



Wiltshire Council Health Trainer Service

2016 Review

helping you
to help yourself 

Wiltshire Council
 Where everybody matters

Welcome

We are very pleased to present this annual review of the Wiltshire Council Health Trainer Service as we have seen a significant increase in the number people using the service with excellent results in 2016.

Our dedicated team of professionally qualified Health Trainers provide support to members of our local community who want to make positive lifestyle changes by

- Helping people understand how their behaviour effects their health
- Supporting and motivating individuals to change harmful habits
- Explaining the benefits of healthier food and lifestyle choices
- Encouraging people in different communities to work together to improve general wellbeing and reduce social isolation

Our Health Trainers can provide that bit of key motivation to give people the best opportunity to make improvements. If people want to lose weight, be more active or simply want some health advice our team is there for them.

In 2016 the team supported over 800 adults to achieve and maintain their health and wellbeing goals. We would like to take this opportunity to thank all our partners who have referred clients into the service or provided them with additional support. Working closely with our partners in primary care, our county libraries, and leisure centres really helps adults in Wiltshire access the help and support they need to live longer, healthier lives.

A handwritten signature in blue ink, appearing to read 'Jerry Wickham'.

Jerry Wickham, Cabinet Member for Health (including Public Health) and Adult Social Care

A handwritten signature in black ink, appearing to read 'Frances Chinemana'.

Frances Chinemana, Acting Director of Public Health, Wiltshire Council

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What is the Wiltshire Council Health Trainer Service?

Introduced in January 2014, Wiltshire Council Community Health Trainers focus on reducing health inequalities in the local community by providing free one to one support to anyone aged 18 or over wishing to improve their health.

Over six sessions, Health Trainers meet with people in a range of community settings such as libraries, GP surgeries and leisure centres in order to provide them with regular tailored advice and support to help them change negative lifestyle behaviours and achieve their personal health improvement goals.

Our dedicated team of Health Trainers cover all 20 community areas across Wiltshire and are able to provide support with:

- Healthy eating
- Weight loss
- Increasing physical activity
- Reducing alcohol intake
- Stopping or reducing smoking
- Improving emotional wellbeing
- Raising self-confidence and self esteem

In addition, Health Trainers also work closely with partners to ensure people are effectively signposted to specialist services for additional targeted support, where this is needed.

This report provides a summary review of the Wiltshire Council Health Trainer Service in 2016 and includes key achievements as well as feedback from members of our local community who have used the service.

Further information about the Wiltshire Council Health Trainer Service, as well data analysis using key metrics for 2016 compared against the previous year can be found in the 'useful links' section on the last page of this document.



2016 Review: Key Findings

- In 2016, Wiltshire Council Health Trainers engaged with over 800 clients, an increase of 40% compared with 2015.
- The number of males seeking support from the service in 2016 has increased by just over 50% when compared with the previous year.
- Almost half (49%) of all clients were resident in the most deprived quintiles in Wiltshire indicating that the service is being effectively targeted to the areas of greatest need.
- 86% of clients completing the Health Trainer Programme in 2016 either fully (62%) or partly (24%) achieved their primary goal.
- Just over 50% of people completing the Health Trainer programme in 2016 lost weight.
- Almost a third (31%) of clients completing six sessions with a Health Trainer are now taking moderate exercise more regularly.
- General health scores have risen by an average of 32%, self-confidence scores have increased by 31% and mental wellbeing scores improved by an average of 17%.

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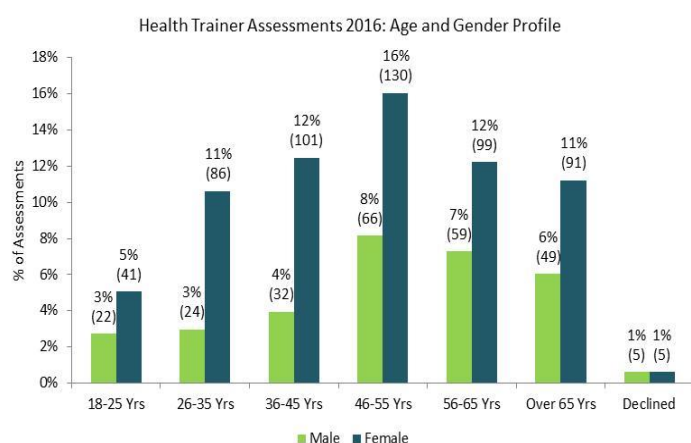
Who Accessed the Wiltshire Council Health Trainer Service in 2016?

During 2016, Wiltshire Council Health Trainers engaged with over 800 clients, an increase of 40% compared with the previous year.

68% of clients were female and 32%, male. The number of males seeking support from the service in 2015 has increased by just over 50% when compared with the previous year (from 170 in 2015 to 258 in 2016).

This is a significant achievement as increasing male participation in the programme is a key strategic objective for the service.

The distribution of females accessing the service is relatively evenly split across the 26-35, 36-45, 46-55 and over 65 year age ranges, with a peak in the 46-55 year age category. 67% of male clients by comparison, fell within the 46-55, 56-65 and over 65 year age ranges.



Health Inequalities

Almost half (49%) of all clients were resident in the two most deprived quintiles in Wiltshire indicating that the service is targeted effectively in the areas of greatest need to help reduce health inequalities.

How Did People Hear About the Service?

In 2016 over a third of referrals (35%) came from a GP surgery setting. This is a marked increase when compared to 2015 (where 18% of referrals came from a GP setting) and reflects close and effective partnership working with our key partners in primary health care.

"The Health Trainers are a really welcome resource for us in primary care. The simple referral process and broad range of support that the Health Trainers offer is a real help for our patients."

"Feedback from my patients has been positive and the Health Trainer support has made a real difference to their confidence levels and improved quality of life"

Dr Kinlin, Local GP

Just under a third (31%) of all clients referred themselves to the Wiltshire Council Health Trainer Service in 2016. This shows that Health Trainers are proactively engaging with local communities through events such as local campaigns and Health Fairs as well as via poster and website publicity to increase awareness of the service.

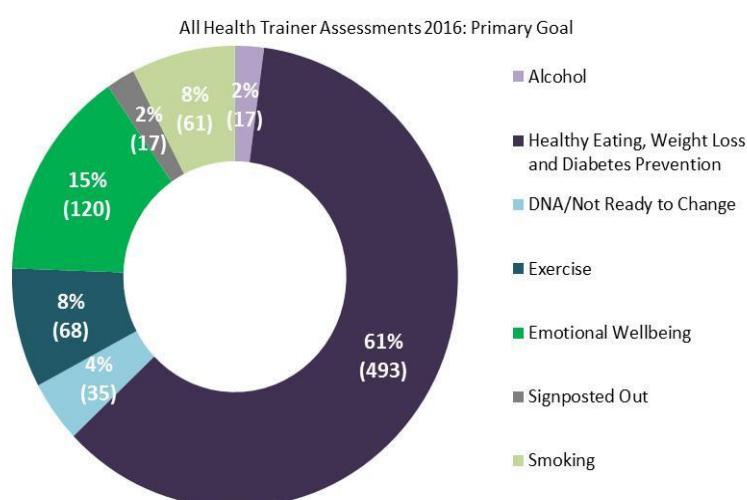


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Reasons for Using the Health Trainer Service in 2016

In 2016, the prime reason for visiting a Health Trainer was for assistance with healthy eating or weight loss with 61% of all clients identifying this as their primary goal. This is consistent for both male and females with 61% of women and 59% men identifying this as their overriding concern.

The second most common reason for engaging with the service was for support to improve emotional wellbeing. Again, this is true for both males and females with 16% of women and 13% of men identifying this as their primary goal.



2% (17 clients) were positively signposted out to specialist services for more appropriate, targeted support after an initial assessment with a Health Trainer.

4% (35 clients) were not yet ready to commit to making appropriate lifestyle changes and did not progress to the first full assessment stage after making initial contact with the service.

Completion and Achievement Levels in 2016

81% of clients engaging with the service in 2016 completed all 6 sessions with a Health Trainer.

86% of clients completing the Health Trainer Programme in 2016 either fully (62%) or partly achieved (24%) their primary goal. This is a similar achievement rate to that recorded in 2015 (87%).

Client Case Study

"I had reached that 'certain age' and had been invited to go to the Doctor for my 50 year MOT. Stepping on the scales with a bit of trepidation, I couldn't believe my eyes! I was about 20 Kg more than I had guessed.

A few days later I made an initial appointment with a Wiltshire Council Health Trainer. It wasn't what I expected – she didn't criticise me, and listened intently to my concerns and needs.

Two weeks later, my diary analysed, I found out I wasn't eating enough! And when I was eating, I was eating too much. My Health Trainer suggested ensuring I got breakfast, drank loads of water, and had healthy snacks throughout the day. I should also try to uplift my exercise and we set 'SMART' targets. Coincidentally, that week, I got word back from my blood tests that I was Type 2 Diabetic, with an HbA1C reading of 52.

After 6 sessions with my Health Trainer, I lost 17kg, (about 2 ½ stone). My diabetic HbA1C eventually dropped to 36 at the last nurse meeting, back to normal, pre-diabetic levels.

I now have some fruit for breakfast, drink more water throughout the day, and eat smaller portions, with more fruit as snacks. It's a way of life now, not a diet."

Graham, Health Trainer Client 2016

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What Impact has the Wiltshire Council Health Trainer Service Made in 2016?

Just over 50% of people completing the Health Trainer programme in 2016 lost weight with an average weight loss per client of just over 5 kilograms.

Almost a third (31%) of clients completing six sessions with a Health Trainer have positively increased their levels of moderate exercise to average of 4 times per week, compared with an average of just once a week prior visiting a Health Trainer.

Just under half (45%) of clients completing the programme were eating less than 5 portions of fruit and vegetables per day prior to working with a Health Trainer. By the end of the programme, 35% had successfully increased their intake from an average of 2 to 6 portions per day.

28% of clients reduced their alcohol intake by an average of 13 units per week.

Positive improvements have also been made in terms of self-reported general health, self-confidence and mental wellbeing scores for clients completing all 6 sessions with a Wiltshire Council Health Trainer in 2016:

- General health scores rose by an average of 32%
- Self-confidence scores increased by an average of 31%
- Mental wellbeing scores improved by an average of 17%

"Working in the library, our Health Trainer is very proactive and approachable, responding to people with different needs with sympathy, but able to put across information in a clear and easily understood way."

Heather, Community Library Manager



Client Case Study

"I came to the UK all of a sudden from India, having no global exposure or experience of even going to a new place."

"One day I came to Amesbury library, I noticed the Health Trainer and I went over to have my blood pressure taken, not knowing the impact it would have. Initially I broke down in front of my Health Trainer as I was so isolated, lonely and had no confidence in this new unfamiliar place. My Health Trainer comforted me and offered me support."

"My Health Trainer helped me to build new paths in my life. She took me to a walking group and accompanied me on my first walk as I lacked confidence to go on my own. I started to gain confidence and talked to people and started mingling."

"The best thing that came from working with a Health Trainer was gaining the confidence to start volunteering. I began volunteering at a local charity shop and by communicating with new people my confidence started to grow."

"I really can't imagine how my survival would have been in this country without good health and confidence I gained from my Health Trainer. A whole hearted thank you to the Health Trainer service."

Jegatha, Health Trainer Client 2016

Wiltshire Council Health Trainer Service: Our Priorities

Priorities for the Wiltshire Council Health Trainer Service

Increase the number of people accessing the service by 5% and improve male engagement with the service by 5% compared with 2016.

To develop skills and knowledge in supporting people either at risk of or already diagnosed with Type 2 Diabetes by attending training delivered by the Diabetes Team based at Salisbury District Hospital.

Work more closely with key partners to encourage clients with Type 2 Diabetes to access the Wiltshire Council Health Trainer Service for targeted advice and support.

Continue to focus on reducing health inequalities by working closely with local communities, targeting those areas experiencing higher levels of deprivation.

To continue to provide updates and training at quarterly team meetings. The training will include safeguarding and supporting staff safety and wellbeing. Specialists will be invited to meetings to deliver training and sustain good practice.

Useful links

If you would like to find out more about the Wiltshire Council Health Trainer Service or find advice and information on adopting healthier lifestyles, the resources below may be of interest to you:

www.wiltshire.gov.uk/healthtrainers

[Wiltshire Council Health Trainer Service 2016 Comparative Data](#)

If you have a specific question about the Wiltshire Council Health Trainer Service, you can contact Wiltshire Council's Health Trainer Team on **0300 0034566** or via **health.trainers@wiltshire.gov.uk**