

## Wellness Services in Luton

Resident Consultation 2013

**FINAL RESULTS: 281 responses**

**\*\*For this consultation the confidence interval / margin or error has been calculated to be 5.85%. Results are considered to be statistically significant on achieving a margin of error of +/- 5%.**

**\*\*The *confidence interval* (also called margin of error) is the plus-or-minus figure usually reported in newspaper or television opinion poll results. The *confidence level* tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. The 95% confidence level means you can be 95% certain; the 99% confidence level means you can be 99% certain. **Most researchers use the 95% confidence level****

**Q1. Do you . . . ? please tick all that apply**

236 (85%) live in Luton

117 (42%) work in Luton

10 (4%) other

*Other, please specify*

**14 responses**

- work in Bedford
- Volunteer work with Borough Council and Hospital
- Houghton Regis
- Retired
- Am a volunteer with Age concern
- Volunteer, school governor
- Live in NW Herts
- Retired - helping with grandson aged 9
- volunteer in Luton
- retired
- unemployed with disabled schizophrenia
- Eddlesborough
- Work in Hitchin
- Dunstable

**Q2. Overall, how would you rate your health? please tick one box only**

68 (24%) 5 - very good

119 (43%) 4 - fairly good

58 (21%) 3 - neither good nor poor

27 (10%) 2 - fairly poor

6 (2%) 1 - very poor

0 don't know / not sure

**Q3. Which of the following health topics are most important to you? please tick all that apply**

- 42 (15%) *quitting smoking*
- 176 (63%) *healthy eating*
- 74 (27%) *cooking on a budget*
- 177 (64%) *exercise and fitness*
- 131 (47%) *mental wellbeing*
- 115 (41%) *losing weight (adults)*
- 106 (38%) *family health and wellbeing (carers and children)*
- 106 (38%) *serious illness / disease i.e. heart disease, diabetes, cancer etc*
- 17 (6%) *alcohol advice*
- 5 (2%) *none of the above*
- 4 (1%) *other*

*Other, please specify*

**9 responses**

- Working with a disability
- A contractile bladder
- Access to natural open space
- holistic health such as reflexology, massage
- GP Services
- emotional health
- was going to give smoking up but altered budget
- Mental / physical illness e.g. eating disorders
- Managing symptoms of cancer, COPD and diabetes

**Q4. Who are you most likely to contact / visit to get information about making healthy life choices i.e. about your diet, getting exercise or to stop smoking? please tick all that apply**

- 184 (67%) *your GP practice or health / medical centre*
- 26 (9%) *community centre*
- 41 (15%) *local voluntary or community groups e.g. MIND, Impact, Alcohol Services for the Community*
- 66 (24%) *gym / leisure centre*
- 80 (29%) *family / friends*
- 134 (49%) *internet / online service*
- 45 (16%) *library / books*
- 12 (4%) *other*

*Other, please specify*

## 25 responses

- Age Concern Luton
- Yoga
- if your unemployed there is not a lot of money and also GP know your condition but sometimes don't
- independent charitable organisations
- Pharmacist
- Active Luton
- Active Luton
- churches
- children's centre
- Health trainer programme
- My Health Trainer
- community nurse
- Therapeutic enjoyment from Barnfield College massages etc.
- school
- This is mainly available as leaflets and books but whether this works for everyone remains to be seen
- myself
- social worker
- Health trainer
- health trainer
- health trainer
- health trainer
- Health visitor
- weight loss group / Wii / line dancing
- age concern Luton
- Age Concern

## Q5. How are you most likely to make contact with them? *please tick all that apply*

136 (49%) *by telephone*

140 (50%) *internet / online*

185 (66%) *in person / visit*

8 (3%) *other*

*Other, please specify*

## 5 responses

- would mainly consult books/ online then next important visit the pharmacy for general advice
- depends on situation
- text/BBM
- email
- Have volunteer visitor but also phone office.

## Q6. Have you contacted / visited or been referred by your GP to any of the following wellness services in Luton over the last 2 years? *please tick all that apply*

22 (8%) *Stop Smoking Service*

17 (6%) *Health Trainers*

9 (3%) *Alive 'n' Kicking (Child Weight Management Service)*

23 (9%) *Weight Watchers or Slimming World*  
 9 (3%) *Exercise Referral Programme (Active Luton)*  
 5 (2%) *Community cooking sessions*  
 3 (1%) *Alcohol services for the community*  
 50 (19%) *Health Checks*  
 152 (57%) *no, none*  
 11 (4%) *Other*

*Other, please specify*

**13 responses**

- Talking Therapies
- Desmond
- Bedford
- Desmond for diabetes
- would like to go to weight watchers
- Breast screening clinic
- mental health
- Luton Mind & Ace Enterprise
- Mental health problems
- Referred to exercise programme by health trainer
- Mental health services - SEPT Luton
- L&D hospital
- hospital

**Q7. In your opinion, how easy or difficult is it to access wellness services in Luton at present?** *please tick one box only*

18 (7%) *very easy*  
 58 (22%) *quite easy*  
 43 (16%) *neither easy nor difficult*  
 35 (13%) *quite difficult*  
 6 (2%) *very difficult*  
 108 (40%) *don't know / not sure*

*If quite difficult / very difficult, please tell us why*

### 17 responses

- Don't meet the criteria for target groups
- Do not know what is available as never see any information about services
- am in Dunstable but have heard Luton is better
- Did not know about them
- For working parents the times and dates are always not suitable for us to attend.
- If I was asked where someone could get 'Wellness' information, I would know for where to direct them
- Disappointing GP & customer services, incomplete & problematic referrals, information not given, etc
- Didn't know much about it
- Information on services is limited and hard to find.
- Do not know how to contact them
- sometimes not sure who to approach
- I can only be referred by GP and no mental health book in libraries other than Central library.
- you don't even hear about them
- Finding out about the courses. Usually only hear by word of mouth and then it can be too late to sign
- never tried
- Have not tried
- Was arranged by Age Concern

**Q8. If you DO NOT access any wellness services in Luton, is it because:** *please tick all that apply*

112 (50%) *you do not require advice or support of wellness services at present*

94 (42%) *you are not aware of what these services offer*

59 (26%) *you do not know how to access these services*

16 (7%) *other*

*Other, please specify*

### 16 responses

- Only work in Luton
- Do not live in Luton
- Hadn't thought about it!
- Services not easily accessible by BME
- Nothing available local to my house, which also fits in with my work and family priorities
- Live outside Luton
- out of area
- Do access
- live elsewhere
- I have my own wellness business / do research myself and already attend yoga for social / health wellbeing purposes.
- not a Luton resident, just work here
- n/a
- I only work in Luton - live in another local area.
- don't live in Luton
- Access national resources
- Main problem - pain

### Q9. Would any of the following make you more likely to access a wellness service in Luton? *please tick all that apply*

- 187 (72%) *referral from your GP / healthcare professional*
- 64 (25%) *impartial advice and support at health and wellness service*
- 12 (5%) *support with speaking, reading and/or writing English*
- 72 (28%) *services offered during the evenings and/or weekends*
- 89 (34%) *services offered close to where I live*
- 70 (27%) *friendly / helpful staff at reception*
- 25 (10%) *crèche facility*
- 98 (38%) *practical advice that fits with my lifestyle*
- 8 (3%) *other*

*Other, please specify*

### 9 responses

- Would seek advice on line
- a draw down on alcohol, if a person is addicted then a ban after treatment, yes i know you can get drink anywhere
- No - this answer is not listed above
- as above
- post
- none
- Health trainer met me at sport centre - would not have joined otherwise
- Health trainer
- no

### Q10. Would you be interested in taking part in further consultation to help shape the future of the Wellness Service in Luton? *please tick one box only*

- 85 (32%) *yes*
- 181 (68%) *no*

**Q11. Please provide your following contact details:**

name	86 – <i>*see attached excel file</i>
email address	68 (100%)
postal address	80 (100%)
postcode	77 (100%)
telephone number	45 (100%)
mobile number	54 (100%)

**About you**

**Public Bodies have a legal duty to ensure that both services and employment are provided fairly. The following questions are voluntary, however without monitoring we cannot know whether our services are reaching all our communities or that citizens felt able to respond.**

**Q12. Are you? please tick one box only**

76 (29%) *male*  
189 (71%) *female*

**Q13. If female, are you currently pregnant or have had a baby in the last 6 months?  
please tick one box only**

8 (4%) *yes*  
172 (96%) *no*

**Q14. Which age group do you belong to? please tick one box only**

9 (3%)	<i>under 18</i>	62 (24%)	<i>45 - 54</i>
16 (6%)	<i>18 - 24</i>	33 (13%)	<i>55 - 64</i>
63 (24%)	<i>25 - 34</i>	31 (12%)	<i>65 and over</i>
46 (18%)	<i>35 - 44</i>		

**Q15. At present, are you? please tick all that apply**

94 (36%) *in full-time employment*  
48 (18%) *in part-time employment*  
18 (7%) *self-employed*  
22 (8%) *unemployed*  
15 (6%) *full-time student*  
6 (2%) *part-time student*  
34 (13%) *looking after home/family*  
7 (3%) *long term sick/disabled*  
39 (15%) *retired*  
8 (3%) *other*  
*Other, please specify*

### 9 responses

- Volunteer, parent governor at school
- Carer
- 24/7 carer for my wife at our home address
- Carer
- Carer for my child
- Volunteer, parent governor
- foster carer
- do voluntary work
- volunteer at Keech Cottage Charity

### Q16. Which of the following groups best describes you? please tick one box only

132 (51%)	White - British	27 (10%)	Asian/Asian British - Pakistani
10 (4%)	White - Irish	11 (4%)	Asian/Asian British - Bangladeshi
9 (3%)	Other White	2 (1%)	Other Asian
2 (1%)	Mixed - White and Black Caribbean	16 (6%)	Black/Black British - Caribbean
1 (0%)	Mixed - White and Black African	8 (3%)	Black/Black British - African
6 (2%)	Mixed - White and Asian	1 (0%)	Black Other
1 (0%)	Other Mixed	2 (1%)	Chinese
19 (7%)	Asian/Asian British - Indian	0 (0%)	East European
8 (3%)	Asian/Asian British - Kashmiri	5 (2%)	Other

Other, please specify

### 8 responses

- English
- Black Jamaican
- Caribbean Asian
- White mixed central European
- White ENGLISH
- Turkish
- Albanian
- Brazilian

### Q17. Do you consider yourself to have a disability? please tick one box only

45 (18%) yes  
208 (82%) no

### Q18. Please state which of the following best describes your disability. please tick all that apply

3 (6%) hearing impaired/deaf  
4 (8%) visually impaired/blind  
26 (53%) physical  
21 (43%) emotional/mental health  
3 (6%) learning  
5 (10%) other

Other, please specify



**7 responses**

- I live with cancer
- alcohol addiction
- A contractile Bladder
- Asthma Arthritis
- Diabetes
- Angina
- disc degenerative disease (spine)

**Q19. Please indicate your religion/faith/belief? please tick one box only**

124 (49%) *Christian*

0 (0%) *Buddhist*

20 (8%) *Hindu*

1 (0%) *Jewish*

59 (23%) *Muslim*

0 (0%) *Sikh*

50 (20%) *None*

*Any other religion/faith/belief - please specify*

**7 responses**

- Christian-based but not Christian
- Catholic
- spiritualist / deist
- Catholic
- Church of England
- Catholic
- Catholic

**Q20. Which one of the following best describes your sexuality? please tick one box only**

225 (96%) *Heterosexual*

3 (1%) *Lesbian*

3 (1%) *Gay man*

3 (1%) *Bi-sexual*