

# Information and Communication

## 1. Frailty Information Bus and Frailty Wheel

### 1.1 Background to the project

The CCG is using its Information Bus to host a frailty roadshow around the county, providing resources to increase knowledge and confidence in manage frailty.

The specific areas were chosen to reflect SWAST data regarding the highest admission rates for people with frailty: Cirencester, Stroud, Bishops Cleeve, Coleford, Cinderford and Lydney. Further venues will be booked for 2019.

Key messages for the bus include:

- Frailty is often a combination of long-term conditions that can reduce your ability to manage well, and increase the likelihood of you going into hospital unexpectedly;
- There are different degrees of frailty - it is possible to recognise how frail you are;
- Frailty can be prevented, delayed and reversed through proactive action.



### 1.2 Local Engagement

The bus is specifically targeting people with disabilities and long-term conditions, and their families and friends.

Over the six sessions, the bus has representation from a large number of organisations/providers: Carers Glos, Age UK, Telecare, Community Wellbeing Services (GRCC & Independence Trust), Self-Management, 2gether, Shared Lives and the Fire Service in addition to CCG and Council staff.

Leaflets from the above organisations are available in addition to P3 Community Based Support (Cirencester) and Shared Lives as well as postcards for Your Circle. Healthwatch End of Life and Care Homes surveys are also being distributed.

A survey of 7 questions and a 'myth buster' leaflet to complement the survey will be used to help educate people about frailty as a condition. The leaflet is available on request in different languages.

In addition, a "frailty wheel" (see below) is being used as an educational tool to help people understand their level of frailty and ways of preventing it getting worse.



### 1.3 What we learned/outcome

Having a clinician on board has been beneficial as we have been able to offer blood pressure checks which has been popular and gives the opportunity to talk about improving wellbeing although, it is just a guide and where there are any concerns the individual will be referred to their own GP.

The bus has helped the CCG and partners to engage with those who have concerns about family members or would like to start thinking about themselves or family members own health and wellbeing and what they can do to prepare for the future.

### 1.4 Next Steps

We will now be reviewing the feedback received during these sessions and considering how we broaden our reach and share information across the county.

## 2. LGBT Partnership Cheltenham/Time to Talk Day

### 2.1 Background to the project

Time to Talk Day 2019 provided the perfect opportunity to work in partnership with 2gether NHS Foundation Trust and the LGBT+ Partnership Cheltenham on this awareness-raising event in the town centre.

Mental health problems affect one in four of us, yet people are still afraid to talk about it. Time to Talk Day encourages **everyone** to talk about mental health and challenge stigma.

Established in 2015, the LGBT Partnership is a group of Gloucestershire based organisations working together to increase people's awareness of the LGBT community, its heritage, challenges and hopeful future. The purpose of the Partnership is to bring together relevant organisations and individuals to deliver strong action around:

- Promoting and advancing LGBT diversity, equality and inclusion;
- Educating, informing and including key groups, allies, services and businesses; and
- Focusing activities and events on Cheltenham and connected areas.

One of the Partnership's aims for 2019 is to celebrate key events across the year including LGBT History Month, which falls annually in February. The two events provided the perfect opportunity to hold a combined event, with a common goal of breaking down barriers and reducing stigma

### 1.2 Local Engagement

The event built on the developing working relationship between 2gether NHS Foundation Trust and the LGBT Partnership, but brought in other partners from the CCG and University of Gloucestershire.

A range of materials were made available at the day: the CCG provided an eye-catching banner to promote the event that was suitably generic to support other events with the LGBT Partnership.



The Information Bus was in a prominent place in Cheltenham town centre and attracted a good volume of visitors during the day.

### **1.3 Next steps**

As a result of this engagement we are now planning to support the LGBT Partnership to reach local communities at a number of high profile events this year including Gloucester Pride and Cheltenham Pride.

We are also meeting members to discuss the “what matters to you” engagement relating to the NHS Long Term Plan, ensuring that the voice of our LGBT community is represented in the development of our future services.