a first language for some of the staff or residents, it is possible that some words or sentences were not fully communicated.

The clients for this service were interviewed over the phone by Healthwatch Hounslow. We were provided with a list of clients to contact by the service provider. Clients were not selected anonymously and therefore it is important to acknowledge that the selection process may be subject to some bias or influence, subconscious or otherwise, by the service provider.

Acknowledgements

Healthwatch Hounslow would like to thank the service provider, service users and staff for their contribution and hospitality in enabling this Enter and View visit to take place. We would also like to thank our Authorised Representatives, who assisted us in conducting the visit and putting together this report.

We also extend particular thanks to Hannah Buckland, Senior Public Health Officer at the London Borough of Hounslow, for her invaluable support in arranging a day for this Enter & View visit. Her time and efforts were instrumental in facilitating this opportunity to observe and assess the service delivery.

Executive Summary

Reason for the visit

The Public Health department of London Borough of Hounslow has commissioned a service called Healthy Hounslow (see box below). It delivers a range of services through an alliance of service providers. To inform the first year of service delivery, Healthwatch Hounslow carried out Enter & View visits to assess what is working well and identify areas for improvement at the Stop Smoking element of the service.

What is Healthy Hounslow?

The London Borough of Hounslow have commissioned healthy lifestyle services since 2003. Healthy Hounslow is the latest iteration of the service, which launched under a four-year contract on 1st April 2023. It is a collaborative partnership between several organisations dedicated to supporting residents in leading healthier lifestyles by becoming more active, eating well, and stopping smoking. The current collaborative partnership brings together MoreLife, Maximus, Lampton Leisure, Feltham & Bedfont Primary Care Network, and Hounslow Council to deliver comprehensive health services. These services include Smoking Cessation, Health & Wellbeing Coaching, Healthy Weight Management, Exercise on Referral, Cook & Eat sessions, and Community NHS Health Checks. For more information on Healthy Hounslow, visit: <https://healthyhounslow.co.uk/>

Methodology

This was an announced Enter and View visit, conducted on 20th August 2024 between 2 pm and 4.30 pm by a Healthwatch Hounslow Enter & View Authorised Representative (ARs) at the smoking clinic in Feltham Assembly Hall.

On arrival Healthwatch noted that the clinic was not in operation that day. An information table had been set up in its place, and no clients were observed present at the time of our arrival, or during the remainder of the Enter & View visit. Our team engaged in discussions with the smoking advisor on-site and conducted general observations to gather insights into the service.

Following the visit, the Healthy Hounslow smoking cessation service provided a list of clients, along with their consent and contact details to Healthwatch Hounslow. Through this follow up activity Healthwatch Hounslow were able to gather feedback over the phone and virtually via Microsoft Teams with a number of Stop Smoking clients.

The visit consisted of the following components:

- An initial introduction to the service smoking clinic by the Smoking Advisor
- Interviews with clients and a smoking advisor

In total we spoke to:

- 7 x Clients (over the phone/Teams)
- 1 x Smoking Advisor (in person)

Visit Details

Type	Details
Service Visited	Healthy Hounslow Stop Smoking Service
Latest CQC Score	N/A
Registered Manager	Ryan D'cruz
Type of service	Public Health Initiative
Number of clients	N/A
Date and time of visit	20 th August 2024 from 2.00-4.30 p.m.
Dates spoken to clients	Interviewed 1 client over Teams on 13 th August 2024. Spoke to 6 clients over phone on 17 th September 2024
Status of visit	Announced
Lead Authorised Representative	Aastha Binjrajka
Other Authorised Representatives	Samreen Nawshin (Senior Project officer), Syeda Fatima Baitul (Volunteer)
Healthwatch Hounslow contact details	Healthwatch Hounslow 45 St Mary's Road Ealing W5 5RG Tel: 020 3603 2438 Email: info@healthwatchhounslow.co.uk

What we found & recommendations

Overall, findings from our Enter & View visit and the subsequent client feedback obtained, demonstrate that the Healthy Hounslow smoking cessation service is performing well in Hounslow, with many clients benefiting from the support and resources available. However, within this, there remains scope for improvement and a number of recommendations, based on our findings, are highlighted below:

Appointments – scheduling and communication

All the clients who shared their feedback had been in receipt of the service through telephone consultation support. More than half shared their frustrations of untimely calls and delays in scheduled appointments (sometimes with delays of up to 2 hours).

Many reported being informed of their appointment on the day, without being given any prior notice.

1. We recommend a review of appointment scheduling practices to support more coordinated appointments and a reduction in delays to agreed time slots.
2. We recommend improved appointment communications, ensuring clients are notified of their appointment at least 48 hours in advance, and then as soon as possible on the day where any changes/delays arise.
3. We also suggest providing clear information, in advance, about the service scheduling to assist in managing clients' expectations from the outset.

Provider response

Recognising that some consultations are more complex and may occasionally run over time, we have now incorporated a buffer in our scheduling to mitigate any potential impact on subsequent appointments. As of October 25, 2024, clients are now notified of their scheduled telephone consultations 48 hours in advance, enhancing their ability to prepare and ensuring smoother communication.

We are currently investigating the effectiveness of a 24-hour reminder in addition to the currently in place 48-hour notification.

We plan to implement a similar reminder system for face-to-face consultations by late November or early December 2024.

What we found & recommendations (continued)

Appointments – options

While telephone consultations are convenient and effective for many clients, two individuals we spoke with outlined that they would prefer in-person appointments.

4. We recommend reviewing the current appointment options available to clients to accommodate diverse client preferences and enhance their overall experience.

Provider response

Currently, we offer in-person consultations at Chiswick Medical Practice, Hanworth Leisure centre and the Health Outreach Shop (currently paused). With two new advisors recently joining our team, we aim to further expand face-to-face options to accommodate client preferences, offering flexibility for those who benefit from in-person interactions.

The two new advisors will be situated at convenient sites, with Heston Health Centre, St Mungo's, Feltham Riverside Vineyard and other GP locations currently being considered.

We have also expanded our operational hours, after listening to client feedback, and now offer "out of hour appointments" outside the 0900-1700 Monday to Friday standard.

From November 2024, we will also be expanding further, and offering Saturday appointments / follow up calls.

Information, Advertising and Promotion

Most clients informed us that they learned about the Healthy Hounslow smoking cessation service through a referral from their GP. Very few clients reported encountering any promotional materials about Healthy Hounslow from other sources, with only a small fraction having seen information elsewhere.

5. We recommend increasing advertising and promotion of Healthy Hounslow via leaflets and other methods.

What we found & recommendations (continued)

Provider response

Our website and social media channels are regularly updated to promote our service.

Working closely with our Communications and Engagement Officer and Marketing Officer, we aim to expand our digital outreach to ensure potential clients and stakeholders are well-informed about the service offer and the support available through Healthy Hounslow overall.

We have just finished our very successful Stoptober Campaign, utilising various outreach, digital and in person promotion. 32% of our yearly referrals came within this 6-week period, which highlights the impact of the campaign.

We have recently appointed a new Marketing Officer, creating room for further growth in this area, overall.

The clients currently participating in the program, or who have completed the course, were mostly on the 12-week journey plan. Only one individual we spoke with was unsure if they were on the 6-week or 12-week programme. During our conversation with an advisor, it became apparent that there is some confusion regarding the 6-week programme.

6. We recommend providing advisors (and clients) with clear documentation, which clarifies both the 6-week and 12-week programme pathways, and will help ensure they have a clear understanding of all the options offered within the Stop Smoking service.

Provider response

Our service regularly provides training and in-house resources / documentation to ensure that practitioners have a comprehensive understanding of the various pathways available to clients in their smoke-free journey. While it is rare for clients to be unsure of their chosen pathway, we are committed to continuously reinforcing pathway clarity to support client understanding.

What we found & recommendations (continued)

None of the clients that we spoke with were aware of the BetterPoints reward system. Better awareness and use of the system could enhance client engagement and outcomes.

7. We recommend providing clients with reminders about the program and the rewards on offer to support their motivation and use of the program.

Provider response

We agree the benefits of BetterPoints have been underutilised previously. To streamline and improve on this, our administrative team has been reminded to introduce the BetterPoints program during the initial referral stage. In cases where practitioners face time constraints, they are encouraged to follow up with an email or text containing detailed BetterPoints information. Since, creating these changes, we have noticed more people coming to their appointments with knowledge of BetterPoints. NB. BetterPoints is a priority for not only our smoking cessation service but for all Healthy Hounslow providers to promote.

Most people we spoke with highlighted benefitting from the service medication and behavioural therapy provided by the advisors. Clients reported really valuing the check-ins and the motivational support they receive from their advisors.

8. We recommend that better advertising/promotion of the counselling support element of the service could enhance uptake of the service. This could take the form of better capturing and promoting case studies.

Provider response

We are collaborating with the London Borough of Hounslow to collect and share positive client case studies, which showcase successful client journeys and highlight the benefits of becoming smoke-free. These testimonials will illustrate how clients have experienced improved health and lifestyle changes with our support, providing inspiration for prospective clients and increasing awareness of the service's effectiveness.

What we found & recommendations (continued)

Communication

Currently, clients are informed about their appointment with the smoking advisor via text messages, often with little notice.

9. We suggest reviewing the client confirmation process, upon receipt of a text notification of appointment, to ensure that there are options for two way communication and rescheduling where there is a need.

Provider response

Our initial appointments are scheduled in collaboration with the client and the administrative team to ensure commitment and availability.

This pre-arranged structure extends to follow-up appointments, where we encourage an open dialogue between clients and health professionals.

Although we generally avoid scheduling appointments without client agreement, exceptions are made if a client misses a session.

In these cases, we confirm the rescheduled appointment and provide clear instructions on how to change it if necessary.

One client we spoke with experienced an adverse reaction to the medication provided and only received a revised prescription two weeks later.

10. We recommend reviewing the current communication options available for clients to address urgent queries or report adverse reactions, particularly during the critical initial weeks.

Provider response

Practitioners are advised to actively remind clients to report any adverse reactions or difficulties. We seek to ensure that they are empowered to reach out to our administrative department or their smoking cessation advisor when urgent support is required.

What we found & recommendations (continued)

Advisors have reported that the most common challenge faced by them is when a client appears to give up during their journey and stops responding to further communication from the advisor.

11. We recommend reviewing the current processes and procedures for regular client engagement, and clarifying what additional measures are available to advisors when it appears a client's motivation may be decreasing, or communication has ceased altogether.

Provider response

From the initial assessment onwards we encourage the importance of the client staying in regular communication with their smoking advisor through various platforms of calls, texts and emails.

We encourage motivational messages and celebrating the small wins to ensure the client remains confident in remaining smoke free during life's challenges.

Access for all

Advisors have reported that language barriers can appear to deter some individuals from pursuing the program. To address this, advisors have created leaflets in multiple languages to ensure that potential clients are not discouraged from accessing the service.

12. We suggest, in addition to multi-language leaflets, consideration is given to the interpretation services available to clients accessing the services, and that the interpretation offer is clarified for both advisors and clients.

Provider response

LBH have recently provided translations of our Smoking Cessation flyer to support greater engagement with harder to reach communities.

If English is discovered to be the second language of a client, the service can offer interpretation services and cater for all languages.

What we found & recommendations (continued)

Advisors fed back that working with homeless clients can present difficulties, as they often lack a stable home address to which medications can be sent.

13. We suggest collaborating with local shelters or community centres that may serve as reliable addresses or pickup points for medications.

Provider response

Working with homeless clients can present challenges, especially if they have no permanent residency. We do encourage collection from pharmacies, and we are currently investigating working with local shelters (St Mungo's).

A newly appointed smoking cessation advisor has some experience working with the homeless community. We hope this will allow for further service improvements in this area.

Advisors have observed that some women prefer to have consultations with a female advisor who shares their ethnicity or background. While this preference has not been a significant obstacle to service delivery, it is an area for the service provider to consider in the future.

14. We recommend an annual review of borough wide smoking population data and consideration within service recruitment practices.

15. We recommend the service clarifies internally how they manage client requests/preferences of this nature, and the options available to them.

Provider response

We currently have two new starters and are in the process of interviewing for a vacant smoking advisor role.

We hope to hire someone with specialist tobacco expertise and training, with a wide range of skills, attributes and diversity who will be able to widen the reach and cater for cultural preferences.

Our smoking cessation team is built around a range of ethnicities and sex. I believe, we have the flexibility within the team to manage and support client preferences/requests that may arise.

What we found & recommendations (continued)

Peer support

Although the service offers a support club for users after they complete their journey, two clients we spoke with expressed a desire for peer support during their journey, highlighting that encouragement from others can significantly boost their motivation.

16. We recommend the service considers options for extending the support club offer.

Provider response

We are currently exploring the possibility of establishing a motivational support club inside our Healthy Hounslow Support club.

This would be for clients actively engaged in their quit journey and clients who have successfully quit, to share their stories and offer peer support.

In the interim, we encourage clients to utilise existing online platforms, such as Facebook support groups, where they can connect with others, share their experiences, and receive peer encouragement throughout their smoke-free journey.

Additional considerations

Although advisors meet staff from other Healthy Hounslow services occasionally during events, Smoking Advisors suggested it might be beneficial for them to connect more frequently. They reported that this would help them better understand each other's roles and more effectively promote the various services available under Healthy Hounslow to clients.

17. We recommend increasing professional engagement opportunities between staff from different Healthy Hounslow services to improve overall collaboration and enable effective signposting between Healthy Hounslow Services.

Provider response

We are working on providing more outreach opportunities to ensure further collaboration and help support effective signposting to alcohol, drugs, mental health, homelessness and other services that interlink with the stop smoking services.

Our advisors regularly promote Healthy Hounslow' Health and wellbeing coaching, which aims to support the client with a wider holistic approach to health and well-being

One client mentioned missing multiple sessions and eventually discontinuing the program due to untimely calls from their Smoking Advisor. Under the current provision, if a client misses multiple calls, they are withdrawn from the program.

18. The client recommended simplifying the process for those who miss sessions, allowing them to reconnect with the service and continue their journey without having to restart entirely.

Provider response

Clients are always welcome to reconnect with the service should they relapse part way through their journey, change their mind, or become disengaged. Many factors are involved when assessing whether a client can pick up where they left off or are required to restart the program. Are they 2 weeks or 6 weeks past their quit date? Did the relapse involve a few puffs of a cigarette or several cigarettes?

When a client is reconnecting it is imperative that the practitioner can ascertain what will be different the next time and identify any potential obstacles to success.

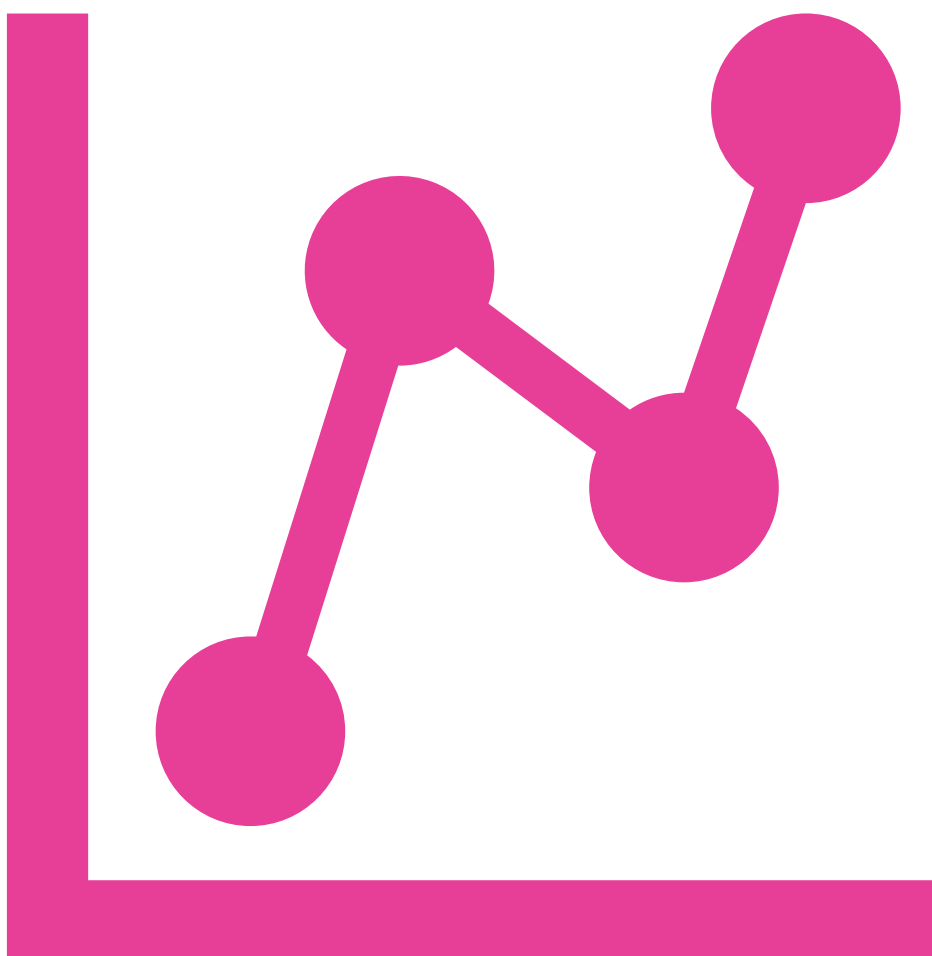
Should a client wish to pick up where they left off, they would not be entitled to the full 12 weeks support and NRT, which is key to sustaining tobacco abstinence.

For Tier 2 service users who relapse after successfully completing the programme, it is at the discretion of the Stop Smoking Advisor as to whether they may re-join the service.

For Tier 3 service users who relapse after successfully completing the programme, they may re-join as many times as is required for them to quit.

1. Results – Overview of Visit

This section provides more details on observations and interviews



Observations

The team went to the Feltham Assembly Hall where the clinic was set up like an information and advisory stall in a community hub event, where the smoking advisor was interviewed.

Clients were interviewed either over the phone or via teams where a survey was used to help gather comprehensive insights on their experience and each area has been summarised.

The observations made are mostly based on telephone conversations with the clients, interviewing the smoking advisor in person and the resources shared and displayed for residents who visited the service's stall on the day.

Outside and entrance

Feltham Assembly Hall in the heart of Feltham, TW14 9DN, is a large capacity hall which holds various community hub events, where various service providers come under one roof to engage with the residents of the borough.

The location is quite convenient and easy to find, with good access to public transport. There was also a dedicated disabled parking facility. Upon entering, a sign in area for visitors and information table for the event was available along with staff to assist visitors.

While various organisations were present who each held a stall to share their information, the stop smoking service stall was particularly easy to locate positioned near a corner. The stall was well-organised, offering chairs for residents and visitors to sit and chat with the advisor, which created a welcoming environment for conversations about the service.

Facilities inside the hall

The hall is well equipped with appropriate signage to help visitors easily locate different areas. It also has up-to-date fire extinguishers and clearly marked emergency exits.

The visitors also have access to bathrooms and a small dining area or kitchen where they could enjoy refreshments such as tea and coffee.

Environment/Ambience

The ambience of the hall was pleasant and calm with a few people visiting the stalls and engaging with the services.

Observations Continued

Cleanliness

The premises were well-maintained in terms of cleanliness and the overall space was tidy.

Facility of smoking clinic

The clinic was set up as a stall at a community hub event. The stall included comprehensive information about smoking cessation tools and options, explanatory charts, and a jar displaying the tar liquid that accumulates in the lungs due to toxins from smoking. Additionally, there were flyers for the BetterPoints reward scheme, general information about Healthy Hounslow services, and a carbon monoxide (CO) measuring device. Overall, the contents of the stall was observed to be engaging for any visitors. We were informed that consultations with clients were normally conducted over the phone, mainly during the morning hours. The rest of the day was dedicated to providing information and resources to local residents visiting the hub.

Referrals

All clients, apart from one, were referred to the service by their GP.

After referral clients experience different response times from the service:

- 1 client received a call in a few days,
- 2 clients received a call within a week,
- 1 client received a call within 2 weeks
- 3 clients received a call in 1-2 months.

Once contacted, clients were all assigned a smoking advisor, whom the client goes through consultations and stays under the care of until the end of the programme.

Motivation to quit

Clients shared different motivations that had led them to wanting to quit smoking. These typically fell into the following categories:

Health condition
Family responsibilities
Willingness to make another attempt to quit.
Financial concerns

Observations Continued

Three of the clients we spoke with indicated that they had underlying health conditions and did not want to worsen their health by continuing to smoke. They expressed a desire to improve their lifestyle and avoid further health issues that could impact themselves and or their family life. The other three clients reported having previously attempted to quit smoking but were unsuccessful. They sought to try this service as a new opportunity to quit. Additionally, one client stated, "I can't afford to smoke anymore," highlighting a financial motivation alongside their desire for better health.

Smoking advisor

Support received

Almost every client we spoke with expressed high praise for their advisor, with one exception. While most clients reported a positive experience in receiving support, one client raised concerns about a lack of understanding and support regarding their specific case. This client felt that their issue of having sensitive skin was not adequately addressed by the advisor.

Inclusion in designing support plan

While majority of the clients felt included in decision making around what was included in their support plan, two clients felt they weren't given the choice or asked about their preferences, for example for face-to-face consultations.

Quitting rate

During the programme, six clients we spoke with have remained smoke-free and are successfully resisting the urge to smoke.

Sessions/Consultations

The clients we spoke to had all had telephone consultations with their advisors. While most were comfortable with this setup, two expressed interest in face-to-face consultations. Nearly all clients raised concerns about the disorganised scheduling of phone calls and communication, which led to one client missing multiple sessions and ultimately discontinuing the program.

Interviews Feedback

Through interviews and surveys with both the clients and staff, we examined six different aspects of the smoking cessation service. Since communication with clients was mostly conducted via telephone, we have included our observations regarding their tone, remarks, and comments, as well as insights from interviews with staff.

Positive user experience

Clients reported positive lifestyle changes and improvements after joining the Stop Smoking program. Most clients reported feeling more active and experiencing better health outcomes as a result of participating in the programme. Many appreciated the consistent support they received from their advisor throughout their journey and valued the regular check-ins and motivation provided.

Training and support

A number of current staff were tupep over from the old Healthwatch Hounslow contract and the service benefits from an experienced and knowledgeable staff base. All staff and smoking advisors undergo mandatory National Centre for Smoking Cessation and Training (NCST) training. They also receive training in areas such as safeguarding, General Data Protection Regulation (GDPR), and other relevant topics.

Staff members highlighted feeling supported by management, as they can share and discuss any concerns or issues that need resolution during their one-on-one sessions with their manager.

Barriers/challenges to deliver support (See recommendation 10)

- Advisors have observed that some women prefer to have consultations with a female advisor who shares their ethnicity or background. While this preference has not been a significant obstacle to service delivery, it is an area for the service provider to consider in the future.
- Advisors have reported that language barriers can appear to deter some individuals from pursuing the program. To address this, advisors have created leaflets in multiple languages to ensure that potential clients are not discouraged from accessing the service.
- Advisors additionally fed back that working with homeless clients can present difficulties, as they often lack a stable home address to which medications can be sent.
- The most common challenge faced by advisors is when a client appears to gives up during their journey and stops responding to further communication from the advisor.

Interviews Feedback Continued

Adequate break times

Client consultations are mostly carried out over telephone/online so the work pattern is quite flexible, and breaks are managed by individual advisors in accordance with appointments. All staff members we spoke with reported having sufficient time for breaks.

Supporting the needs of clients

Support Plans

Each client's plan is usually developed after their first assessment, where they determine the user journey, select an appropriate plan to match this, and schedule follow up sessions.

Through the sessions advisors use various approaches, including motivational interviewing techniques and sharing relatable life experiences where they often use examples from their own lives and stories from other clients. The advisors also ask probing questions to help clients reflect on their motivations for quitting.

There is no formal process for reviewing clients' support plans; instead, adjustments are made based on the client's progress.

"We go through an initial assessment of the client for 30 minutes, taking history and going through reasons for making an attempt to quit. Further consultations are then scheduled as follow ups."

Staff member

Policy on missed sessions

There appeared to be some confusion and contradictions around the policy and experience of missed appointments. Staff we spoke with indicated that timekeeping for appointments was generally good, with a maximum delay of five minutes being experienced by clients. However, one client reported experiencing a two-hour delay on three separate occasions, after which they were removed from the program. Advisors highlighted that clients could contact them directly via phone or email regarding missed sessions or rescheduling appointments. While some clients confirmed they could reach out to their advisors, others reported difficulties in doing so, and a few expressed uncertainty about the process.

Interviews Feedback Continued

Engagement with other staff and management

All advisors participate in biweekly online meetings where they discuss new changes, provide feedback, share challenges, and flag any concerns. Additionally, they have access to a central system where they can view each other's client details and share information as needed. They also hold weekly one-on-one meetings with management. However, advisors meet staff from other services only occasionally or during events. One staff member suggested that it may be beneficial for them to connect more frequently to better understand each other's roles and effectively promote the various services available under Healthy Hounslow to clients.

"More in person engagement with other staff will help us better connect."
Staff member

Awareness/understanding about Healthy Hounslow

Most clients learned about the Healthy Hounslow smoking cessation service through a referral from their GP. Very few clients we spoke with reported encountering any promotional materials about Healthy Hounslow from other sources, with only a small fraction having seen any information elsewhere.

"Oh, I don't know. I was referred to the service by my GP."

Client

"I might have seen it somewhere but quite didn't understand it has so many services."

Client

General comments about the service

"Right now, it's operating poorly and there is mismanagement on communication."

"There should be more flexibility with appointments on working days."

"The advisor has been good- it's always great that someone is checking up on you. A little boost of motivation helps."

"I feel more active, and my lungs no longer feel like they are on fire! I haven't smoked since the last 6 weeks."

"The service is very prompt- whatever my needs and expectations were, they have been met. It has truly shown results."

"There should be better communication. If there is a reward scheme, like BetterPoints, we should know about this along with other services provided by Healthy Hounslow."



Contact Us

If you would like to discuss this report or our
please get in touch:

www.healthwatchhounslow.co.uk

020 3603 2438

info@healthwatchhounslow.co.uk