

Stoke and Westborough Health Needs Assessment



Bellfields Green, Stoke

Play area,
Westborough



REVISED JULY 2013

FOREWORD

For those of us who live here, Stoke and Westborough are diverse, lively, characterful areas with strong community spirit. Both areas are lucky to have various support services and organisations and Westborough in particular has seen a lot of investment over the last few years, with demonstrable results.

However, they are also two of the most deprived areas in Surrey with some significant health needs. The high figures for teenage pregnancy, obesity and smoking are bad signs but for me the most startling fact is that children born in these areas have a life expectancy of up to ten years less than in other areas of Guildford. Two children, born only a couple of miles apart in the same town, and one of them gets 10% less life than the other. That's not right and I'm grateful to everyone who has contributed to this assessment so that we can highlight the issues and get something done about it.

One thing we can immediately do is highlight the services and groups that are already available, and this report contains a useful summary of them. I'd encourage anyone living in these areas to read this section and consider whether they can take advantage of these services. The Stoke and Westborough Action Group will also build the recommendations of this report into the local plans we use to drive improvement in each area by working with the local councils and agencies. We're always open for further comments and recommendations from local residents - just get in touch!

We hope you find the report useful. Stay healthy and enjoy life!

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EXECUTIVE SUMMARY

The Stoke and Westborough Action Group (SWAG) decided to carry out a detailed health needs assessment of Stoke and Westborough wards in response to concerns about the health needs of the communities. The Group felt that a health needs assessment would provide evidence to support future partnership work on health improvement.

SWAG has conducted this health needs assessment with support from local health and community service providers, organisations and groups. Information has been included on the social determinants of health in addition to data on health related behaviours, health conditions and clinical activity. Where possible ward level data has been provided. Where this has not been available alternative data has been used that provides an indication of the health needs of the communities.

A key finding of this needs assessment was that there are already a wide range of services and organisations in the area promoting the health of residents. However, community feedback shows that residents would like more information and promotion on what is available. In addition, feedback shows there is a strong sense of community pride and it is important to acknowledge this and ensure actions build upon the good work that has taken place over recent years.

It is notable that significant improvements have taken place in the Indices of Multiple Deprivation (IMD) in Westborough but not in Stoke and may be, in part, due to the focused work in Westborough over the last few years. The IMD domains of Health, deprivation and disability; Crime; Living environment; and Income affecting older people have all improved in Westborough ward. As all of these are factors that have an effect on health and wellbeing; it is assumed that an improvement in IMD scores should result in long term improvement in health.

The health data examined shows that for some aspects of health, Stoke and Westborough residents have greater health needs than other parts of Guildford and Surrey.

Key findings from health data for Stoke:

- Life expectancy at birth is significantly lower than the national average
- Stoke has the highest estimated rate of smoking in Guildford
- Stoke has a higher rate of teenage conceptions than neighbouring wards
- Stoke has the second highest percentage of adult obesity in Guildford

Key findings from health data for Westborough:

- Life expectancy at birth in Westborough is lower than for neighbouring wards but is higher than for Stoke
- Westborough (South) has the second highest estimated rate of smoking in Guildford
- Reception year children in the Spinney Children's Centre catchment area have the highest rate of obesity

Community feedback on health has been collected from residents in both wards. Residents were asked to provide suggestions on what would support improvement in their health and what are the barriers to health. Feedback from residents, service providers, local organisations and groups and evidence from the health data has been used to produce recommendations for future actions.

RECOMMENDATIONS

Improvement in the health of the people in Stoke and Westborough requires the collective efforts of local partners: residents; community and voluntary organisations and groups; public sector organisations including health providers and local authorities; and the commercial sector. SWAG will provide oversight and develop actions to meet the Health Needs Assessment recommendations.

Access to health information

1. All local partners to take a role in ensuring residents have access to up to date information on services and information affecting health
2. Partners to work with local residents on exploring which methods of communication are most appropriate for different groups within the community
3. SWAG to consider developing a communications group

Stop Smoking

4. Encourage more people to access the Stop Smoking Services available from GP practices, community pharmacists and Surrey NHS Stop Smoking Service, etc.
5. Work with local residents and frontline staff and volunteers from community and voluntary and public sector organisations and groups to find out how Stop Smoking services can be provided in the community more effectively to improve uptake

Healthy eating

6. Publicise the Surrey Joint Training Partnership Cookery Leader training for frontline workers and volunteers from local organisations to support them in providing more cook and eat activities for local residents

Physical activities

7. Encourage local residents including children and young people to further participate in a wide range of physical activities including sport and other activities such as walking, cycling, dance, gardening, etc. This could be achieved by promoting information on activities available on websites and through frontline workers and using the 2012 Olympic and Paralympic Games to increase motivation
8. Local organisations to use information from the Sport England Marketing Segmentation Tool to target people effectively in the segments who take the least sport
9. Promote the use of exercise on referral and weight management schemes for adults
10. Promote participation in the HENRY (Healthy Exercise and Nutrition for the Really Young) programme for families with young children

Physical activity—continued

11. Key partners to explore the possibility of providing further concessions at the Spectrum and the Surrey Sports Park to ensure these facilities are affordable for local residents on a low income

Immunisation

12. Guildowns practice to work with NHS Surrey Public Health Immunisation Team to improve immunisation uptake where necessary

Cervical screening

13. Increase uptake of cervical screening in target group through promotion at GP practices supported by frontline workers from relevant local organisations

Guildowns Group Practice

14. Explore the feasibility of developing a new community health centre
15. Review the feedback from some residents about the availability of appointments and identify actions to address these/communicate how appointment system operates

Dental services

16. Use the 'Smile Surrey' campaign to promote awareness of the availability of NHS dentists in the vicinity of Stoke and Westborough
17. Local children's centres to discuss with Surrey Community Health Oral Health Promotion Service how they can offer further sessions on oral health promotion for children and families

Sexual health services

18. Promote access to the comprehensive sexual health services that already exist in the area

Drugs and alcohol

19. Promote access to services using the DAAT website and directory of services

First Steps

20. Continue discussions with First Steps to provide additional Emotion Gym sessions in Westborough and offer Emotion Gym sessions in Stoke during the next financial year

NHS trained Health Champions

21. Promote the health champion scheme with the aim of developing at least one Health champion in Westborough

NHS Health Checks

22. Offer NHS Health Check sessions in both Stoke and Westborough during the next financial year

Guildford Children's Centre

23. Continue to develop cooking and growing activities for adults using the Centre

The Spinney Children's Centre

24. Explore the possibility of offering counselling services to parents using the Centre

25. Increase provision of adult learning where space is available

26. Provide more active based sessions for young children

27. Explore possibility of providing antenatal groups at the Centre

28. Evaluate the pilot 2½ year development checks sessions with the aim of offering these sessions if proved to be effective

Guildford Borough Council Play Service

29. Explore how to offer more opportunities for outdoor play and more affordable play and youth activities

30. Investigate using more volunteers to support the play provision

Developing social and community networks

31. To build upon the sense of community pride and cohesion by encouraging more residents to become involved in supporting their local community e.g. through participation in residents associations etc.

Community Safety Wardens

32. Examine the possibility of wider use of social media to increase communication with community members especially younger people

Surrey Lifelong Learning Partnership

33. Consider the feasibility of developing a community café social enterprise

34. Continue to look for appropriate venues in which to deliver community learning

INTRODUCTION

Concern about the health of the populations of Stoke and Westborough compared to other wards in Guildford led to the Stoke and Westborough Action Group (SWAG) deciding to carry out a detailed health needs assessment in both wards. Previously Westborough ward had been identified as one of Surrey's 'priority places' by the Surrey Strategic Partnership based on Indices of Multiple Deprivation (IMD), which include health (see page 13 for explanation of IMD).

The aims of the Health Needs Assessment were to:

- Identify the health needs of the communities
- Provide a comparison with the current service provision
- Establish how to address any gaps/duplications in services that may exist

Health for the purpose of this report is defined as a positive concept that emphasises social and personal resources, as well as physical capabilities. It involves the capacity of individuals – and their perceptions of their ability – to function and to cope with their social and physical environment, as well as with specific illnesses and with life in general (World Health Organisation, 1984).

Health is influenced by a complex range of factors and a famous diagram (Figure 1) by Dahlgren and Whitehead (1991) illustrates the many factors that operate at a number of different levels to affect health and bring about health inequalities. The diagram includes individual factors such as age and gender, behavioural factors such as smoking and physical activity, health services and wider determinants of health such as education and housing. This Health Needs Assessment provides evidence on a range of the factors in an attempt to describe the influences on the health of the populations of Stoke and Westborough.

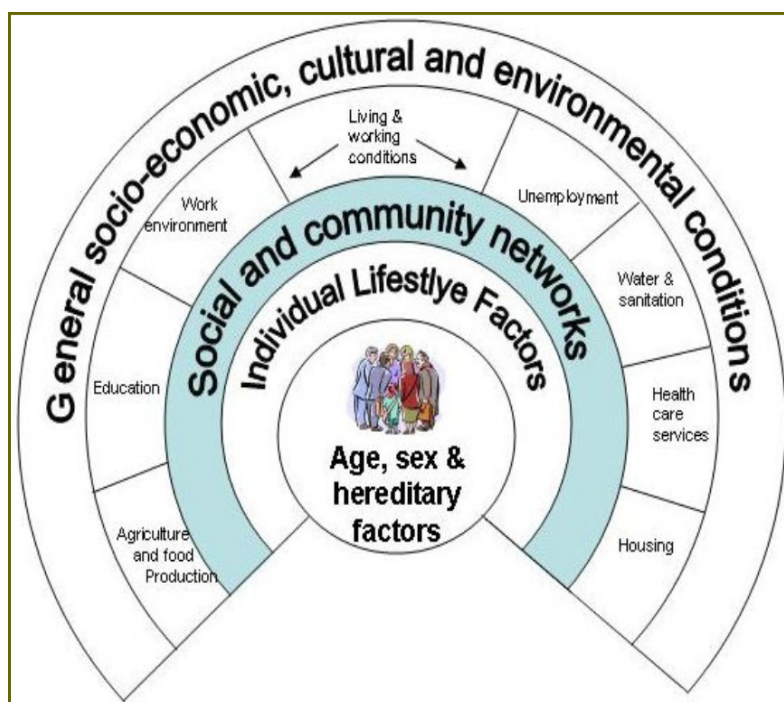


Figure 1

Diagram by Dahlgren and Whitehead (1991) illustrating factors that affect health and health inequalities

In 2010 the Government published its public health White Paper *Healthy Lives, Healthy People*, which placed an emphasis on a holistic approach to improving the health of the public. The White Paper was produced in response to Professor Sir Michael Marmot's *Fair Society, Healthy Lives* report published in the same year, which provided a detailed review of the evidence and proposed objectives to reduce health inequalities including adopting a life course approach. Building people's self-esteem, confidence and resilience right from infancy, with stronger support for early years, are key components of the White Paper and it complements *A Vision for Adult Social Care: Capable Communities and Active Citizens* (Department of Health, 2010) in emphasising more personalised, preventive services that are focused on delivering the best outcomes for citizens and that help to build the 'Big Society'.

Healthy Lives, Healthy People calls for organisations to work together on all aspects of health including the wider social determinants of health. Along with health services, local communities and local government will be at the heart of improving health and wellbeing for their populations and tackling inequalities. The national *Public Health Outcomes Framework* published in 2012 (Department of Health), includes two high level outcomes for the country:

- Increased life expectancy
- Reduced differences in life expectancy and healthy life expectancy between communities

Since the publication of *Healthy Lives Healthy People* the Government has published a range of supporting public health documents including documents on mental health, tobacco control, obesity and sexual health. These documents can be found at www.dh.gov.uk/health/category/policy-areas/public-health

Steering group

The Stoke and Westborough Action Group (SWAG) has led the development of the Health Needs Assessment and will be responsible for ensuring the recommendations are implemented. The membership of the SWAG can be found in Appendix 1.

WIDER SOCIAL DETERMINANTS OF HEALTH

Introduction to wider social determinants of health

The wider social determinants of health have been described by the World Health Organisation as *'the conditions in which people are born, grow, live, work and age'*. The majority of the following information is available on Surrey-i www.surreyi.gov.uk. Surrey-i is Surrey's local information system that includes data, information and analysis about local areas and the whole of Surrey.

Census data

The Census data in this report comes from the 2001 Census data, which is available on the Neighbourhood Statistics website neighbourhood and Surrey-i. Data from the 2011 Census has not been published yet.

Super Output areas

Some data in this Health Needs Assessment is described in terms of either Lower Super Output area (LSOA) or Middle Super Output area (MSOA). These are used to compare small areas statistically and are based on a certain size of population. LSOAs have an average population of 1,600 and MSOAs have an average population of 7,700.

Stoke ward is divided into four LSOAs and is coterminous with a MSOA (Stoke).

Westborough ward is divided into six LSOAs and is split between two MSOAs - Westborough (South)/Onslow (West) and Westborough (North)/Stoughton (West).

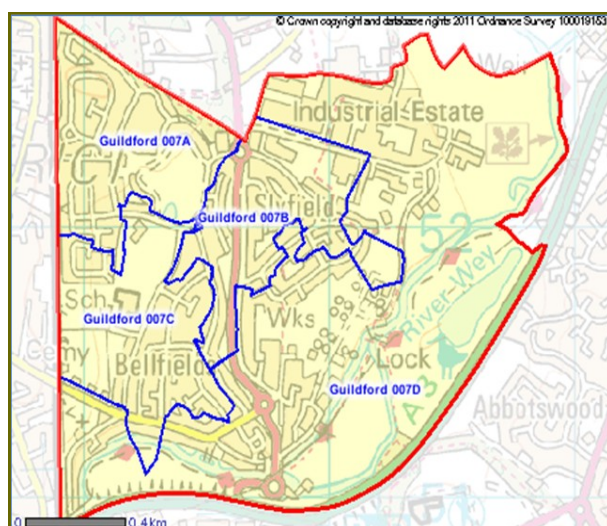
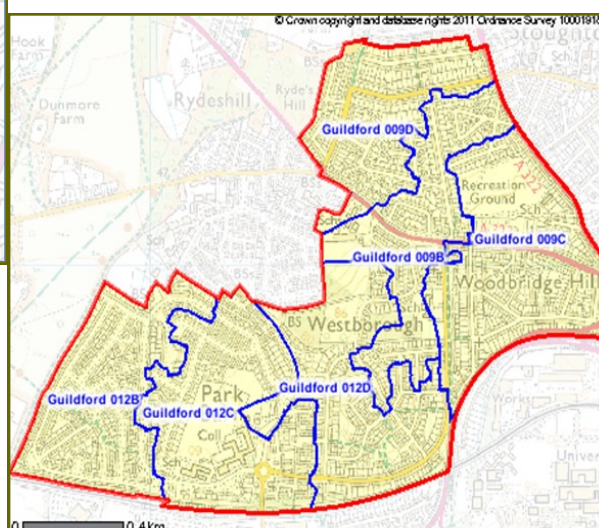


Figure 2 LSOAs for Stoke ward

Figure 3 LSOAs for Westborough ward



Age distribution of population

Stoke and Westborough have broadly similar age distributions of their populations with Westborough having a slightly higher percentage of children aged 15 years and under.

Table 1 *Population breakdown for STOKE (ONS, 2009-2010)*

Population – All ages	Population – Age 0-15	Population – Aged 16-64	Population – Aged 65+
6463	1130 (17.5%)	4559 (70.5%)	774 (12%)

Table 2 *Population breakdown for WESTBOROUGH (ONS, 2009-2010)*

Population – All ages	Population – Age 0-15	Population – Aged 16-64	Population – Aged 65+
8934	1630 (18.2%)	6236 (69.8%)	1068 (12%)

Ethnicity

The most up to date information available on ethnic groups within the Stoke and Westborough populations is from the 2001 Census.

The Census data showed that 93.1% of the Stoke population is White British with the next largest groups being White Other at 2.3% and Asian British at 1.7%. Westborough population was shown to be 91.2% White British, 3.8% White Other and 1.5% Asian British.

Indices of Multiple Deprivation (IMD)

Indices of Multiple Deprivation (IMD) measure relative levels of deprivation at LSOA level. Deprivation is an important determinant of health and well-being for individuals and communities. Higher levels of deprivation are consistently associated with poorer health outcomes across a range of measures representing a major cause of inequalities in health. In Surrey the data for all LSOAs in a given ward are totalled to provide ward level data. The Department for Communities and Local Government published the latest IMD in 2010.

IMD 2010 is made of seven different domain indices, each of which has several component indicators. The seven domains are:

- **Income domain (weighting 22.5%)** - is demonstrated by the number of people on income support, pension credit, working/child tax credit. Income deprivation affecting children index and older people index is also used to calculate the overarching score.
- **Employment domain (weighting 22.5%)** - is demonstrated by the number of people receiving jobseekers allowance, incapacity benefit and those participating in the New Deal (*now terminated*).
- **Health Deprivation and Disability domain (weighting 13.5%)** - is measured by the Years of potential life lost, comparative illness and disability ratio, hospital episodes statistics and the number of people under 60 suffering from mood or anxiety disorders.
- **Education, Skills and Training domain (weighting 13.5%)** - is demonstrated by the average scores of pupils at different key stages, proportion of young people not staying on in school and not entering higher education, secondary absence rate and proportion of adults in area with low or no qualifications.
- **Barriers to Housing and Services domain (weighting 9.33%)** - is demonstrated by household overcrowding, homeless applications, difficulty of access to owner occupation, barriers measured by road distance to GP surgery, supermarkets, primary school and a post office.
- **Crime domain (weighting 9.33%)** - is demonstrated by statistics on burglary, theft, criminal damage and violence.
- **Living Environment domain (9.33%)** - is demonstrated by poor housing conditions, lack of central heating, air quality and road traffic accidents, including pedestrians and cycling.

The following table provides Stoke and Westborough wards' IMD scores and rank in Surrey in 2010 and compares these with those for 2007. For score data, the higher the score the higher the level of deprivation. For ranking data, the lower the number the higher the level of deprivation.

Table 3 *IMD in 2010 and 2007*

	IMD score 2010	IMD 2010 Rank in Surrey	IMD score 2007	IMD 2007 Rank in Surrey
Stoke	22.25	3	20.45	3
Westborough	16.92	9	16.81	10

The IMD ranking for Stoke ward has stayed the same between 2007 and 2010 with a slight increase in overall IMD score. The IMD scores and rankings have worsened in three out of the four LSOAs in Stoke ward between 2007 and 2010. The lowest ranking Stoke LSOA has dropped from 24th to 8th in Surrey. Westborough ward has decreased its Surrey ranking by one place with a minimal increase in overall IMD score. Westborough was chosen as a 'priority place' for Surrey in 2009 by the Surrey Strategic Partnership as one of the Westborough LSOAs was the 4th ranked LSOA for overall IMD in Surrey in 2007. This LSOA is still ranked 4th in Surrey in 2010 although the IMD score has slightly improved. There have been a slight improvement in the IMD scores for the three most deprived LSOAs in Westborough between 2007 and 2010, and a slight worsening of the IMD scores for the other three LSOAs in Westborough.

Table 4 *Reports on the individual IMD domains for STOKE in 2010 and 2007*

Individual domain	IMD score 2010	IMD 2010 Rank in Surrey	IMD score 2007	IMD Rank in Surrey
STOKE				
Income	0.16	5	0.17	4
Employment	0.09	5	0.09	5
Health deprivation and disability	0.06	4	-0.15	4
Education, skills and training	34.59	3	39.38	1
Barriers to housing and services	24.43	53	21.31	75
Crime	0.31	9	0.04	13
Living environment	18.92	36	12.84	93
Income affecting children	0.29	1	0.30	1
Income affecting older people	0.21	4	0.20	4

Stoke ward is ranked in the top five for the IMD domains: Income; Employment; Health, deprivation and disability; Education, skills and training; Income affecting children; and Income affecting people. Most of the domains have the same ranking in 2010 as they did in 2007 although there has been a slight improvement in position of Education, skills and training and Income. The crime domain ranking has got worse with a change from 13 to 9 and there has been a decline in ranking for Barriers to housing and services and Living environment.

Table 5 Reports on the individual IMD domains for WESTBOROUGH in 2010 and 2007

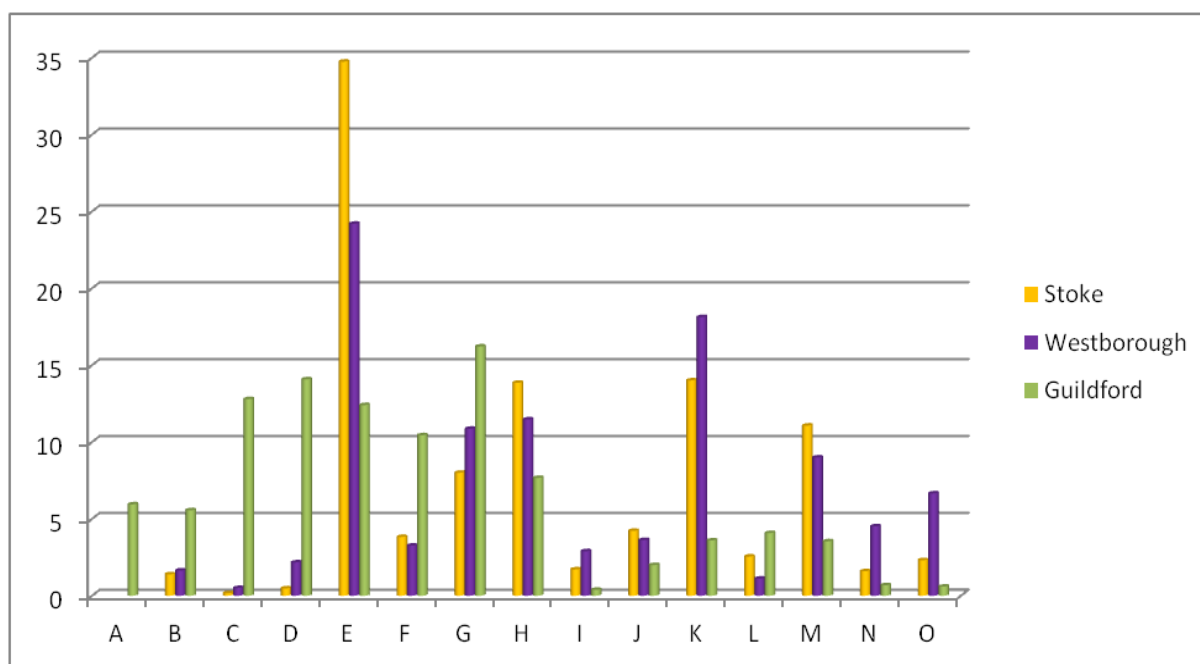
Individual domain	IMD score 2010	IMD 2010 Rank in Surrey	IMD score 2007	IMD Rank in Surrey
WESTBOROUGH				
Income	0.14	8	0.14	9
Employment	0.07	15	0.07	17
Health deprivation and disability	-0.35	20	-0.49	15
Education, skills and training	32.44	4	30.86	5
Barriers to housing and services	12.97	166	9.10	196
Crime	0.01	32	0.30	5
Living environment	13.28	96	14.08	68
Income affecting children	0.23	6	0.24	7
Income affecting older people	0.17	16	0.17	12

There has been an improvement in the ranking position in Westborough for the domains: Health, deprivation and disability; Crime; Living environment; and Income affecting older people. Several of these have improved position quite considerably with Westborough's Crime domain rising from 5th in Surrey to 32nd. Only one Westborough domain is ranked in the top five for Surrey, Education, skills and training. There has been a decline in ranking for the domains: Income; Employment; Education, skills and training; Barriers to housing and services; and Income affecting children.

MOSAIC

MOSAIC is a people classification system that uses a wide range of data including the National Census to classify all UK citizens into 69 types and 15 groups. These types/groups have similar characteristics and the information helps public sector organisations such as local authorities and health services understand the needs and better target services to the population they serve.

Figure 4 MOSAIC groups for Stoke and Westborough compared with Guildford borough (Surrey JSNA, 2011)



GROUP	DESCRIPTION
A	Residents of isolated rural communities %
B	Residents of small and mid-sized towns with strong local roots %
C	Wealthy people living in the most sought after neighbourhoods %
D	Successful professionals living in suburban or semi-rural homes %
E	Middle income families living in moderate suburban semis %
F	Couples with young children in comfortable modern housing %
G	Young well-educated city dwellers %
H	Couples and young singles in small modern starter homes %
I	Lower income workers in urban terraces in often diverse areas %
J	Owner occupiers in older-style housing in ex-industrial areas %
K	Residents with sufficient incomes in right-to-buy social housing %
L	Active elderly people living in pleasant retirement locations %
M	Elderly people reliant on state support %
N	Young people renting flats in high density social housing %
O	Families in low-rise social housing with high levels of benefit need %

The top five MOSAIC groups for Stoke ward are in order E, K, H, M and G. Group E – middle income families in moderate suburban semis make up almost 35% of the ward population compared with about 12% of the population of Guildford Borough. The top five groups in Guildford are different being G, D, C, E and F; the top group in the borough as a whole G – young well educated city dwellers is just over 16% of the total population. Group M – elderly people on state support makes up about 11% of the Stoke population but is less than 4% of Guildford Borough population.

Westborough ward's top five MOSAIC groups has some similarities with Stoke and is also quite different to Guildford Borough. In order they are E, K, H, G and M. Group E is the largest group at almost 25% of the population. The second highest group K - residents with sufficient incomes in right-to-buy social housing accounts for just over 18% of the population compared with 3.6% of the Guildford Borough population.

Both Stoke and Westborough have very small percentages of group C - wealthy people living in the most sought after neighbourhoods whereas this group makes up almost 13% of the Guildford Borough population.

Housing

2001 Census Data showed similarities between Stoke and Westborough ward in that the percentage of council rented properties was 32.3% and 32.4% respectively compared with the Guildford Borough rate of 9.9%. The rate of owner occupiers (including both owned outright and mortgaged properties) in Stoke and Westborough were broadly similar with rates of 52.9% and 55% compared with 73% for Guildford as a whole.

Children

The 2010 IMD data shows that for the domain *Income affecting children* Stoke was ranked 1st with Westborough ranked 6th in Surrey. Other information available on children includes percentage of lone parent households, average number of dependent children per household and percentage of children in poverty. The local ward data is available to compare against the South East regional average.

Table 6 Lone parent households (Census, 2001) and children in poverty (Surrey County Council, 2008)

Area	Lone parent households with dependent children (%) (Census, 2001)	Average no. of dependent children per family (with children) (Census, 2001)	Children in poverty (%)
Stoke	4.88	1.99	28.8
Westborough	8.03	1.87	26.1
South East Region	3.86	1.83	9.5

Westborough has a higher percentage than Stoke for lone parent households with dependent children but is lower for average number of dependent children per family with children and for percentage of children living in poverty. Both Stoke and Westborough are above the South East regional average for all these indicators with Westborough having over twice as many lone parent households, and both wards almost three times as high for the children in poverty rate compared with the regional average.

Surrey County Council carried out a needs analysis of children and young people aged 14 to 19 years in 2010. Information available from the needs analysis includes: number of children in care; number of children and young people not in education, employment or training (NEET); and those in employment without training (EWT).

Guildford had the highest population of children in care in Surrey in 2009. Data collected between March 2006 and March 2009 found that three of the Guildford wards including Stoke and Westborough were amongst the five wards with the highest level of young people being looked after in Surrey. Westborough ward ranked the highest with 37 young people in care; Stoke ward had 29 young people in care.

Table 7 Guildford wards with over 30 young people who were known to be either NEET, in EWT and or whose current activity was unknown (Surrey County Council, 2009)

Ward	Borough	NEET Total	EWT Total	Unknown Total	Total
Ash Wharf	Guildford	5	14	15	34
Merrow	Guildford	8	16	6	30
Stoke	Guildford	14	20	13	47
Westborough	Guildford	26	30	23	79
Worplesdon	Guildford	7	18	6	31
Surrey		839	1,692	998	3,529

In 2010, Westborough ward ranked first in Surrey for young people who were NEET and those where their current situation was unknown; Westborough also ranked second for those young people who were in employment without training. In Stoke the number of young people in each category was not as high however the ward ranked seventh in Surrey for those young people who were NEET, and joint 13th for those were in employment without training.

Older people

Census 2001 data gives information on the number of lone pensioner households at ward, borough and county level.

Table 8 Lone pensioner households (Census, 2001)

Area	All Households (Count)	One person: Pensioner (Count)	One person: Pensioner (Percentage)
Stoke	2338	353	15.10
Westborough	3539	446	12.60
Guildford	52350	7154	13.67
Surrey	433176	61882	14.29

Stoke ward has a slightly higher level of lone pensioner households than Guildford and Surrey and Westborough has a slightly lower level than all three.

Unemployment/long term illness affecting employment

Data available in the local ward profiles (Surrey-i, Feb 2012) shows that Stoke has 3.22% of the population receiving unemployment benefit compared to the Westborough rate of 3.06% and the South East regional rate of 1.69%.

Census data from 2001 showed that both Stoke (8.4%) and Westborough (7.5%) had higher rates of economically active people with long term illness compared with Guildford Borough which had a rate of 5.9%.

Income

Data on household income is available from the Office of National Statistics as a modelled estimate in 2001/2002. At that time the Stoke average was £620 per week compared with £590 per week for Westborough and £660 per week for the South East. The most up to date data is from 2007/2008 which gives an average figure for Stoke of £680 per week compared with £800 per week for the South East. There is no data for Westborough in 2007/2008 as the data is based on MSOAs and only Stoke is coterminous with a MSA.

Transport

Surrey County Council Transport Statistics (2011) shows that 26% of the Westborough households do not own a car; this is much lower than the Surrey average of 14% and the South East regional average of 19%.

Surrey County Council Travel Smart team have been asked for data on car ownership in Stoke but this information has not been received as yet.

Westborough Strategy and Action Plan

The Guildford Strategic Partnership in consultation with the local community developed a strategy specifically for Westborough in 2010 in response to specific needs identified in the Westborough community. The Strategy focuses on issues that have been described as the wider social determinants of health such as community confidence and cohesion, skills and employment and support for children and families as well as specific health issues such as smoking and alcohol. An action plan linked to the Strategy is monitored and updated on an annual basis. For information and a copy of the Strategy see www.guildford.gov.uk/article/7928/Westborough-strategy-and-action-plan

The Stoke Action Plan

In 2011 the residents of Stoke took part in the Planning for Real project that involved them identifying improvements that could be made in their community. This included ways to increase community pride, provide more opportunities, make people feel more safe, improve people's health and enhance the local environment. A draft action plan has been produced describing actions to achieve some of these goals. The aim is that local residents will work individually, in groups and collectively with relevant organisations to implement the actions.

HEALTH DATA

Introduction to health data

Health data for the populations of Stoke and Westborough has been included from a range of sources such as the Office for National Statistics (ONS), Association of Public Health Observatories (APHO), NHS Surrey, etc. Some of the data is not available at ward level and data for MSOAs or general practice profile data has been used (see below). The lack of ward level data means it is not possible for some issues to provide a clear picture of the health needs of the Stoke and Westborough populations.

General Practice profile data

General practice profile data will include data of patients who live in other Guildford wards who attend that practice. It is not possible to breakdown this data to show information on patients from specific wards. People in Stoke and Westborough are mainly registered at Guildowns Group and Woodbridge Hill practices and therefore only data from these practices is included in this Report. Guildowns practice data includes data from the University Medical Centre, which has a large number young adults on its registration list; this has led to the Practice having a greater percentage of this age group than would normally be seen in a practice population. Guildowns and Woodbridge Hill practices will also have patients registered from several Guildford wards where the IMD ranking will be lower than both Stoke and Westborough. Both these two factors may be the cause of lower than expected levels of disease and disability than would be expected in populations with similar IMD scores to those of Stoke and Westborough.

Statistically significant data

When data is deemed 'statistically significant' this means that a finding or a result is likely to be caused by something other than just chance. Usually, this result would be produced by chance no more than 5% of the time.

Synthetic estimates

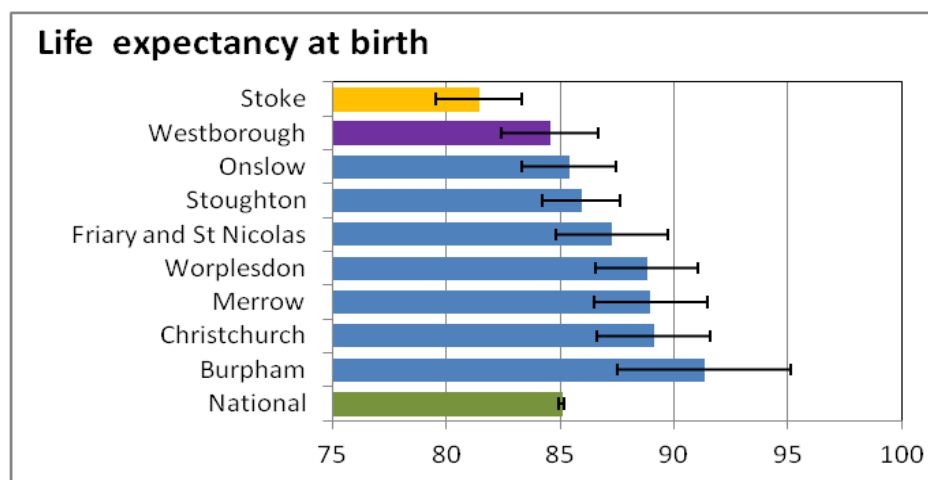
Some of the health data is from 'synthetic estimates'. A synthetic estimate is based on a model and represents the expected prevalence of a behaviour given the demographic and social characteristics of that area. It is not an estimated count of the number of people demonstrating a specific behaviour such as the number of people who smoke in a ward. The information is shown as rate of a given behaviour in a MSA.

Mortality

Life expectancy

Life expectancy at birth calculates the average number of years a person is expected to live given the current mortality rates experienced by this population.

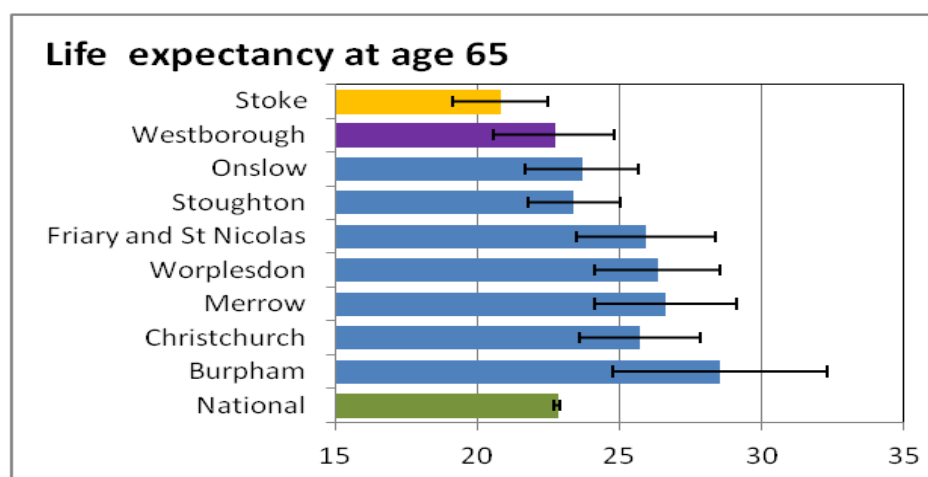
Figure 5 Life expectancy at birth (NHS Surrey, 2011)



At birth children who are born in Stoke are expected to live until 81.40 years and children born in Westborough are expected to live until 84.53 years. In comparison children born in nearby Burpham are expected to live to 91.32 and Stoke and Westborough are both significantly lower than this. Both Stoke and Westborough are below the national average of 85.04; this figure is statistically significant for Stoke but not for Westborough.

Life expectancy at 65 years calculates the average additional number of years a person is expected to live on reaching 65 years given the current mortality rates experienced by this population.

Figure 6 Life expectancy at age 65 years (NHS Surrey, 2011)

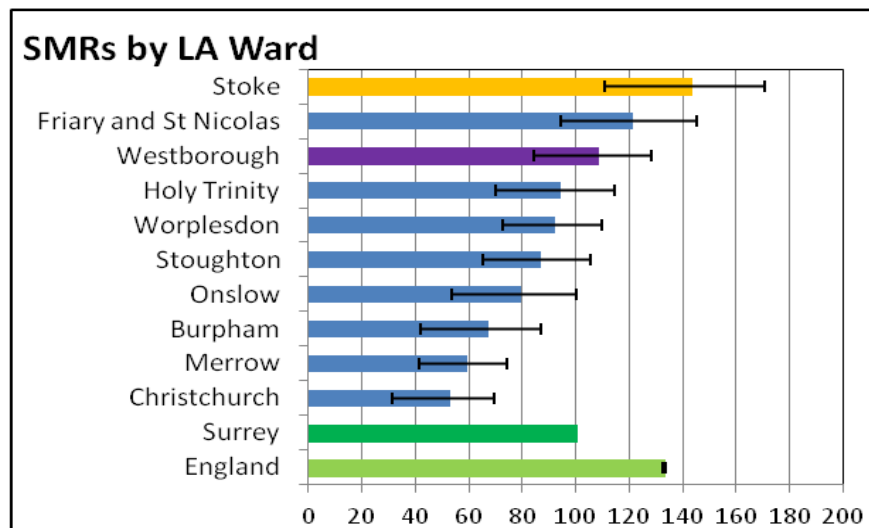


The average additional number of years for an individual living in Stoke is 20.78 years and 22.68 years for a Westborough individual. Both are lower than that of a person from Burpham which is 28.52 years. The figure for Stoke is significantly lower than both Burpham and the national average.

Standardised Mortality Ratio (SMR)

The Standardised Mortality Ratio (SMR) is the number of deaths observed compared to the number of deaths that would be expected given the age and gender profile of a specific population.

Figure 7 SMR (NHS Surrey, 2006-2010)



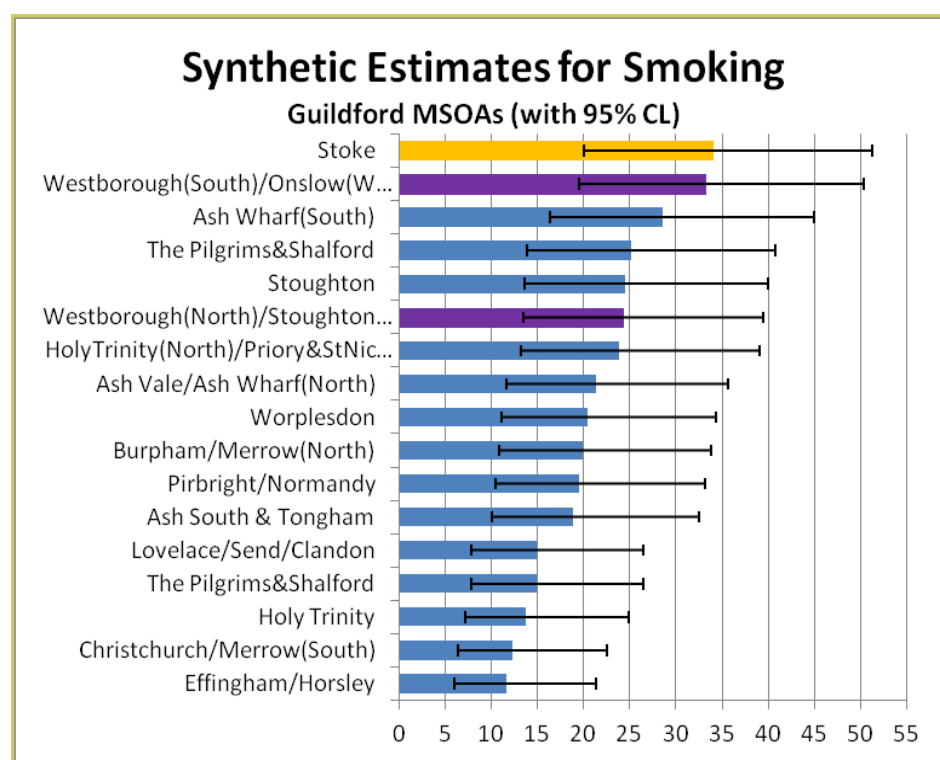
Both Stoke and Westborough have higher SMRs than most of the other Guildford wards shown in Figure 7 and compared with Burpham, Merrow and Christchurch the difference is statistically significant. Stoke also has a higher rate at 143 than the England average of 133 although this is not statistically significant.

Health related behaviour

Smoking

Smoking remains the major preventable cause of premature death and disability. It causes almost 90% of deaths from lung cancer, around 80% of deaths from bronchitis and emphysema, and around 17% of deaths from heart disease. About one third of all cancer deaths can be attributed to smoking. These include cancer of the lung, mouth, lip, throat, bladder, kidney, stomach, liver and cervix.

Figure 8 Synthetic estimates for smoking (NHS Surrey, 2011)



Stoke ward has the highest estimated rate of smoking of the Guildford wards although it is not statistically significant. Stoke and the two MSOAs which include Westborough residents have higher estimated rates of smoking than both the England average of 22.2% and the Surrey average of 17.4%.

On the following page Figure 9 shows the number of people using the Surrey NHS Stop Smoking Service between July 2009 and June 2010 who have set a quit date and how many remain abstinent at four weeks. The numbers for each category are higher for Stoke and Westborough than the other wards. The Service has focused its provision of support in areas of Surrey with the highest levels of social deprivation which could have had an impact on the number of people contacting the Service in Stoke and Westborough wards. The higher figures may also be partly due to there being greater numbers of smokers living in these wards.

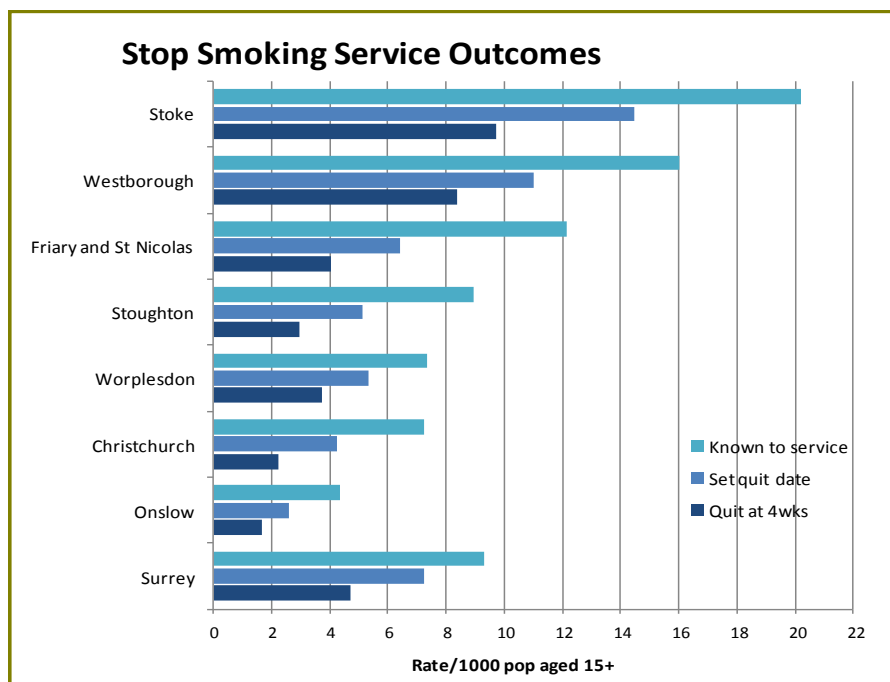
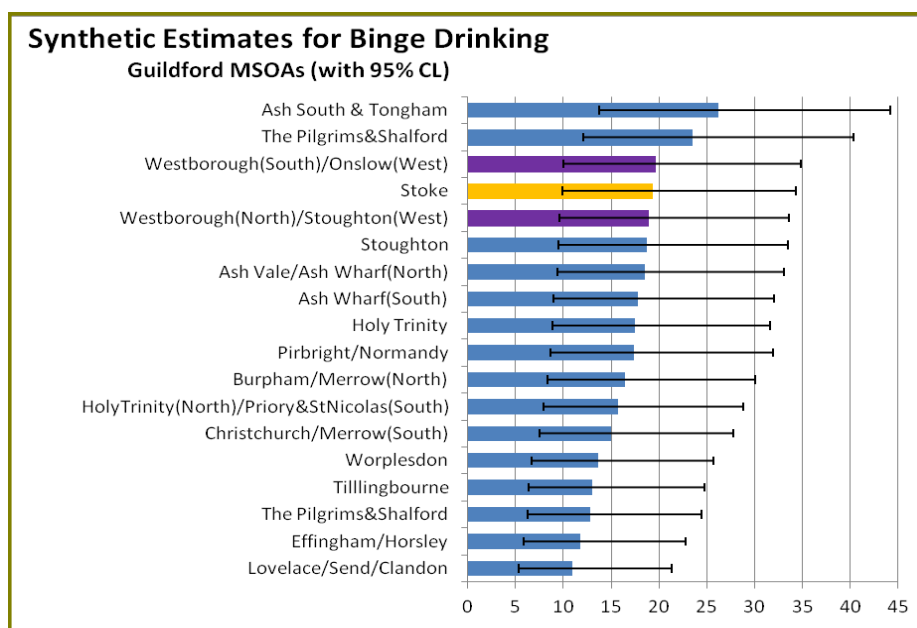


Figure 9 Number of persons using NHS Surrey Stop Smoking Service including those who have set a quit date and those who remain abstinent at four weeks (Jul 2009 – Jun 2010)

Alcohol

Excessive drinking is harmful to health and largely preventable. One measure of excessive drinking is the synthetic estimate for binge drinking. The NHS definition of binge drinking is drinking heavily in a short space of time to get drunk or feel the effects of alcohol.

Figure 10 Synthetic estimates for binge drinking (NHS Surrey, 2011)



The MSOAs containing Stoke and Westborough wards are in the top third for Guildford for estimated rates of binge drinking however the figures are not statistically significant.

Substance Misuse

The following table provides information on the percentage of clients who are 'In treatment' in Stoke and Westborough that have attended a triage appointment in the year 2011—2012 with any of the Surrey DAAT's treatment services.

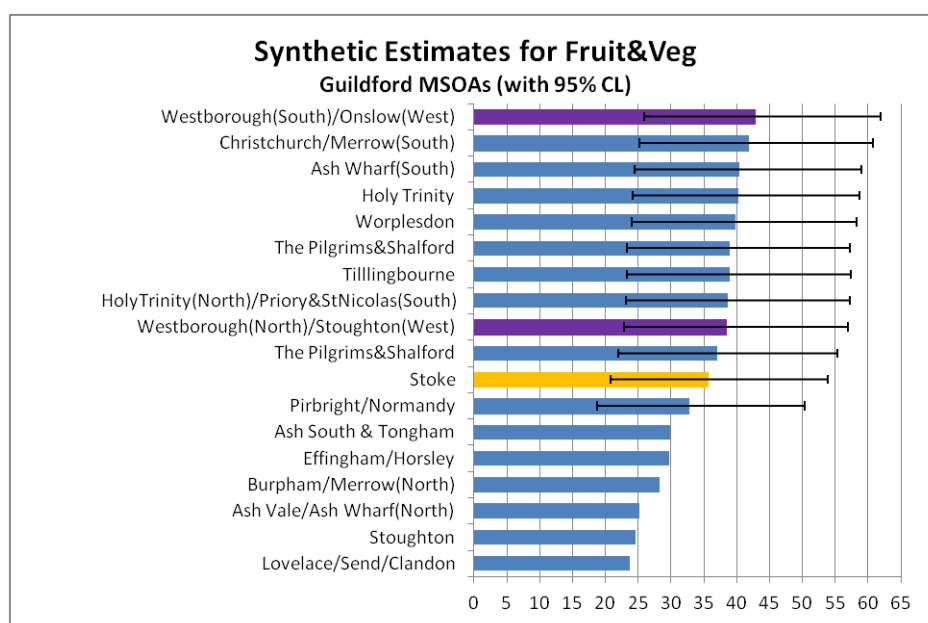
Table 9 Information on substance misuse in Stoke and Westborough for the year 2011—2012 (Public Health, Surrey County Council (revised 2013))

	STOKE %	WESTBOROUGH %	SURREY %
MAIN DRUG			
Heroin	40%	41%	33%
Alcohol	38%	22%	46%
Methadone mixture	...	9%	3%
Cannabis	...	10%	4%
OTHER	22%	17%	16%
AGE BAND*			
18—24 years	...	10%	6%
25—34 years	34%	43%	26%
35—44 years	44%	27%	33%
45—65 + years	22%	20%	35%
ACCOMMODATION STATUS			
Local authority/registered	36%	45%	16%
Staying with friends/ family as a short term guest	...	13%	8%
Private rented	30%	13%	13%
No housing problem	10%	7%	18%
Settled with friends/ family	...	7%	12%
Own property	...	6%	20%
OTHER	24%	8%	13%
EMPLOYMENT STATUS			
Unemployed	18%	24%	14%
Regular employment	24%	22%	26%
Long term sick or disabled	14%	18%	17%
Unemployed and seeking work	28%	18%	27%
Economically inactive	...	6%	2%
OTHER	16%	10%	14%
Some small figures have been suppressed (...) and added to the OTHER field.			
*The Age Bands for Surrey are estimates, as actual figures are not currently available.			

Diet

Collecting data on dietary intake is complex and expensive. Fruit and vegetables are important components of a healthy diet and measuring intake is relatively straightforward and a synthetic estimate for fruit and vegetable intake is a useful measure of dietary quality. The estimated rate in this Report is the percentage of the population who eat five or more portions of fruit and vegetables each day. An intake of five fruit and vegetables is the minimum recommended for a healthy diet.

Figure 11 Synthetic estimates for fruit & vegetables (NHS Surrey, 2011)



Data for fruit and vegetable intake shows that the MSOA that contains Westborough south has the greatest number of people eating five or more fruit and vegetables each day. Stoke MSOA is in the bottom half of the MSOAs. However the data is not statistically significant. Although the MSOA including Westborough south has the highest estimated rate of 42.8% of Guildford MSOAs, the estimate suggests that almost 60% of the MSOA population is eating below the minimum recommended intake for fruit and vegetables.

Physical activity

Sport England Market Segmentation Tool

Data is available from the Sport England Market Segmentation Tool on participation rates and attitudes of individuals to sport and their motivations for taking part. It also provides useful information on what people believe would encourage them to take part in more sporting activities and what type of marketing and promotion they respond to. The tool divides the England population into 19 segments and information is provided on which are the predominant sporting segments for both Stoke and Westborough. Detailed descriptions of each profile are available at <http://segments.sportengland.org/querySegments.aspx>

Table 10 Information on the main Sport England segments (Sport England, 2010)

Segment	Key characteristics	Current sports activities	Motivators	Barriers
STOKE				
ELISE AND ARNOLD	Retired singles or widowers, predominantly female, living in sheltered accommodation Much less active than the average adult population but activity level consistent with other profiles in this age bracket	17% have participated in sport at least once a week (national average 40%) 10% of this group take part in 'keep fit/gym' (national average 17%) 7% take part in swimming (national average 14%) 3% take part in bowls	Enjoyment (15%) Keeping fit 12%) Socialising (12%) What would make them do more? • Be less busy • People to do with • Cheaper admissions	83% 'health, injury or disability' (national average 41%)
PAULA	Single mums with financial pressures, childcare issues and little time for pleasure. Paula is not a very active type and her participation levels are slightly below those of the general adult population	36% play sport at least once a week 18% participate in keep fit/gym 17% take part in swimming 5% take part in cycling 4% take part in athletics or running	(27%) Enjoyment (26%) Keeping fit (21%) To take children (11%) Losing weight What would make her do more? • Be less busy • Cheaper admissions • More childchare	25% family commitments (national average 7%) 24% 'other' factors'; includes: leaving school, no opportunity and economic/work (national average 21%) 18% 'health, injury or disability' 19% described themselves as having a long-standing illness, disability or infirmity (national average ??)
PHILIP	Mid-life professional, sporty males with older children and more time for themselves. Sporting activity levels are above the national average	51% play sport at least once a week Cycling is top sport, and 16% do this at least once a month, (national average 9%) Several other sports above national average e.g. football, golf	Enjoyment (48%) Keeping fit (34%) Socialising (17%) What would make him do more? • Be less busy • Cheaper admissions • More free time	31% work commitments (national average 19%) 30% 'health, injury or disability'

Segment	Key characteristics	Current sports activities	Motivators	Barriers
STOKE—CONTINUED				
TIM	Sporty male professionals, buying a house and settling down with partner. Tim is an active type that takes part in sport on a regular basis.	62% take part in sport at least once a week 21% cycling (national average 9%) 20% keep fit/gym	Enjoyment (52%) Keeping fit (42%) Socialising (17%) To take children (12%) <i>What would make him do more?</i> <ul style="list-style-type: none"> • Be less busy • Cheaper admissions • More free time 	36% work commitments
WESTBOROUGH				
PAULA	As before	As before	As before	As before
ELSIE AND ARNOLD	As before	As before	As before	As before
TIM	As before	As before	As before	As before
BEN	Male, recent graduates, with a 'work-hard, play-hard' attitude. Ben is the most active of all profiles	69% take part in sport at least once per week 33% football (national average 4%) 24% keep fit and gym 18% cycling 15% athletics or running	Enjoyment (58%) Keeping fit (42%) Socialising (28%) Improving performance (14%) <i>What would make him do more?</i> <ul style="list-style-type: none"> • Be less busy • Cheaper admissions • People to go with 	35% work commitments 33% other factors

Table 10 shows that Paula, Elsie and Arnold and Tim are all main segments for both wards. Of all the main segments in Stoke and Westborough, Ben, Tim and Philip are groups where at least 50% of people take part in sport at least once per week. The Ben segment is the segment with the highest rate of sport activity out of all 19 segments. Paula and Elsie and Arnold are in lower half of segments for rate of sporting activity.

Immunisation

Childhood immunisations are given in general practice at 1 year, 2 years and 5 years. Immunisations include:

- DTaP/IPV/Hib—Diphtheria, tetanus, pertussis and polio and Haemophilus influenzae type b
- MMR—Measles, mumps and rubella
- Hib/MenC—Haemophilus influenzae type b and Meningitis C
- PCV—Pneumococcal conjugate vaccine

Table 11 Percentage uptake of childhood immunisations (NHS Surrey, 2010-2011)

Age of child	Vaccine	2010 2011 %	Q2 2011-2012 %	Q3 2011-2012 %
GUILDOWNS				
1 year old	DTaP/IPV/Hib	70	90	88
2 years old	1st MMR	56	62	82
	Hib/MenC	56	69	82
	PCV	49	62	80
5 years old	DTaP/IPV	45	89	84
	1st MMR	82	91	84
	2 nd MMR	51	82	84
WOODBRIIDGE HILL				
1 year old	DTaP/IPV/Hib	93	100	95
1 year old	DTaP/IPV/Hib	92	93	94
	Hib/MenC	94	93	97
	PCV	91	90	97
5 years old	DTaP/IPV	56	97	97
	1st MMR	87	100	92
	2 nd MMR	83	94	87

Surrey as a county has a poor immunisation uptake; percentages in red in Table 11 are lower than required. NHS Surrey Public Health Immunisation Team provides extra support to practices such as Guildowns whose child immunisation uptake is lower than required. The data for quarters 2 and 3 2011-2012 shows an improvement in the Guildowns immunisation rate for all vaccines. The immunisation rate for Woodbridge Hill for all vaccines except one was at the required level in 2010-2011. All immunisations rates in quarters 2 and 3 2011-2012 are at required rates.

Cervical screening

All women between the ages of 25 and 64 are eligible for a free cervical screening test every three to five years. In Stoke and Westborough cervical screening takes place in general practice and data is provided for Guilddowns and Woodbridge Hill practices. The target rate is 80% of the practice population.

Both Guilddowns and Woodbridge Hill practices have a screening uptake below the target rate of 80% and are below the Surrey and national uptake rate. The rate for Guilddowns is particularly low due to the number of foreign students registered at their university practice who have not had a screen.

Table 12 *Percentage uptake for cervical screening in GP practices (2011)*

	Uptake of cervical screening %
Guilddowns	65.52
Woodbridge Hill	76.61
Surrey	80.21
National	78.57

Teenage pregnancy

Stoke ward has a teenage conception rate for the period 2008-10 within the highest decile of the Surrey wards. This means that Stoke is in the highest tenth of teenage conception rates among wards in Surrey. Furthermore, Stoke is one of 3 wards in Surrey which has a conception rate statistically significantly higher than that of England for the same period. The teenage conception rate in Westborough is not significantly different to England.

Whilst the teenage live birth rate is only slightly lower than the conception rate in Westborough, the live birth rate in Stoke is less than half the teenage conception rate. In Surrey there has been an overall reduction of live births to teenage mothers in the period 1998 and 2009 which follows similar trends to national figures. This may indicate that a high percentage of young women in Stoke are choosing not to follow through with their pregnancy. The Teenage Pregnancy chapter of the Surrey Joint Strategic Needs Assessment (Surrey– i,2011) suggests a number of possible reasons for young women not continuing with their pregnancy such as:

- More pregnant young people have a greater ambition not to become a teenage parent
- Social pressures or negative connotations associated with teenage parenthood may have succeeded in putting potential young parents off
- There is greater opportunity for young people to undertake education, training and employment and work towards self sufficiency

-
- Some young people have developed aspirations of a life beyond dependency on state benefits
 - There is greater and easier access to termination of pregnancy services or an ability to pay for these services.

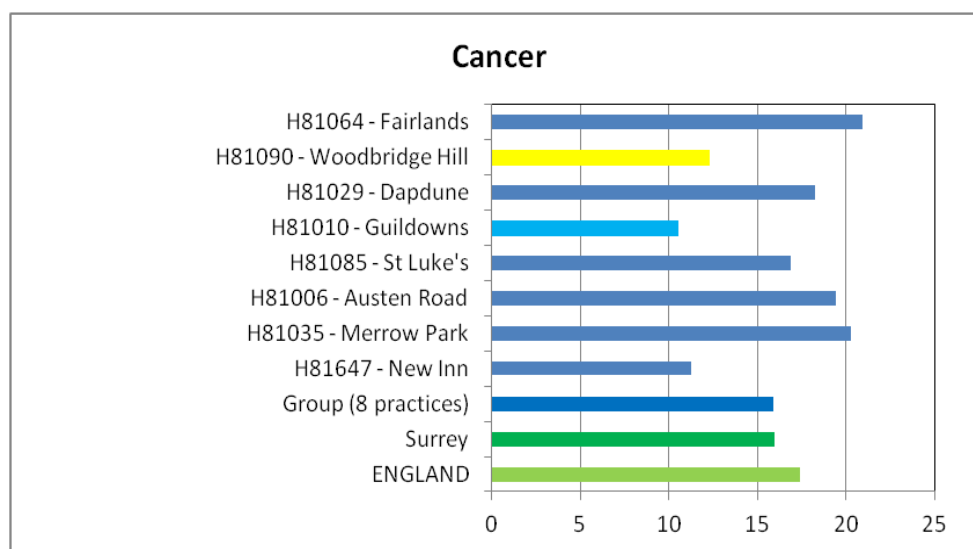
Specific health conditions

Cancer

Cancer is one of the main causes of death within Surrey. Cancer death rates increase with age. The relationship between cancer and socio-economic factors is complex. Certain types of cancer such as lung cancer are more likely to be diagnosed in and death rates are higher in less affluent population groups. The increased rates are partially related to higher levels of health related behaviours such as smoking. Other types of cancer such as breast cancer, death rates are higher in less affluent populations despite the fact that incidence rates are lower. People from less affluent areas have been shown to be less likely to be aware of cancer related symptoms and as a consequence of this they are more likely to have a late diagnosis. Early diagnosis is a critical factor in increasing an individual's chances of survival.

The following chart shows the prevalence of cancer (raw data) per 1,000 population for all ages for the year 2010-2011 for a range GP practices in Guildford including Guilddowns and Woodbridge Hill.

Figure 13 Prevalence of cancer (raw data) per 1,000 population for all ages (QOF, 2010-2011)

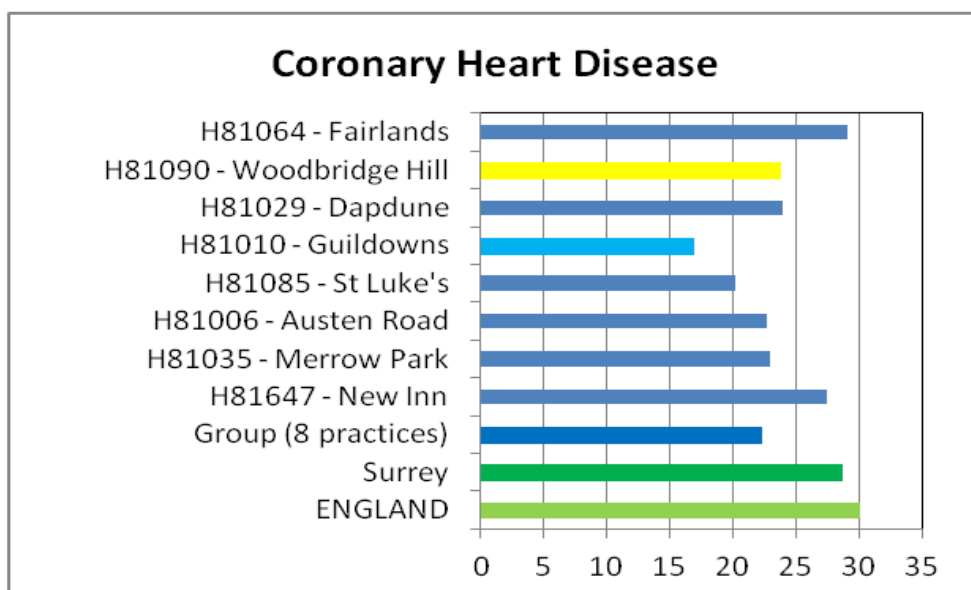


The practice populations of both Guilddowns and Woodbridge Hill have cancer prevalence rates lower than other nearby practices in Guildford. The practice population for Guilddowns has a larger number of young people between 20 and 24 years compared to the Surrey and England averages. The Woodbridge Hill practice has a higher number of women between 25 – 34 years and a higher number of men between 25 – 49 years than the Surrey and England averages. This may explain why the cancer prevalence rates are lower in both practices than the nearby practices. Fairlands practice has the highest cancer prevalence rate of the practices in the chart above; Fairlands has a practice population age distribution similar to the England and Surrey averages.

Coronary Heart Disease (CHD)

Coronary heart disease prevalence and death rates increase with age. They are also associated with socio-economic status and less affluent populations are more likely to have higher rates of cardiovascular disease and CHD mortality rates. This is believed to be due to higher levels of health related behaviours such as smoking and people accessing health services less often.

Figure 14 Prevalence of CHD (raw data) per 1,000 population for all ages (QOF, 2010-2011)



As with the cancer data, the age distribution of Guilddowns and Woodbridge Hill practices is likely to have affected the data for coronary heart disease.

Mental health

Overall mental health needs in Surrey as measured by the Index of Multiple Deprivation (2010) Mental Health Indicator are relatively low. The IMD Mental Health Indicators for Stoke and Westborough are not available but data is available on rates of common mental health disorders for GP practices from the General Practice Profiles (APHO, 2010-2011).

Table 13 Common mental disorders from Practice profiles (APHO, 2010-2011)

Indicator	Guildowns practice	Woodbridge Hill	Surrey	England
Psychoses - all ages	0.6%	0.8%	0.7%	0.8%
Dementia – all ages	0.5%	0.2%	0.5%	0.5%
Depression – 18 + years	11.3%	7.4%	10.8%	11.2%

Woodbridge Hill practice has a lower rate of dementia and depression than both Surrey and England rates although rate for all psychoses is similar to Surrey and England. All rates for Guildowns practice are similar to Surrey and England.

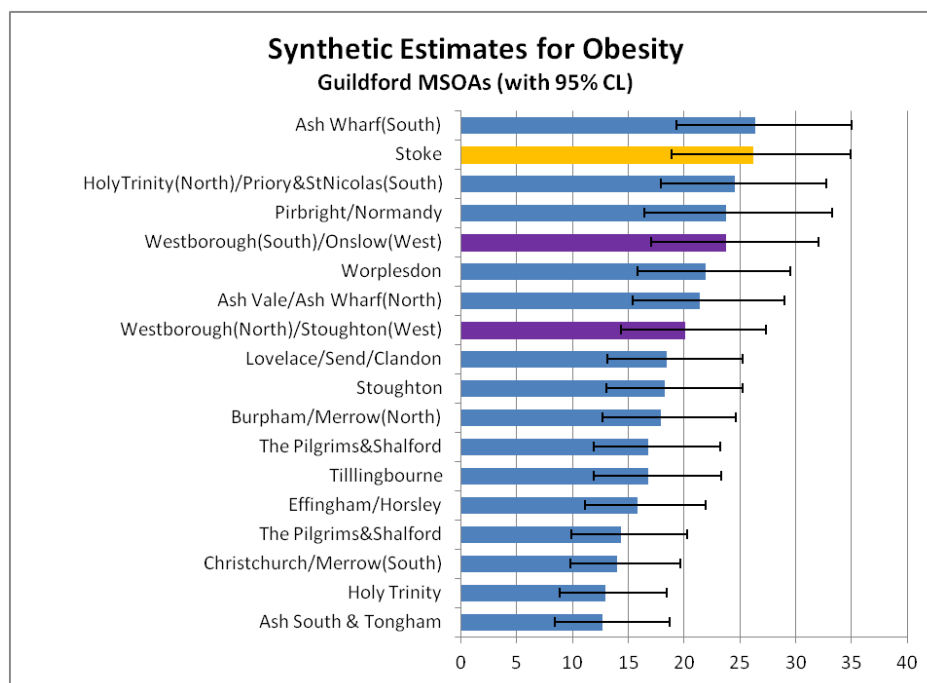
Obesity

Obesity is associated with a wide range of health problems including type 2 diabetes, cardiovascular disease and cancer. It leads to a reduction in life expectancy. Adults are considered obese if they have a Body Mass Index (BMI) greater than 30kg/m². BMI is calculated using an individual's weight and height and a BMI table will show whether an adult is healthy weight, overweight or obese. Measuring children for obesity is more complex as age and gender need to be taken into account when using BMI as an indicator of obesity.

Adult obesity

The obesity data available in this Report is as a synthetic estimate of the percentage of the adult population who are obese in MSOAs.

Figure 15 Synthetic estimate of the percentage of the adult population who are obese (NHS Surrey, 2011)



Stoke has the second highest percentage of adult obesity and the figure is significantly higher than the lowest two MSOAs of Holy Trinity and Ash South & Tongham. The two MSOAs containing Westborough ward are in top half of MSOAs for adult obesity but the figure is not statistically significant.

Childhood obesity

School children in reception year aged 4-5 years and in year 6 aged 10-11 years are measured for height and weight annually in the National Childhood Measurement Programme (NCMP). NCMP data has been used in Surrey to show the percentage of children in children's centres catchment areas that are underweight, healthy weight, overweight or obese. The Spinney Children's Centre provides services to Westborough families. Guildford Children's Centre has two sites, one in Stoke and the other located in the town centre. The data for both sites of Guildford Children's Centre is combined and therefore does not give a clear picture for obesity in Stoke children. However, data is available at MSOA level on the National Obesity Observatory (NOO) website and as Stoke ward is coterminous with the Stoke MSOA this data provides a more accurate picture of childhood obesity in Stoke.

Table 14 Weight of YR children in the catchment areas of children's centres in Guildford (NOO, 2007-2010)

Child Centre Name	Obese %	Overweight %	Underweight %	Healthy Weight %
Ash Grange Sure Start	7.14	15.31	0.34	77.21
Boxgrove Sure Start	6.68	13.92	0.85	78.55
Guildford Children's Centre	6.09	13.42	0.34	80.16
St Paul's School & Sure Start	9.66	14.35	0.44	75.55
The Spinney Sure Start	9.89	10.99	1.1	78.02
Stoke MSOA	8.9	Not available	Not available	74.3

The data for Reception Year (YR) children in the catchment areas of both sites of Guildford Children's Centre shows 6.09% are obese; however the Stoke MSOA data shows a higher figure of 8.9% for the children in the Bellfields' site catchment area of the Guildford Children's Centre. Although data is not available for the percentages of overweight and underweight children, the percentage of healthy weight children is the lowest figure when compared with all Guildford children's centres. The YR children in the Spinney Children's Centre catchment area have the highest percentage for obesity and the lowest level of overweight.

Table 15 Weight of Y6 children in the catchment areas of children's centres in Guildford (NOO, 2007-2010)

Child Centre Name	Obese %	Overweight %	Underweight %	Healthy Weight %
Boxgrove Sure Start	12.5	11.8	0.7	75
Guildford Children's Centre	13.72	16.71	1.22	68.34
St Paul's School & Sure Start	15.93	12.25	1.68	70.14
The Spinney Sure Start	16.99	15.06	1.6	66.35
Stoke MSOA	18.9	Not available	Not available	61.7

The data for the Year 6 (Y6) children in the catchment area for both sites of Guildford Children's Centre shows 13.72% are obese; however the Stoke MSOA data shows a higher figure of 18.9% for the children in the Bellfields' site catchment area of the Guildford's Children Centre. The Spinney Y6 overweight percentage is the highest for all children's centres in Guildford; a percentage for overweight for the Stoke MSOA is not available. The Stoke MSOA figure for healthy weight is 61.7% and although the figure for underweight is not available it is likely that over 35% of Y6 children in this area are either overweight or obese. A percentage of 66.35% healthy weight for The Spinney means that over 30% of Y6 children in Westborough are either overweight or obese, as only 1.6% of children are underweight. Overweight and obese children are more likely to become overweight and obese as adults.

People with learning disabilities

Awaiting information from the Surrey and Borders Partnership NHS Foundation Trust Community learning disability team.

COMMUNITY FEEDBACK ON HEALTH

Stoke

The views of Stoke residents and staff working in voluntary, community and statutory organisations and groups were collected by the Health Needs Assessment community feedback form (Appendix 2) circulated by Stoke and Westborough Action group members in December 2011.

1. *What would help local residents improve their own health?*

Residents' main suggestions for what could improve their own health were walking and cycling. One person felt that there needed to be aided walks for those less mobile. Cycling for beginners was also mentioned.

2. *Can you describe residents access to health services in the area?*

When asked about access to health services in the area the same number of people said they had good access to GP services as felt they had poor access. Concerns about poor access included problems getting an appointment and the walking distance to the surgery. More people were dissatisfied with their access to dental services than were satisfied. There were concerns about distance to the dentist in particular to an NHS dentist.

"Not easy to get a GP's appointment at local doctors"

"Local doctor's surgery and reliable bus route to town so good access all round"

"No NHS dentist within reasonable walking distance"

3. *What stops residents using services that would improve their health?*

The three main barriers identified as preventing people using services to improve their health were cost, transport and lack of knowledge of what is available. Cost barriers included cost of activities e.g. at the Spectrum and cost of travelling to the activities. Lack of knowledge was mainly concerning what is available but also identified was problems with literacy and ability to use IT to gain information.

"Spectrum too costly – more concessions needed"

"We need more information and up to date information"

4. *What do you see as the key health concerns or worries in the area?*

A range of factors were identified as key health concerns in the area including: lack of jobs; mental health; alcohol; drugs; and poor diet.

“Isolation and general issues can lead to mental health problems such as depression”

5. *Is this a healthy area to live in?*

Why/why not?

More people felt the area was a healthy area than felt it was unhealthy. The main positive attribute identified by several people was open spaces for walking.

“If able there are many open spaces for walking”

PLANNING FOR REAL in Stoke

Stoke residents were asked for their suggestions for improvement in health as part of the Planning for Real project in 2011. The four main suggestion areas were:

- Free issue of condoms
- Pregnancy testing facility
- A health centre/GP centre
- A HIV/AIDS clinic

There were also a range of suggestions relating to counselling and support for groups such as young people and families.

Westborough

Responses on the health needs in Westborough were obtained from residents and from staff working in local voluntary, community and statutory organisations and groups by several methods: the Health Needs Assessment community feedback form (Appendix 2) circulated by Stoke and Westborough Action group members in December 2011; at the Westborough consultation events on 18th October 2011; and from the Westborough consultation undertaken by Guildford BC in November and December 2011.

1. What would help local residents improve their own health?

- The main suggestion was for a local 'gym' facility that was affordable. There was concern that both Surrey Sports Park and the Spectrum were too expensive. The other major theme was outdoor activity especially walking. People suggested activities such as PT sessions on green areas, areas of local parks kept for older people and more Surrey Greenspace type activities. More information was felt to be important especially about offers available which would make activities more accessible to some people.

"Improving the local environment to encourage adults and children to go outside, access the open spaces available to them"

2. Can you describe residents access to health services in the area ?

There were more concerns about the GP services available than positive comments. The majority of the concerns were about the time people had to wait to get an appointment. There were also comments about overcrowded facilities. All the comments about dental services were negative; the concerns raised were about access to dental services especially NHS dental services.

"Generally have to wait 3 weeks for doctor's appointment"

"The NHS dentist at Jarvis is not easily accessible. The two Westborough dental practices are private."

(NB: There is no longer a NHS dental practice at the Jarvis Centre—see page 47 for dental practice in or near Westborough).

3. *What stops residents using services that would improve their health?*

The two factors suggested by the highest number of people as a barrier to residents accessing services to improve their health were cost and transport. The cost of leisure facilities such as Surrey Sports Park and the Spectrum were raised by several people. For many people it was the cost of transport that acted as a barrier although the lack of direct bus routes to the Spectrum were also noted.

“Cost of leisure centre/sports facilities i.e. Spectrum/Surrey Sports Park is so expensive for families”

“....in a town that assumes car ownership (e.g. no bus to Spectrum or Slyfield)”

4. *What do you see as the key health concerns or worries in the area?*

Issues relating to housing were mentioned by more people than any other factor. The housing issues ranged from overcrowding, lack of housing for people on low income and concern about degradation of community attachments caused by the number of students in the area. Drugs, alcohol, poor diet and mental ill health issues were raised by similar numbers of respondents.

“Housing density increasing steadily causing traffic congestion, no parking spaces, pollution, all stressful”

“Alcohol support – agencies, discharging people, closing down”

“Mental health issues caused by bereavement and loneliness”

5. *Is this a healthy area to live in? Why/why not?*

“Access to common for healthy walks”

“Too much stinking litter about and dog fouling”

“Two good doctors surgeries”

Three times as many people said Westborough was a healthy place to those that said it was not. However there were a fairly large number who did not provide a yes or no for an answer. There were a wide range of responses to the question asking people to explain their answer. Several people noted issues about low income and economic factors. There were several positive comments on the open spaces for walking. An equal number of people wrote about good versus poor quality of the air. Traffic congestion, litter and dog fouling were raised as concerns. The majority of people who commented on health services gave positive responses.

SERVICES, ORGANISATIONS AND GROUPS AFFECTING HEALTH

Introduction to services, organisations and groups affecting health

This section provides information on the key NHS and local authority services and a selection of community and voluntary organisations and groups that provide services and activities that affect the health of the populations of Stoke and Westborough.

A booklet entitled *What's on in Stoke* is being developed to provide information on the wide range of organisations and groups operating in that area. In Westborough the *Grassroots* network meets regularly to share information on services and activities between frontline workers and volunteers.

Guildford and Waverley Clinical Commissioning Group

The commissioning of health services for the communities of Stoke and Westborough is currently in a period of transition with the passing of the Health and Social Care Bill by parliament in March 2012. The majority of the commissioning functions that were the remit of PCTs will be taken over by Clinical Commissioning Groups from April 2013. During this transition year NHS Surrey is working in collaboration with Guildford and Waverley Clinical Commissioning Group (CCG) and other CCGs to commission health services across the whole of Surrey. Guildford and Waverley CCG has recently been accepted as a sub-committee of the NHS Surrey Board and is producing commissioning plans specific to the needs of its population including Stoke and Westborough. The Clinical Commissioning Group represents 150,000 patients in Guildford.

Guildowns Group Practice

Guildowns Group Practice is the third largest general practice in Surrey serving 24,000 patients over four sites in central Guildford. The Practice provides general medical services (GMS) for the Stoke and Westborough population, primarily from the Oaks and Stoughton surgeries but also additional services (including early/late and Saturday clinics) from Wodeland Avenue Surgery. Guildowns has a staff of 16 general practitioners (GPs), 8 nurses and 3 Phlebotomists. All GPs work across sites to ensure that skills are maintained in chronic disease management but have regular sessions set to ensure continuity of care. The Practice employs a pharmacist who works across all sites providing the medical, nursing and support staff with advice and support on prescribing to maintain high quality, safe and effective medicines management. The Pharmacist also works with local pharmacies to ensure that patients get the right medicine at the right time and in the right way.

A number of GPs and nurses have specialist skills in the following areas:

- **Diabetes**
- **Asthma**
- **Smoking cessation**
- **Minor surgery**
- **Dopplers**
- **Joint injections**
- **Sexual and reproductive health including**
 - **Ring pessary**
 - **Coils**
 - **Diaphragms**
 - **Implants - implanon/explanon (contraception)**
 - **HRT Implants**
- **Travel**
- **Acupuncture**

Guildowns is a large training practice and trains both registrars and St George's Medical School and Southampton University medical students. The Practice is actively involved in commissioning as part of Guildford and Waverley Clinical Commissioning Group CCG).

The Practice has both a face to face and a virtual patient participation group, it also has a fully interactive website www.guildowns.nhs.uk where patients can book appointments, request repeat prescriptions obtain health information and be directed appropriately. In addition a simple factsheet is available in the Practice that details conditions that can be dealt with by a pharmacist together with a list of local NHS dentists, both of which help reduce the number of A&E attendances. A & E attendance has been identified as an area of concern by the Royal Surrey County Hospital NHS Foundation Trust and NHS Surrey for further work and investigation in addition to patient education e.g. GP Triage.

In addition to the standard GMS contract Guildowns also offer the full range of enhanced services currently including:

- **Extended hours clinics**
- **Child immunisations**
- **Influenza immunisation in all categories**
- **Pneumococcal immunisation in all categories**
- **Human papillomavirus (HPV) immunisation**
- **Swine flu**
- **Diabetes**
- **24 hr BP monitoring**
- **24 hr ECG monitoring**
- **Phlebotomy (collecting blood samples) - all levels**
- **Minor surgery all levels**
- **Choose and Book**
- **IUCD contraception**
- **Service for people with learning disabilities**
- **Substance misuse – conduct patient screening and links with local and national support programmes and agencies**
- **Smoking cessation - a full service is available at all sites**
- **Medicines management**
- **Administration of Zoladex medication**
- **Rheumatology drug monitoring - all levels**
- **Checking INR - all levels (for patients on Warfarin)**

A major concern to Guildowns is the lack of space and quality of the practice premises. A future aim is to develop purpose-built premises that will provide a better quality service to the patients such as being able to offer more patient-friendly family planning services particularly to young people out of core working hours.

Guildowns has identified other areas of concerns and improvements required in both its own service provision and what is available from other providers, these include:

- **Need more low cost exercise and weight management schemes**
- **Local healthy eating/cooking skills initiatives including eating well on a limited budget**
- **Reduced waiting time for NHS counselling services especially for people who cannot afford to pay for services privately**
- **Provision of local CAB outreach clinic is needed to provide advice and support to people with financial problems related to health issues**

Woodbridge Hill Surgery

Woodbridge Hill Surgery is a GP practice with an approximate list size of 11,100 patients drawn primarily from the north side of Guildford. It employs approximately 22 staff which includes 9 doctors and 3 practice nurses. There is an established district nurse and health visitor team who enjoy close working relationship with the doctors and its attached staff, together with a visiting midwife, counsellors, podiatrist and dietitian.

Regular clinics provided includes:

- **Well woman**
- **Antenatal**
- **Baby clinic**
- **Child immunisations**
- **HPV**
- **Influenza and pneumococcal immunisation**
- **Diabetes**
- **Asthma and COPD**
- **Travel vaccinations**
- **Smoking cessation**

One of the partners is a GP with Special Interest in ENT and sees patients from across the PCT area in his clinic at the Surgery. Woodbridge Hill doctors carry out Minor surgery.

The Surgery also provides the following services

- Administration of Zoladex medication
- Rheumatology drug monitoring
- INR Clinic (for patients on Warfarin)
- IUCD contraception and contraceptive implants
- Extended Hours clinic on Wednesday evenings.

The Surgery is a training practice and trains registrars and medical students from Southampton University and St Georges Medical School for whom the Surgery is the local organiser. A private chiropractor runs a clinic at the Surgery.

The practice has a website www.woodbridgehillsurgery.co.uk and a practice booklet, both have details of all services provided by the Surgery. There is also a virtual (email) and face to face patient participation group.

Dental health services

NHS dental services are commissioned by NHS Surrey, which has a responsibility to assess the oral health needs of the population and to ensure there is a reasonable level of dental care available to meet those needs.

The nearest NHS dental practices for people living in Stoke and Westborough wards are:

Stoke

- 17 Aldershot Road
- 33 Woodbridge Road
- 13 London Road
- 44 London Road

Westborough

- 17 Aldershot Road
- Fairlands Medical Centre
- 33 Woodbridge Road

There has previously been an issue with low access to dentists in Surrey with only 41% of the population accessing an NHS dentist in 2008. In the period 2008-2010 the PCT invested heavily in both establishing new practices and increasing the contract values of existing practitioners. This has led to an improvement in access with the most recent data showing the Surrey access rate has increased to 46.7% (June 2011). The following maps show an improvement in the access rate in Stoke from an access rate of 40 to 50% of the population in 2008 to 50 to 60% of the population in 2011. The access rate for Westborough has not changed. Up to date access data will be available in June 2012 from NHS Surrey.

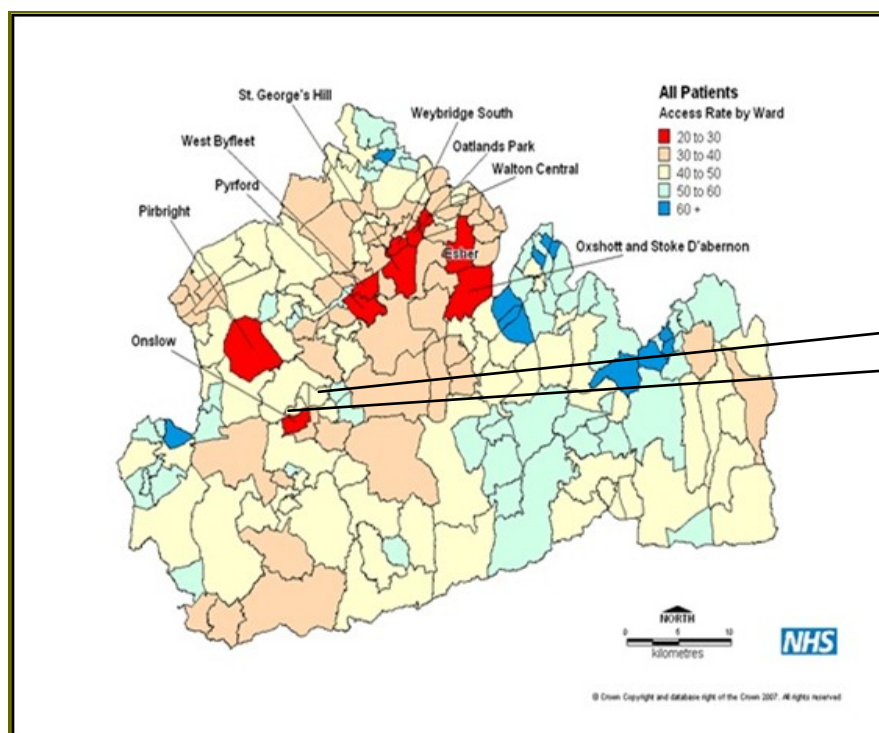
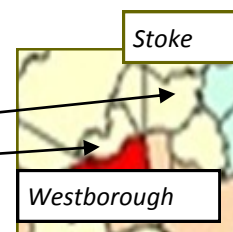


Figure 16 Ward Level Access Rate (%) All Patients, 2008 (NHSBSA Dental Services Division, 2011)



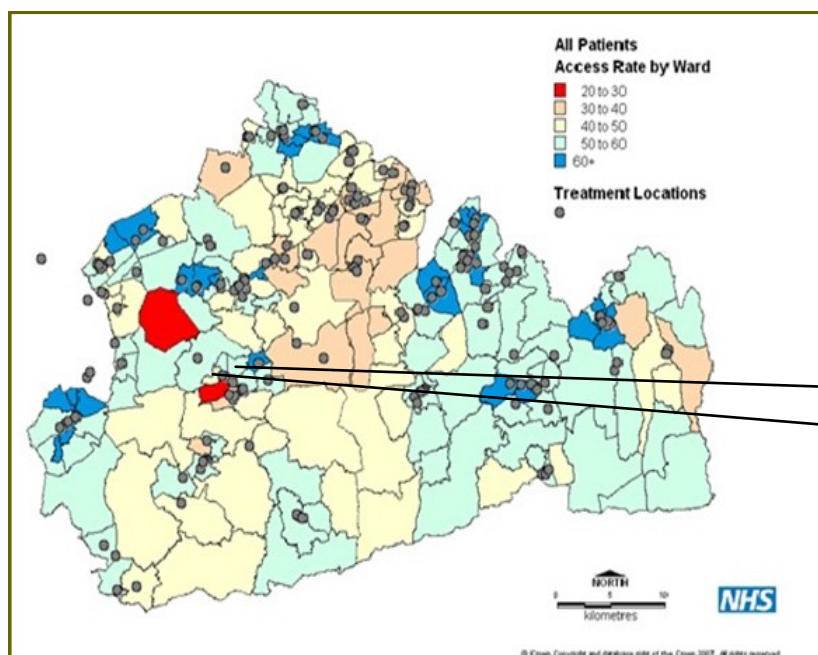
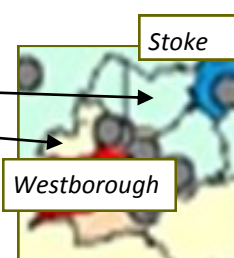


Figure 17 Ward Level Access Rates (24 months to March 2011) and Treatment Locations 2010-11 (NHSBSA Dental Services Division, 2011)



The uptake of NHS dental services for people aged 19 years and under is generally high compared to the general population. This may be due to the free dental treatment being available to this age group. The rate for Stoke ward is 60% and above in 2011. The figure for Westborough was lower at 50% to 60% of the population but is higher than for the adult population in this ward. The neighbouring Onslow ward has a very low access rate for this age group which is probably due to the large number of undergraduate students living in university accommodation who may access services near their parental homes, and whilst the number of students living in Westborough ward is lower than in Onslow this may have affected the overall access rate.

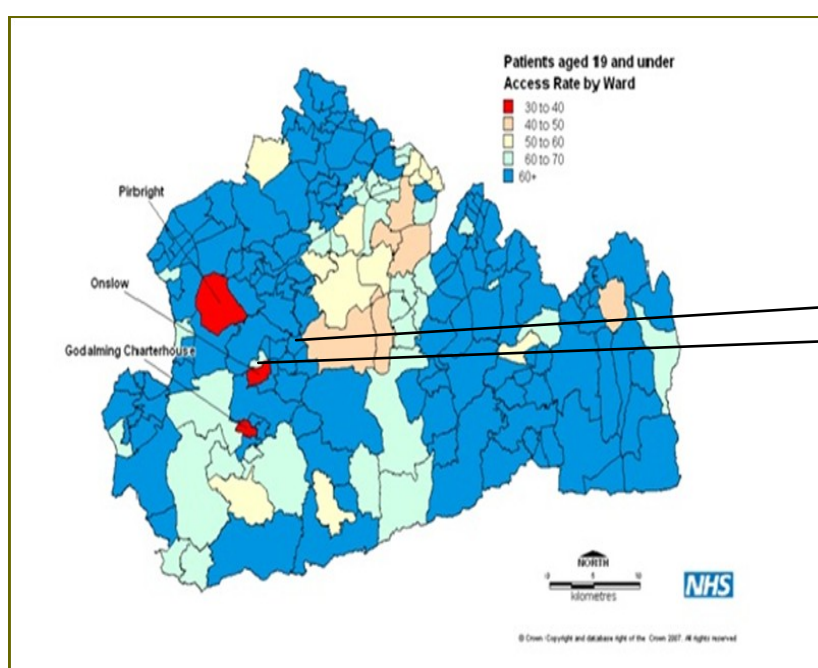
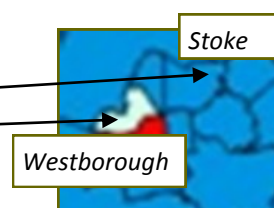


Figure 18 Ward Level Access Rate (%) for Patients aged 19 and under (NHSBSA Dental Services Division, 2011)



The access rate for children aged 4 years and under is lower than 19 years and under rate for both Stoke (40% to 50%) and Westborough (30% to 40%). Treatment for children of this age is free. Factors that may contribute to the lower access rates in this age group include a lack of awareness that young children should attend the dentist and a lack of knowledge that dental services are available for children 4 and under.

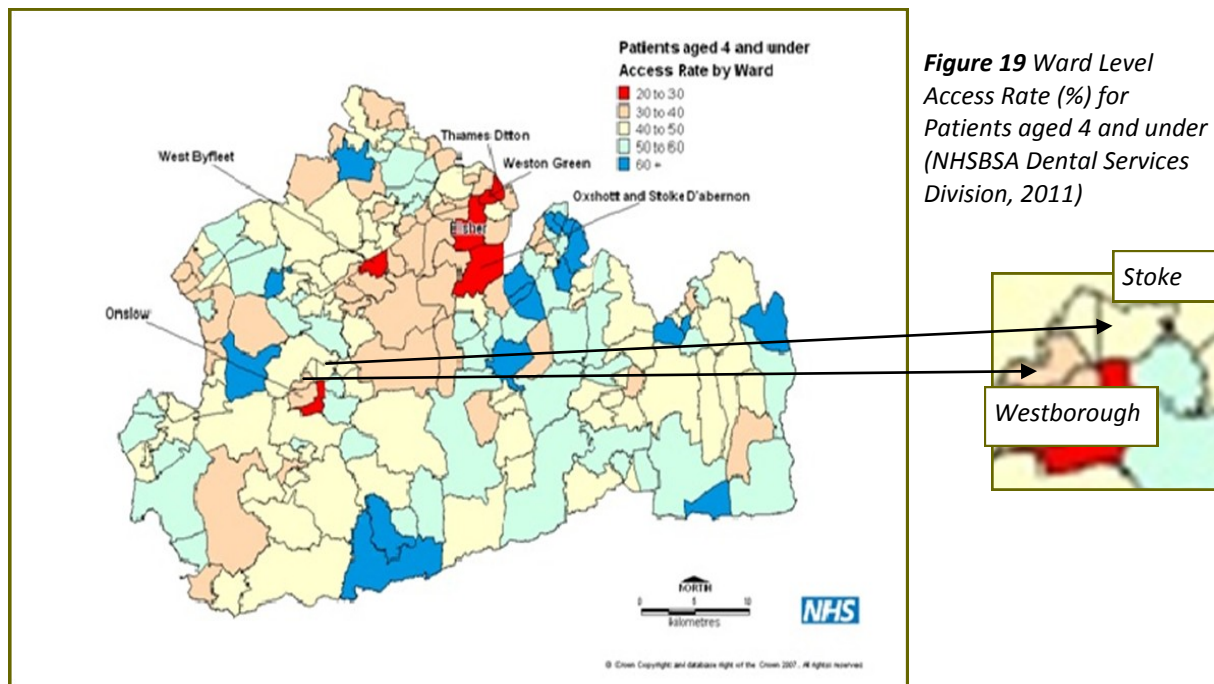


Figure 19 Ward Level Access Rate (%) for Patients aged 4 and under (NHSBSA Dental Services Division, 2011)

Oral health promotion (OHP) work is carried out in children's centres and in selected schools in Surrey. The Oral Health Promotion Team run sessions to fit in with the groups already delivered in the children's centres such as post-natal, baby, toddler, and young mums and some of this intervention has taken place in Stoke and Westborough children's centres (see pages 58). The Team provide messages on teething, brushing, bottle feeding, and diet. They aim to provide training for the children centre workers in oral health education so that they can sustain the programme and reinforce the messages. This training has not taken place in Stoke and Westborough children's centres as yet.

Information on oral health promotion in schools in Stoke and Westborough has not yet been provided.

Out of hours dental service

There is an out of hours dental helpline for those with urgent dental problems. The service provides advice and signposts patients to the relevant access to treatment. Surrey dental helpline - 0845 271 20 40

An out of hours emergency access dental service is provided at Buryfields Clinic in Guildford. The service is provided on Saturdays, Sundays and bank holidays.

Smile Surrey campaign

NHS Surrey launched the Smile Surrey in March 2012 with the aim encouraging people to go to a dentist and providing people with information on how to access a NHS dentist in their area. The campaign promotes the Surrey dental helpline which can provide information on local NHS dentists. It also encourages families with very young children to take them to the dentist and stresses the importance of prevention of dental problems. Information on NHS dentists can also be found on the NHS Surrey website www.surreyhealth.nhs.uk/dentists and on NHS Choices (www.nhs.uk/dentists).

Surrey NHS Stop smoking services

The Surrey NHS Stop Smoking Service is run by the Tobacco Control Team part of the Public Health Directorate at NHS Surrey. The service commissions and/or delivers evidenced based treatment to help smokers stop. There are currently three main ways in which smokers can access support.

Ways to access Surrey NHS Stop Smoking Service support:

- **Weekly Clinics**
 - **Woodbridge Hill – Friday lunch times**
 - **RSCH – Tuesday evenings**
 - **Dapdune Surgery – for Dapdune patients only. Clinic run by Stop smoking/ Mental health advisor for patients on prescription drugs for mental health issues who wish to stop smoking**
- **Telephone support – treatment programme including provision of Nicotine Replacement Therapy, Champix or Zyban on prescription. Telephone number 0845 602 3608**
- **GP support – see Guildowns and Woodbridge Hill practices (pages 44-46)**

In addition the Service provides a range of information leaflets and posters and carries out campaigns in street venues providing phone contact details for people to who may want to use their services e.g. stop smoking clinics

Community pharmacists

There are community pharmacists in and nearby both Stoke and Westborough. Data from the NHS Surrey Pharmaceutical Needs Assessment 2011—2014 (NHS Surrey, 2011) shows that all households in the wards are within five minutes drive of a pharmacy Monday to Friday 09.00-17.00; within 10 minutes of a pharmacy open after 19.00; within 5 minutes of a pharmacy open on a Saturday and 10 minutes on a Sunday.

The following enhanced services are available from pharmacists in or near Stoke and Westborough. The provision of free Emergency Hormonal Contraception (EHC) and Chlamydia treatment and Stop Smoking Support can only be accessed if the accredited pharmacist is on duty.

Table 16 Enhanced pharmacy services in local pharmacies (NHS, 2012)

Pharmacy	EHC	Chlamydia treatment	Access to palliative care medication	Needle exchange	Supervised consumption	Stop Smoking Support
Your local Boots Stoughton Road	✓	✓				
Sainsbury's Burpham	✓		✓		✓	✓
Your local Boots Aldershot Road					✓	
Lloyds Aldershot Road	✓			✓	✓	
Tesco Ashenden Road				✓	✓	✓
Direct	✓	✓			✓	✓
Dapdune					✓	✓

Sexual and reproductive health services

The local GP services provide contraceptive advice and supplies including the fitting of long acting reversible methods of contraception. They can also provide testing for some sexually transmitted infections including chlamydia (see Guildowns and Woodbridge Hill practices pages 44-46).

There is one contraception and sexual health (CASH) service provided by Surrey Community Health at the Jarvis centre, in Stoughton which is open every Tuesday 5.30 till 8pm. They provide specialised contraceptive care and testing for some sexually transmitted infections including chlamydia.

Nearby, there is a sexual health clinic (often know as a Genito Urinary Medicine (GUM) clinic) at Farnham Road Hospital. This clinic is open every day and has a range of walk-in and appointment slots. GUM clinics offer free and confidential advice, counselling and treatment of all sexually transmitted infections, and other genital conditions, pre and post HIV test counselling and HIV tests are also available. Emergency contraception is available from GUM clinics.

Emergency Hormonal Contraception (EHC) is available to anyone who has had unprotected sexual intercourse. EHC used to be known as the 'morning after pill' but it can be highly effective for up to 72 hours (3 days) after unprotected sex. This is available from the above services but also now free from the Alliance Pharmacy in Stoughton and Lloyds Pharmacy along Aldershot Road.

The chlamydia screening and condom distribution service is provided by Surrey Community Health. A free chlamydia test can be requested over the phone, website or text by any young person under the age of 25. This screening programme is promoted through health services, the youth services and through local secondary schools (via school nurses).

Termination of pregnancy services are provided by British Pregnancy Advisory Service and Marie Stopes. Women can now self refer to these services or can be referred by a local health professional.

Specific sexual health services have been developed on campus for the students of the University of Surrey.

Health visiting and school nursing service

Awaiting information from Surrey Community Health 0 - 19 Service.

Community nursing service for adults

The community nursing service for adults provides nursing care, advice and support to people with long term conditions who are unable to attend their GP surgery. They work in partnership with patients and their families and others such as GPs, therapists, Social Services, voluntary agencies, etc. to aid patients in managing their condition and improving their quality of life. Community nurses are based at both Guildowns and Woodbridge Hill practices.

Services provided include:

- **Wound care**
- **Specialist home based intervention for people who have a life limiting illness**
- **Advice and support during an acute phase of illness**
- **Administration and advice on treatments and medications**
- **Continence assessment, advice and support**
- **Personalised care planning to enable good self care and promote well being**
- **Nutritional advice**
- **Signposting and referrals to other services**

Drug and Alcohol Team (DAAT)

Surrey Drug & Alcohol Action Team (DAAT) works in partnership with other agencies to commission an integrated drug treatment system for Surrey.

Table 17 provides information of services available to residents of Stoke and Westborough. Further information is available from <http://www.surreydaat.org.uk/>

The DAAT provides funding to Surrey Drug and Alcohol Care to run a 24 hour helpline 0808 802 5000.

NHS Surrey provides a confidential injecting equipment exchange service through participating community pharmacies across Surrey. Some community pharmacies take part in supervised consumption of methadone, buprenorphine (Subutex) and Buprenorphine/naloxone (Subuxone). See page 51 for participating community pharmacies in Stoke and Westborough.

Further drug and alcohol intervention programmes are delivered for adults and young people by through the Criminal Justice System.

Table 17 Services commissioned by the DAAT

Type of service	Name of service	Services provided	Contact number
ADVOCACY SERVICE	Matrix Advocacy	<ul style="list-style-type: none"> • Advocacy support at meetings and tribunals • Assistance with accessing specialist services • Assistance with dealing with complex schemes • Support with options and making choices 	01932 723 759
OUTREACH SERVICES	SAdAS – OMNI Outreach	<ul style="list-style-type: none"> • Support for clients with complex needs who have disengaged from services • Motivation and support to re-engage them with services 	01483 756 899
	SAdAS Engage Service	<ul style="list-style-type: none"> • Advice and information on drugs and alcohol • Support point of contact for drug misusers and families • Engage drug misusers in treatment and reduce drug related harm through access to specialist services • Act as a treatment referral point for Job Centre Plus • Care planned structured interventions including structured psychosocial interventions • Care planned interventions for alcohol users • Accessible support services offering facilities for needle exchange, prevention of blood borne viruses, etc. • Complementary therapies • Overdose prevention and other harm reduction courses • Housing advice 	01483 590 150
STRUCTURED TREATMENT SERVICES	Acorn (Community Drug and Alcohol Team)	<ul style="list-style-type: none"> • Assessment • Counselling • Community prescribing • Group work • Advice and information • Hepatitis A and B testing/vaccination. Hepatitis C testing 	01483 450 256
IN-PATIENT SERVICE	Windmill House	<ul style="list-style-type: none"> • 12 bedded, 24 hour in-patient detox unit 	01932 722 096
YOUNG PEOPLE'S TREATMENT SERVICE	Catch 22	<ul style="list-style-type: none"> • Information and advice on drug/alcohol issues • Support for young people and their families • 24 hour helpline for referral and crisis • Assertive outreach for those who do not readily engage • Access to detoxification services • Access to residential rehabilitation services • Individually designed aftercare packages 	0800 622 6662

Table 17 *Services commissioned by the DAAT— CONTINUED*

Type of service	Name of service	Services provided	Contact number
AFTERCARE SERVICES	Reintegration Team	<ul style="list-style-type: none"> • One to one support sessions in line with the Service users' reintegration goals • Work to enable Service users to participate in community activities such as education, leisure, etc. • Work to enable Service users to move to independent living by developing self-care, social skills, budgeting skills and access public transport • Development of links with local organisations to promote services for service users 	01483 519 190
HOUSING SUPPORT SERVICES	SAdAS Links Housing Support	<ul style="list-style-type: none"> • Support to clients having difficulties with their tenancy due to substance misuse problems and those in criminal justice system having difficulties due to offending behaviour • Assistance with benefits claims and debts • Assist with harm reduction 	01483 730 019

First Steps

First Steps is an NHS-led service that offers information and support to the public and employers on emotional wellbeing and aims to reduce the stigma surrounding mental health issues. First Steps services are available to all adults in Surrey over the age of 18 years.

The Service provides the following:

- **Website with wide range of information on mental health issues [First Steps](#)**
- **Free and confidential helpline and e-mail service staffed by trained mental health advisors**
- **Information 0808 801 0325 Email: first.steps@nhs.net**
- **Self-help resources**
- **Signposting to other relevant local services**
- **Educational sessions such as Emotion gyms for the public (see below)**
- **Training for organisations on topics such as mental health awareness, workplace stress and introduction to cognitive behavioural therapy self help techniques**
- **Promotion of the Service by attending community events and publicity through GP surgeries, other professionals and organisations, libraries etc**

Emotion Gyms

Emotion Gyms are educational sessions that help people to understand and cope with common emotional issues such as anxiety and anger, low mood and relationship problems delivered by trained mental health advisors. The 'Gyms' are run as a series of six free sessions. Emotion Gyms have been run in Westborough at the Park Barn Community Centre in January/February 2012. These were the first Gyms that have been run as daytime sessions and take-up was very good with 105 people attending the sessions. Discussions are taking place about the possibility of running Emotion Gyms in Stoke and delivering a further Gym in Westborough in autumn 2012.

First Steps plans to continue developing its service partly by increasing availability of services such as Emotion Gyms e.g. more daytime sessions and by exploring the development of other services, both being dependent on service capacity.

Improving Access to Psychological Therapies (IAPT)

Awaiting information from New Thoughts who provide IAPT services in Surrey.

Secondary mental health services

Awaiting information from the Guildford Community Mental Health Recovery Service.

Youth Counselling Service

The Youth Counselling Service, as part of Surrey Community Health, offers one to one counselling for young people aged 12-24, with mild to moderate issues, out of the Guildford Children's Centre (Stoke) and The Spinney (Westborough). The Youth Counselling Service is based at the Jarvis Centre 0845 600 2516 or youthcounselling@surreypct.nhs.uk.

NHS trained Health Champions

NHS Surrey has trained frontline workers and volunteers in areas of Surrey with higher IMD scores as health champions. The Health Champion role is about helping others to adopt a healthier lifestyle and navigate aspects of the Health and Social Care system.

The Health Champion training has been offered to people in both Stoke and Westborough and to date one person in Stoke has been trained as a health champion and no one in Westborough.

NHS Health Checks

NHS Health Checks are aimed at people in England aged between 40 and 74 years who have not already been diagnosed with the following four common health conditions: heart disease; stroke; diabetes; and kidney disease. The Health Check is about picking up any associated problems early with the aim of preventing these conditions and includes checking: height, weight, blood pressure, cholesterol as well as taking into account factors such as family history, gender, sex, ethnicity and age, etc. Health Checks were offered at Tesco's, Ashenden Road in February 2012 and 38 people received a check. There are plans to offer more in year April 2012—2013 including offering Health Checks in Stoke.

Guildford Children's Centre

The Guildford Children's Centre Children is based on two sites the largest being in Stoke. The Children's Centre offers nursery education and care for 0-5 year olds and provides services and activities for their parents and carers. It has a community café, acts as a learning hub and supports social groups for older residents from the local community. All services except for keep fit classes and the supporting crèche are free of charge.

The activities provided include:

- **Midwives clinic - 2-3 days a week**
- **Birth Options clinic - once a fortnight**
- **Baby Health clinic - weekly**
- **Baby Feeding Cafe - weekly**
- **New Baby group - six week course on a rolling programme**
- **Play and Learn – currently 7 sessions a week**
- **Childcare for 3 months plus - daily**
- **3-5 year olds nursery school - daily term time only**
- **HENRY (Healthy exercise and nutrition for the really young) - once or twice a year**
- **Information and/ or signposting on everything affecting the lives of children from birth to 5 years, daily 8-6pm**
- **Senior Lunch - fortnightly**
- **Seniors Friday group, fortnightly**
- **Enuresis clinic - weekly**
- **Youth Counselling service - weekly**
- **Learning Hub - weekly**
- **Adult and Family Learning, usually 5 week courses as required**
- **IT Drop In – two sessions a week**
- **Keep Fit - weekly**
- **Oral Health team has provided ad hoc sessions on oral health to parents and at Play and Learn sessions**

Activities provided and undergoing further development include cooking and growing as part of adult learning offer. The Centre would like to develop oral health promotion further possibly with a session as part of the New Baby programme and added to other existing programmes. Adult learning is proving a challenge as the criteria for taking part is restrictive and those who meet the criteria do not always want to engage.

The Spinney Children's Centre

The Spinney Children's Centre is situated in the grounds of Guildford Grove School, Southway and offers a service to children under five and their families and pregnant women living in Westborough and Onslow. The Centre is mainly used by Westborough residents.

The range of services provided by the Centre includes:

- **Health clinics for babies**
- **Baby clinic, Breastfeeding support, Midwives clinic – weekly**
- **BCG clinic - monthly**
- **Play and Development for parents and children**
- **Play and Learn – 4 times per week**
- **Toy library – weekly**
- **Sat dads – monthly**
- **Parenting support – New baby group, Parenting courses, Baby massage, Outreach support**
- **Health support – Grow, cook and eat, Active sessions for parents and children, Pram walks**
- **Adult Learning – IT courses, Literacy for EAL parents, other courses as identified by need**
- **Signposting to other support in and around the area such as Citizens Advice Bureau**
- **Employment/education support – Job club**
- **Nursery/day care provision**

The Spinney has been able to employ a part-time outreach worker for one year with funding from Surrey Police. A major part of the role of the outreach worker has been to provide advice and support to pregnant teenagers, evidence shows this group is difficult to engage with health and support services.

The Centre has identified further services that would benefit the target community. These include:

- More adult learning (space/venues is an issue)
- More active based sessions for children
- Dental checks for under 5s at Centre to promote dental health and care. Oral health as part of the New Baby Group programme and explore adding to other programmes
- Antenatal groups
- 2½ year development checks (about to partake in pilot sessions)
- Continuation of pram walks
- Counselling services for parents (including crèche so parents not distracted by children or unable to attend due to child care)

Play Service

The Guildford Borough Council Play and Youth Development team offers a Guildford-wide service to children and young people that includes a service for Stoke and Westborough wards. The Team delivers activities, schemes and projects and provides support and advice to access play opportunities. They also undertake community engagement for specific projects through community events, user questionnaires and informal discussions. Although it is a Guildford-wide service, approximately 90 % of the projects and workload are targeted at the Stoke and Westborough communities.

Further developments the Team is exploring are offering more opportunities for outdoor play and more affordable play and youth activities. They are considering increasing the use of volunteers and volunteer training but have to ensure further use of volunteers meets their required service outcomes.

Schools

The education setting is important in both influencing the wider social determinants of health and has a major role in health improvement of school children. Issues relating to health are taught in the curriculum, the school environment such as school meals, outdoor space, etc. and specific health promotion activities all contribute to the health of schoolchildren and the wider school community. Surrey schools participate in the Surrey Healthy Schools Scheme and all schools in Stoke and Westborough have completed the Surrey Healthy Schools Scheme successfully.

All schools in Stoke and Westborough are part of the West Guildford Schools Confederation. The schools in the confederation work collaboratively with local services and community groups to provide the best services and support for families in the area. Further information from www.westguildfordconfederation.org.uk

Barn Youth project

The Barn Youth project is an independent charity based in Westborough that aims to enable local young people to fulfil their potential. The Project operates mainly from the Youth café where it offers a safe and relaxed environment for young people to play, relax and socialise with support and signposting to other services. As well as the café the project provides activities such as football, dance, etc., workshops and activity days. Further information can be found at www.thebarnyouthproject.com

Physical activities

Guildford Borough Council Sports & Leisure Team have developed a directory of activities available in Guildford on their website at www.guildford.gov.uk/article/5540/Sports-clubs-and-centres. The directory includes sports, play and arts activities available to all Guildford residents including those in Stoke and Westborough although only a small number are sited in these wards. There are allotments in both wards which are managed by the Guildford Allotment Society and a tenant-managed community garden Fir Tree Community Garden in Stoke.

In 2010, a physical activities project group was set up by the Safer Guildford and Healthy Guildford groups with the aim of looking at ways to increase opportunities and promote the uptake of after school and holiday activities for children and young people in north Guildford including Stoke and Westborough. One of the actions of this group was to map activities available in these areas for this age range. Activities included in the mapping were sports and physical activities such as dance but also activities such as Brownies, Scouts, etc that encourage children to engage with each other as well as be more physically active. Information collected from the exercise has been placed on the Surrey *Go2do* website www.go2do.co.uk and a link to the website has been added to the local schools' websites. In addition the information has been circulated to frontline workers in contact with families and young people. All clubs/organisations providing the activities have been asked to ensure their information is kept up to date on the website.

Guildford will be the venue for specific 2012 Games events in the summer of 2012. These include the 2012 Games Torch Relay event at Stoke Park on 20th July and Bellfields Residents Association and partners' Games on the Green event on 21st July which is inspired by the 2012 Games.

Surrey Sports Park

Surrey Sports Park which is owned by the University of Surrey is situated in Onslow ward, which is next to Westborough. The Park caters for people from world class athletes, university students and staff to local people and schoolchildren through a wide range of facilities and activities.

Surrey Sports Park GP exercise on referral scheme:

- **4 consultations with Studio and Wellbeing Coordinator plus 12 weeks of exercise**
- **Can be paid for as upfront charge of £60 or at a rate of £3 per gym session**
- **On completion of scheme clients who wish to continue with exercise can be offered a concession e.g. £27 for off peak membership**

Spectrum

Guildford Spectrum is situated by Stoke Park near to Stoke ward. It is owned by Guildford Borough Council and was outsourced to Freedom Leisure in 2011. The facilities include an ice rink, swimming pools, and football/athletics stadium. People living in Guildford can register for an Active Card. The card works by cardholders collecting points when they pay for specific activities; the points can be redeemed against certain activities. The Spectrum delivers a GP exercise on referral scheme.

Spectrum GP exercise on referral scheme:

- **A 12-week discounted referral programme**
- **£15 registration fee**
- **Clients pay either £3.50 per session or £60 to cover the 12 weeks**
- **Restricted attendance times of between 9am and 4pm Monday to Friday; attending outside these hours will attract full payment, unless they qualify for a concession**
- **At end of the 12 weeks clients are invited to become full members or continue training on a PAYG basis**
- **Only one programme per person**

Weight management on referral schemes

Adults

The Spectrum offers the 'Lose a Size' weight management scheme for adults, which is a 6-week course covering theory and exercise. The cost is £60 per course and there are no concessions. People being referred for weight loss by an appropriate health professional such as their GP can either be referred to the exercise on referral programme or the 'Lose a Size' programme.

Adult weight management schemes are not currently being delivered at the Surrey Sports Park.

Children

The HENRY (Healthy exercise and nutrition for the really young) scheme for families with children under five is delivered at Guildford Children's Centre twice a year. Families from both Stoke and Westborough are eligible for the HENRY programme.

Residents and community associations

Residents and community associations provide a forum for local people to work together to make their neighbourhood a better place to live. All residents/community members in a particular area are able to join and members benefit in many ways such as: having the opportunity to make a difference in what happens in their neighbourhood including dealing with problems; developing a better sense of community spirit; and enjoying social activities with neighbours.

In Stoke and Westborough there are three associations:

- Bellfields Residents Association
- Park Barn and Westborough Community Association
- Weyfields Residents Association

Contact details for associations are available from Guildford Borough Council Residents Involvement Team 01483 444296 residentinvolvement@guildford.gov.uk

Community Safety Wardens

Community Safety Wardens are employed by Guildford Borough Council in specific wards to work with the local community on: environmental improvements; assisting groups; deterring anti-social behaviour; and reducing crime and the fear of crime.

Stoke

There is one Community Safety Warden (CSW) in Stoke. The key components of the service he provide includes:

- Signposting to relevant services
- Supporting groups – is a school governor, holds positions on two residents' associations and attends a range of groups from pre-school to senior citizens
- Forming new ones as the need is identified – has set up a youth group and helped to form a residents' association
- Offering drop-in sessions for Guildford BC tenants with the housing manager
- Providing information on a whole range of matters
- Acting as a NHS Surrey Health Champion

The CSW is constantly examining the service he provides and exploring ways to improve what he offers. He also provides feedback to relevant groups and organisations on how the community could be improved such as the provision of a first class community centre incorporating a health centre.

Westborough

Two Community Safety Wardens (CSWs) provide a service to Westborough ward (and Onslow). The service is available to the whole community and the key component is supporting community engagement. The service provided by the CSWs includes:

- Signposting to agencies and help groups
- Monthly e-mail community newsletter
- Drop-in service – including dealing with complaints
- Engagement in partnership projects with other GBC departments, Surrey Police and local community and faith groups. CSWs have a wide knowledge of local issues and large network of contacts that can support initiatives to progress more smoothly and efficiently. CSW were major contributors to the formation of Residents Groups in Westborough and Stoke
- Occasionally supporting borough wide events relevant to Westborough community such as Street Clash

Possible improvements to the service offered by Westborough CSWs includes:

- Other partners using CSWs in-depth knowledge of the local community to improve the progress their initiatives
- Wider use of social media to increase communication with community members especially younger people

Surrey Lifelong Learning Partnership

Provides service to any adults who have missed out on learning in the past, to ensure they have opportunities to learn and to reach their full potential in both Stoke and Westborough.

Improvements could include developing community cafe social enterprise. Could offer more services if there was a greater availability of suitable venues in which to deliver community learning.

Services include:

- **Community learning**
- **Work clubs**
- **Basic skills courses**
- **IT drop-in**
- **Supporting development of social enterprises such as bike recycling scheme**

Further information on Surrey Lifelong Learning Partnership can be found at www.surreyllp.org.uk or contact telephone 01483 481789.

Voluntary Action South West Surrey (VASWS)

Voluntary Action South West Surrey (VASWS) is an independent charity that supports, develops and promotes voluntary and community involvement across the boroughs of Guildford and Waverley.

Services VASWS provide to Stoke and Westborough include:

- General support to voluntary and community groups
- Direct services for members including CRB checks, a newsletter and e-bulletin, sourcing volunteers, and providing networking opportunities
- Specialist advice such as securing funding and writing policies and constitutions

Stoke

- Coordinating the publication *What's on in Stoke* in consultation with local groups. The publication gives information on opportunities in the Ward
- Support for voluntary and community groups such as co-ordinating the network feeding in to SWAG

Westborough

- Developing the *Joining In!* scheme in consultation with residents and groups. *Joining In!* is a volunteer scheme specifically designed for Westborough ward (further information on *Joining In!* including list of volunteering opportunities is available on VASWS website www.voluntaryactionsws.org.uk).
- *Joining In!* Directory can be found at www.kingscollegeguildford.com/JoiningIn
- Helping engagement in the Ward through *Joining In!*
- Support for voluntary and community groups in Westborough such as helping source volunteers through *Joining In!*

VASWS occasionally refer groups on to more specialist organisations such as disability networks and sometimes signposts individuals such as to Citizens Advice Bureau.

VASWS can be contacted at info@vasws.org.uk or by telephone 01483 504626.

Travel SMART in Westborough

Surrey Travel SMART is a programme of travel improvements and behaviour change that aims to help people to travel SMART, reducing carbon, calories and cost with funding from Department for Transport's Local Sustainable Transport Fund. Westborough is one of the areas chosen to develop a community project with the aim of making it easier for people to travel but also to bring services into the community thereby reducing the need to travel. Community funding of £150,000 will be targeted towards projects and improvements that help to achieve this aim and complement one or more of the following objectives:

- Help people make better travel choices and improve accessibility
- Improve people's access to jobs/skills
- Encourage people to live healthier lifestyles

Further information about Travel Smart is available from www.surreycc.gov.uk/roads-and-transport/roads-and-transport-policies-plans-and-consultations/travel-smart-and-the-lstf-bid.

There will be two main elements to the project:

- 1. Development of a 'community hub' in Guildford which will involve working with partners to offer Westborough residents access advice on travel, health, jobs and skills related issues, and information about community groups, activities and other services available in the local community**
- 2. From May 2012 local community groups will have the opportunity to bid for funding to help support local projects and the local community as a whole**

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APPENDIX 1

Membership of Stoke and Westborough Action Group

- Carrie Anderson, Community Partnership and Committee Officer (Guildford), Surrey County Council
- Michael Baker, Public Health Principal, NHS Surrey
- Stephen Benbough, Policy and Partnerships Officer, Guildford Borough Council
- Sarah Black, Assistant Head, Guildford Children's Centre
- Carol Dunnett, Chief Officer, VASWS
- Chris Franklin, Deputy Chair, SWAG and Chair, Bellfields Residents Association
- Angela Gunning, Guildford Borough Councillor, Stoke Ward
- John Jackson, Chair, SWAG
- Tracy James, Community Safety Warden for Westborough, Guildford Borough Council
- Garry Jones, Community Safety Warden for Stoke, Guildford Borough Council
- Julia McShane, Guildford Borough Councillor, Westborough Ward
- Fiona Morris, Practice Manager, Guildowns Group Practice
- Julie Nelson, Public Health Lead, NHS Surrey
- Philip O'Dwyer, Head of Neighbourhood and Household Management, Guildford Borough Council
- Pauline Searle, Surrey County Councillor, Guildford North
- John Thurlow, Community Learning Advisor, Surrey Lifelong Learning Partnership
- Fiona White, Surrey County Councillor, Guildford West
- Anne Woodward, Manager, The Spinney Children's Centre

Contact for SWAG via Carrie Anderson carolyn.anderson@surreycc.gov.uk

APPENDIX 2

Stoke and Westborough Health Needs Assessment: Community Feedback

Background

The Stoke and Westborough Action group are a group undertaking an assessment of health needs in the area. The group consists of representatives from local residents and Residents Associations, Voluntary and Faith Groups, Borough and County Councils, Surrey Lifelong Learning Partnership, Police and the NHS.

Health

What do we mean by health? Health can mean different things to different people. For this assessment we are interested in all aspects. This could include feeling safe and secure when walking the streets, knowing that there is support for elderly people and carers as well as being able to access a local GP surgery.

This feedback form can be completed by anyone as an individual or on behalf of a group who has an interest in the health of people living in Stoke and Westborough.

Are you responding about: * **Stoke** * **Westborough**

Improving Health

1. What would help local residents improve their own health (e.g. community walks, garden sharing/allotments, access to sports activity, clubs, gyms, cycling, better information, etc)?

Access to Health Services

2. Can you describe residents access to health services in the area (e.g. access to GPs, dentist etc)?

Barriers to Health

3. What stops residents using services that would improve their health (e.g. cost of transport, location, opening times, availability, access to allotments, knowledge of services, etc).

Health Concerns in the Area

4. What do you see as the key health concerns or worries in the area (e.g. housing, peoples' diet, sexual health, drug or alcohol use, lifestyle, long term health problems, mental health, etc)?

Health

5. Is this a healthy area to live in? * Yes * No

Why/Why not?

Name of group or individual (optional): _____

THANK YOU

Please return this form by 16th December 2011 to

By post to Julie Nelson, FREEPOST RRLU-LXBH-YGES, Public Health, NHS Surrey, Cedar Court, Guildford Road, Leatherhead, Surrey KT22 9AE

By e-mail to Julie.nelson@surreypct.nhs.uk

CONTACTS

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