

Reaching out east - PiC

About 'Reaching out east'

Reaching out east is a user led organisation who work with socially isolated people to improve access to health and care services in Waltham Forest. The bid was submitted in partnership with the CCG. They are aware that the Diabetes management programme struggles to access seldom heard communities.

Project summary

This is a practical, collaborative community project aimed at increasing increased awareness, self-management and self-care for harder to reach patients and to enable them to engage with services that can support them to stay as well as possible.

This programme will directly work with 300 + socially isolated/hard to reach people in Waltham Forest around maintaining health. It will:

- Capture lived experiences about barriers to accessing health services;
- Promote increased access to advice and information; more active lives; more active engagement with health services;
- Empower people to take responsibility for health planning.
- Explore how community engagement and peer support can help promote better health for marginalised groups

User led organisations will take this programme directly into the community. To maximise learning, the programme will focus on early intervention, prevention and management of diabetes but learning will extend to long term conditions.

Background information

Diabetes is a significant and increasing health risk in Waltham Forest with an 8.2% prevalence in the population expected to rise up to 11.1% due to socio-economic circumstances. There are a further estimated 6550 people who have undiagnosed (and therefore untreated) diabetes. The most deprived people are at two and a half times greater risk of developing diabetes which is particularly relevant to the borough because of "its ethnic mix, high level of deprivation and higher level of physical inactivity and overweight/obesity".

This project will be led by a project worker working with volunteers who are diabetic and/or from hard to reach client groups or who are carers and will be directed straight into the community by way of home visits, telephone calls, peer-led group events and outreach visits to community groups.

Through using an 'assessment tool' the project will firstly capture lived experiences for harder to reach or vulnerable people about using health services. It will then use this learning both to navigate people into services which can support their personal health and wellbeing, and explore innovative ways to encourage better health and self-management generally through increased engagement, personal care planning, peer support networks and community based activities. Evidence will be collated into an access database and key data can then be anonymously extracted and evaluated. From this they will identify key themes and work up potential methods for greater collaboration between statutory and 3rd Sector organisations in facilitating early intervention and prevention and self-care activities particularly for harder to reach groups.