

**Arts, Health and Wellbeing Centre
Showcase Event @City Campus, GL1 1RP
5th November 2025, 2 to 4.30pm**



The Arts Health & Wellbeing Centre

Our Vision

Facilitating ground-breaking research that will support practice innovation and improvement, and the application of the latest health technologies

Making the most of pioneering health and wellbeing approaches, and delivering intervention-based projects that test and improve outcomes and quality of care

Providing current and future health and social care workforce, people and communities in Gloucestershire with exceptional and creative learning and training opportunities

Our journey so far

23 Small grants allocated for research & evaluation

6 Funded PHD Students

5 Cohorts – Research, Evaluation & Audit Module (approx. 60 staff)

Business case approved
Creative Health Clinics run
by Creative Health
Consortia – Jan 2026

Launched Professional
Doctorate, Health & Social
Care – 3 Allied Health
Professionals

AHWC Learning Offers – 6
workshops (Sept to Dec 25)

Launch of Risking
Happiness 2 Film
[Risking Happiness 2 -
Reckless Kettle](#)

Dementia Education Training
Films
[https://youtu.be/ta96PrIA-
VE](https://youtu.be/ta96PrIA-VE)

The 10 Year Health Plan

- The 10 Year Health Plan for England was published in early July 2025
- The Plan describes a **vision for health, based around the 3 shifts:**
 - Hospital to community
 - Analogue to digital
 - Sickness to prevention



What Next?



- More dates for workshops in 2026, increase range & variety
- Work up content for a 5 day module in creative health
- Creative Health clinics commence January 2026
- Develop immersive experiences to respond to health and wellbeing needs
- Round 3 of small grants but focus on research evidence into practice and delivery within AHWC
- Developing our linkages with BNSSG ICB's research team as part of cluster working

Embedding an evaluation culture within a Primary Care Network *to support the development of a Frailty Integrated Neighbourhood Team*

Rachel Merrit, Business Manager, North and South Gloucester Primary Care Network



North & South Gloucester
Primary Care Network

Matter of Focus training



North and South Gloucester
Primary Care Network

Date	Workshop title	Content
20 th November 2024	Context Mapping and Success Stories (2 hours)	Understanding the context of our work and what helps/hinders its delivery
11 th December 2024	Outcome Mapping (2 hours)	Developing an outcome map for our Falls Prevention Project
7 th January 2025	OutNav Orientation Session (1 hours)	An introduction to Matter of Focus' software for reporting on our project
15 th January 2025	Data Audit and Gaps (2 hours)	Reviewing the data we will be collecting and addressing any gaps

Attended by:

NSG PCN Staff:

- Clinical Director
- Business Manager
- Operations Manager
- Project Manager
- 2 x Frailty Nurses
- Occupational Therapist
- 3 x Care Coordinators
- Social Prescribing Link Worker

Practice staff:

- 2 x Practice Managers
- GP
- HCA
- 3 x Administrators

External attendees:

- Active Gloucestershire – Senior Project Officer
- Fit For Life
- Gloucestershire ICB – Improvement Community Programme Manager
- Gloucestershire ICB – Project Manager (MSK, Pain and Falls CPGs)

OutNav Project Outcome



North and South Gloucester
Primary Care Network

6. How confident do you now feel in taking part in future quality improvement projects?

[More details](#)

5.71

Average Rating



"I really enjoyed the workshops. They helped me to see the bigger picture of our work and understand how we can evidence the impact we make."

What we do	Who with	How they feel	What they learn and gain	What they do differently	What difference does this make?
Stakeholder Discovery Meeting Progress: Great Confidence: High	NSG PCN staff Progress: Great Confidence: Some	PCN project team: I am part of the Project Team and my ideas are listened to and taken seriously Progress: Great Confidence: High	Q1: Knowledge and skills to undertake improvement work Progress: Some Confidence: Some		The PCN is more collaborative and coordinated Progress: Some Confidence: Some
Q1: Capture and share learning across the PCN Progress: Great Confidence: Some				Q1: Use of Outnav to record project information and evaluation Progress: Some Confidence: Low	
Q1: regular project meetings with support of ICB improvement team Progress: Some Confidence: Some	Local Services and health organisations (FAES, FR4Life, Matter of Focus, ICB) Progress: Great Confidence: High	Q1: I feel more confident that I could run an improvement project with others Progress: Some Confidence: High	Q1: knowledge of improvement methodology, including evaluation Progress: Great Confidence: High		Q1: more staff with skills and confidence to run improvement projects Progress: Great Confidence: High
Q1: online training with Matter of Focus Progress: Great Confidence: Some					



PROGRESS
RATING



CONFIDENCE
RATING



Community Events



North and South Gloucester
Primary Care Network

Three community events held at the start of 2025

Stallholders included FAES, Adult Education, Carers Hub, Fire Service, Healthy Lifestyles, Alzheimer's Society, Parkinson's UK, and local community groups

"Good to see so many people interested in their wellbeing in the area helping themselves"

"Lots of interesting information and smiley people"

Following the events, 70% of patients said they knew which services were there to support them if they have a fall.

58% of patients were planning to make changes in their lifestyle, including; exercise/strength and balance, diet, adaptation to the home.

LIVE LONGER BETTER
FREE Community Event

Everyone welcome, tell your neighbours!

SAVE THE DATE!

Find out about:

- Community groups in your area
- Advice and guidance on preventing falls
- Nutrition advice
- Strength and Balance exercises
- Living safely and independently
- Blood pressure checks

Drop in between 10am-12pm Saturday 26th January

Brackworth Community Centre, GL3 4ET

Take a stand to prevent falls.

Refreshments available

North & South Gloucester Primary Care Network
The North & South Gloucester Primary Care Network is a partnership of local GP practices and other health professionals working together to improve the health and wellbeing of the community.

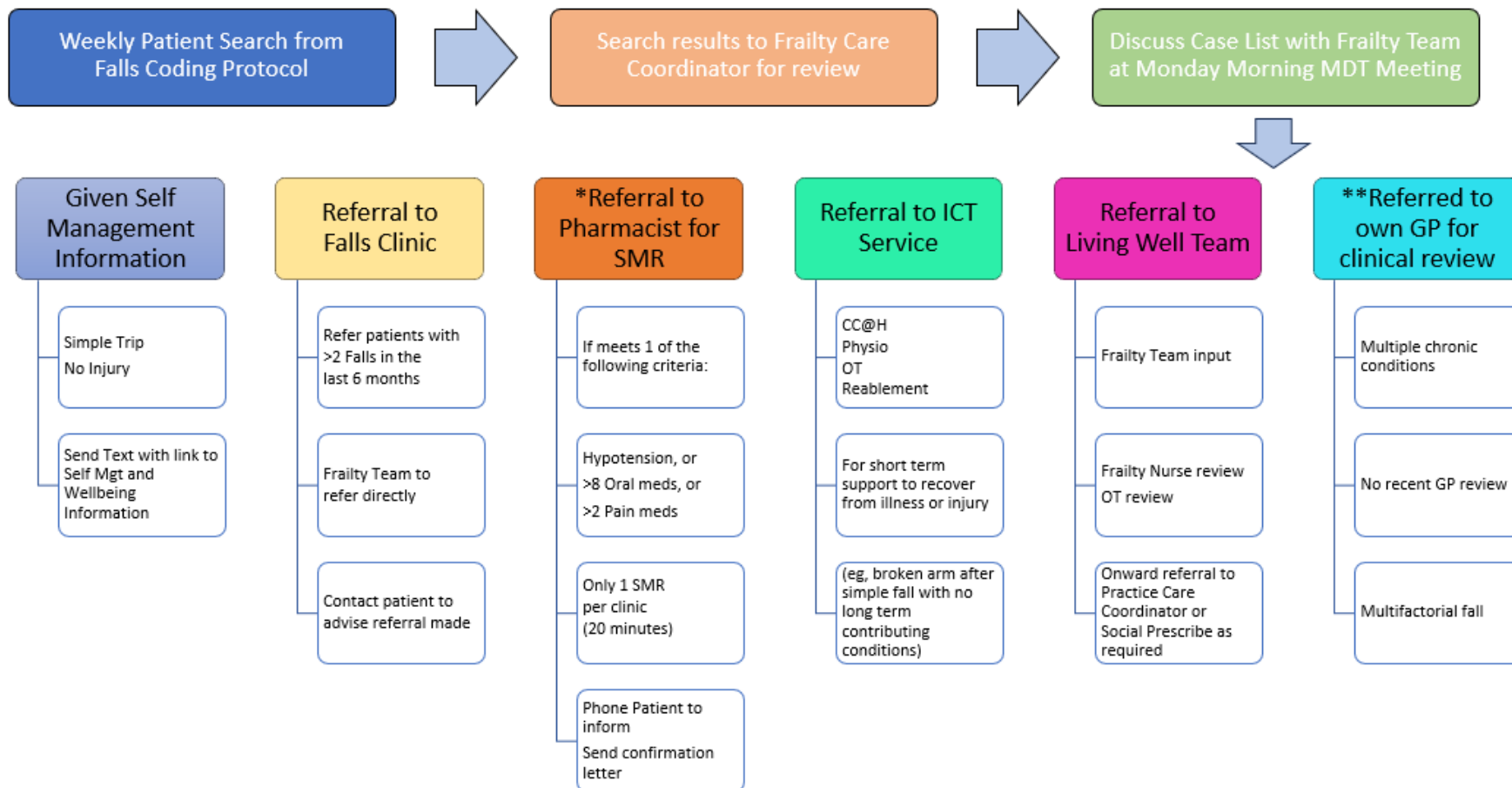
NHS



Falls Pathway



North and South Gloucester
Primary Care Network



Falls Pathway - Data



North and South Gloucester
Primary Care Network

Since July 2025, 333 different patients have been reviewed following the addition of a falls code to their patient record.

80% of patients did not require input, with 29% currently under the care of our Frailty Team when coded.

20 new

patients have been referred to our Frailty Team

2 to their GP

2 to the Falls Clinic and ICT services

2 for a Structured Medication Review with a Pharmacist

Pat's Story



North and South Gloucester
Primary Care Network



- 78 years old, lives alone in a 2 storey property, supported by family who live nearby
- Arthritis, chronic pain, CKD, PMR
- A fall in 2023 fractured wrist
- Fall in August 2024 resulting in a hospital admission
- Community OT: Stair rails, wheeled trolley for indoors, stick walking stick for outdoors. But her mobility is worsening
- Loss of confidence and fear of falling, stopped going to church and seeing friends

Pat's Story



North and South Gloucester
Primary Care Network

Pat attended the Live Longer Better event:

- met some friends who she hadn't seen for a while
- had coffee, met new people and visited lots of stalls
- had a blood pressure check
- she booked a medication review with the PCN Pharmacy Team
- PCN Frailty team will visit her in her home
- Pat has arranged to attend a strength and balance class with her friends
- She arranged for the Fire Brigade to visit her to carry out a home fire safety check.

Her family are amazed by the change overnight!

'She was animated, went to church. Looking forward to strength and balance with friends; may go to the Whittle afterwards!'

'What's happened to Nan?'



Perinatal Mental Health Reaching Out

**Kim Tiffney, Operational Lead
Specialist Community Perinatal Mental Health
Team and the Birth Anxiety and Trauma
Service (previously MMHS)
Gloucestershire Health and Care NHS
Foundation Trust**



Background

Women who have mental health problems during pregnancy or in the first year after giving birth (the perinatal period) can face challenges in seeking professional help.

Previous research has found the problem is more pronounced for women from Black African, Asian and White Other backgrounds.

They had poorer access to services in the community than White British women.

They were also more likely to be detained in hospital (involuntary admission) for severe problems requiring urgent treatment.

Project Aim & Scope

Aim: To improve access to and experience of the perinatal pathway for South Asian women during the perinatal period.

Project Scope: First targeting South Asian Women living in Gloucester (Barton/Tredworth neighbourhoods)

Methodology

A structured Quality Improvement (QI) approach has been used to understand the problem by involving the right people, gathering and understanding data, testing ideas in a structured way, all to bring about measurable improvement.

Quality Improvement training has been facilitated by a QI Lead.

Monthly project group meetings/QI training sessions have been held from Autumn 2024 to date.

“Quality improvement is about giving the people closest to issues affecting quality the time, permission, skills and resources they need to solve them. It involves a systematic and coordinated approach to solving a problem using specific methods and tools with the aim of bringing about a measurable improvement.”

The Health Foundation 2021

Our Project Team

Project Team

Kim Tiffney (Project Lead),
Tanya Stacey (QI Lead), Amber
Takle-Webb (QI Practitioner),
Martyn Price (Project Manager),
Suemyya Vaid, Sumaiya Patel,
Fajeela Patel, Nafla Nazreen,
Badiee Alkhatib, (all Community
Outreach Workers), Michelle
Jose (Health Visitor), Kay Davis
(Midwife)



What we have done

- Visited Elders Groups and Lads and Dads to raise awareness across generations
- Visited the Jamal Al Karim Mosque and engaged with community leaders
- Attended various engagement events including the Moomins Picnic, Jamaica Day, Big Health Day and Health Checks at the Mosque
- Visited Al Ashraf Primary and Nursery and attended the school fete
- Joined the ICB Bus in Asda and Gloucester Cross
- Visited Nelson's Trust – Daughter volunteers now
- Arranged an Engagement Event at the Friendship Café with representation from across the perinatal pathway in Gloucestershire



Raising Awareness at Asda, Gloucester

Findings (1)

Learning from patients' and carers' feedback

Members of ethnic minority groups articulated that when completing feedback, they often tick they are white British, this is for two reasons:

1. They feel they will be personally identified if they put their true ethnicity.
2. They feel their feedback is taken more seriously if they say they are White British

We need to consider how we address the above so that we can reliably understand and address differences in experiences.



Findings (2)

Learning linked to accessibility of services

- There is an assumption that if someone verbally speaks a language, they can read that language.
- There is an assumption that interpreted letters read well, but complex language cannot be translated easily, and there may not be appropriate words in the translated language for mental health. Letters are sometimes not actually understandable.
- Quality of interpreters is variable
- There is a fear linked to obtaining/retaining visas to remain in the UK. This fear drives some individuals to say that English is their first language.
- Lack of trust and fear about children being taken into care

**ARE YOU PLANNING,
EXPECTING, OR HAD A BABY
RECENTLY?**

Join us at our event to get
information, advice, and support.

**SATURDAY, 27TH OF
SEPTEMBER 2025**

1.00pm-4.00pm

FRIENDSHIP CAFÉ @ CHEQUERS BRIDGE, GLOUCESTER GL4 6PR

What you'll find at the event:

- ✓ keeping well in pregnancy
- ✓ Having a positive birth
- ✓ Wellbeing following birth
- ✓ your parenting journey
- ✓ Visit our stands for information & guidance
- ✓ Interpreters in Urdu, Gujarati, Tamil, Arabic & Sylheti



Light Refreshments available

TO BOOK, CONTACT OUR COMMUNITY OUTREACH TEAM:

FAJEELA+44 7574 424975

NAFLA+447913029825



gloucestershire
COUNTY COUNCIL



Findings (3)

Cultural Competency Theme

- Respecting appropriate clothing when entering someone's home. Dressing culturally inappropriately for the family you are visiting can lead to barriers for male family members who may want to contribute.
- Health professionals should find out information about cultural norms themselves, prior to a home visit (e.g. by using Google), as it takes energy for the patient to educate professionals on cultural questions. Consequently, the patient may have less energy for the appointment itself.
- Being aware of complexities within households of the immediate family, for example, in-laws, it is deemed disrespectful to go against what in-laws are advising.



*Community Engagement Event held on Saturday 27th
September 2025 at the Friendship Café, Barton*

Challenges encountered

- Competing demands and priorities reduced engagement from other services
- Key performance indicators tend to focus on numbers rather than quality of services
- Stigma about mental health is still a huge issue and the current social climate is contributing to increased negative experiences for Muslim women
- Capacity and time required to break down barriers, build trust and make sustained progress
- Lack of commitment long term with substantive contracts and funding

Next Steps

- Set up a focus group with community midwives to get their views and feedback as they have not been able to attend project group meetings
- Obtain data from our trust's Talking Therapies Service in terms of how many people from the South Asian community access their service, and how accessible they find the online referral form.
- Set up focus groups to develop a cultural competency resource pack for professionals
- Review learning from the community engagement event which was held at the Friendship Café in Barton at the end of September
- Ongoing community engagement to raise awareness of perinatal mental health and support available
- Feedback to the Trust through PCREF, Improving Care Group



Gloucestershire Health and Care
NHS Foundation Trust

Thank you





Barriers to accessing free or low-cost talking therapies for disabled people in Gloucestershire

Debbie Worrall, Research Health & Wellbeing Manager

And Harriet Roberts, Research Coordinator

LeDeR Project Coordinator, Inclusion Gloucestershire

Inclusion Gloucestershire October 2022 Big Survey

- Worries and pressures associated with being disabled impacted on mental health
- Over half worried about accessing support for mental health
- One to one talking therapy preferred
- Barriers included lack of appropriate services

What are the barriers to accessing free or low-cost talking therapies for disabled people in Gloucestershire?

What services are available?

Based on participants experiences, what recommendations do we have to make accessing these services more equal for disabled people?

Semi structured interviews

- Aged 18 or over
- Disabled Living in Gloucestershire
- Used or attempted to use a free or low-cost talking therapy within the past 5 years in Gloucestershire.

User led by experts with lived experience of disability/receiving support from talking therapy services.

- Providing reasonable adjustments
- Treating disability as important in therapy
- The impact of living with a disability



Providing Reasonable Adjustments

- People were not asked about their disability or reasonable adjustments
- Being refused reasonable adjustments or the service could not provide them.
- Disability requirements were not made despite individuals requesting adaptations to the way the service was provided to them.

Providing Reasonable Adjustments



- People were not able to receive a service or the same standard of service that everyone else does due to their diagnosis.
- Therapists not experienced or qualified to work with someone with their disability

Providing Reasonable Adjustments

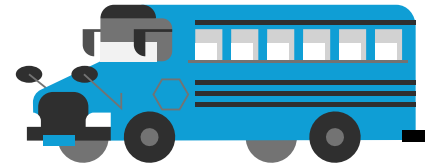
- Being refused a service due to an (inactive) serious mental illness
- Difficulty accessing a service that met their needs, they were either left with no suitable service or gave up trying.
- The criteria outlined for people to access talking therapies isn't always clear.

Treating disability as important in therapy

- Very little or no time spent talking about their disability/reasonable adjustments
- Not sharing disability or reasonable adjustment information with people taking over their therapy
- Therapists forgetting about someone had a disability
- Presumptions/limiting beliefs or unrealistic expectations of patients

The impact of living with a disability

- Therapists appeared to not believe the participants experience of living with their condition
- Inability to accommodate transport barriers
- Having a low income meaning that even income related/low cost therapy is unaffordable



Outcomes

- Findings shared at Partnership Boards, Clinical Programme Groups, and with Talking Therapy Providers and Commissioners
- Held a coffee morning with a variety of services to share the research and see what they can do to help
- Some Talking Therapy Providers to review training programmes to ensure diversity and difference is fully inclusive of disability and increase training of therapists
- We will review the actions shared with us after 3 months.

You can read the full report on our website:
[https://www.inclusiongloucestershire.co.uk/
research-strategy-and-partnerships/](https://www.inclusiongloucestershire.co.uk/research-strategy-and-partnerships/)

Any questions?

Break and viewing of posters

