

Bromley CCG

Exercise referral (Freshstart)

Patient feedback

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Background

The Freshstart (exercise referral) programme, is approaching the end of the contract period.

The CCG wanted to find out the experiences of current, recent or past participants of the programme to ensure that any future service meets the needs of people attending.

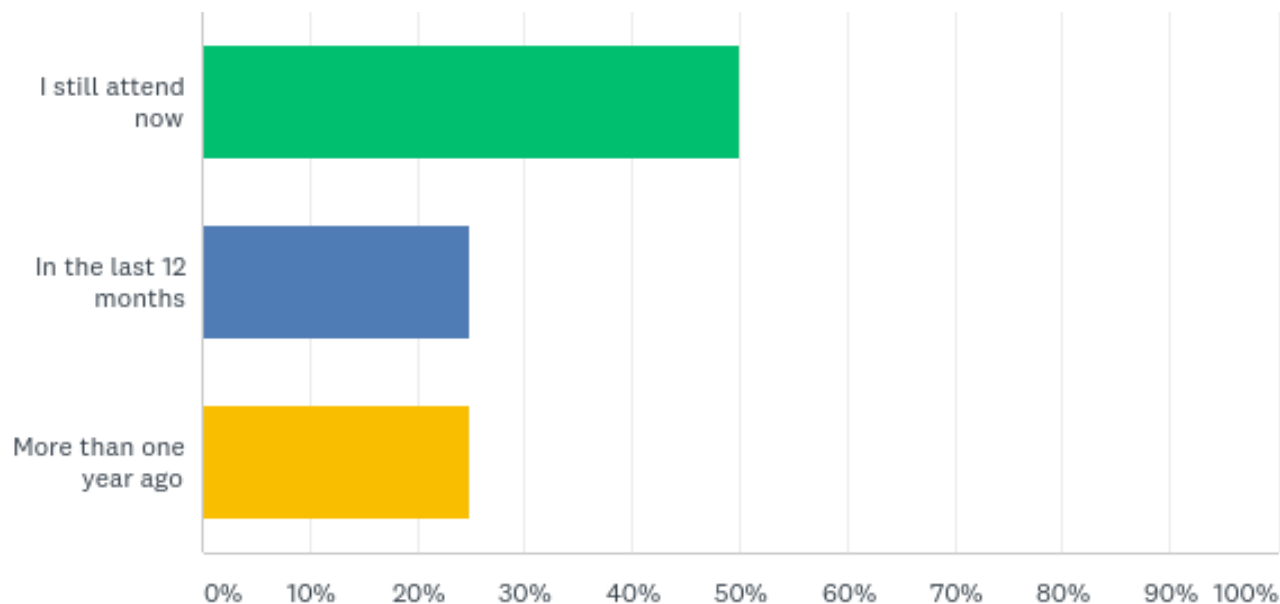


What did we do?

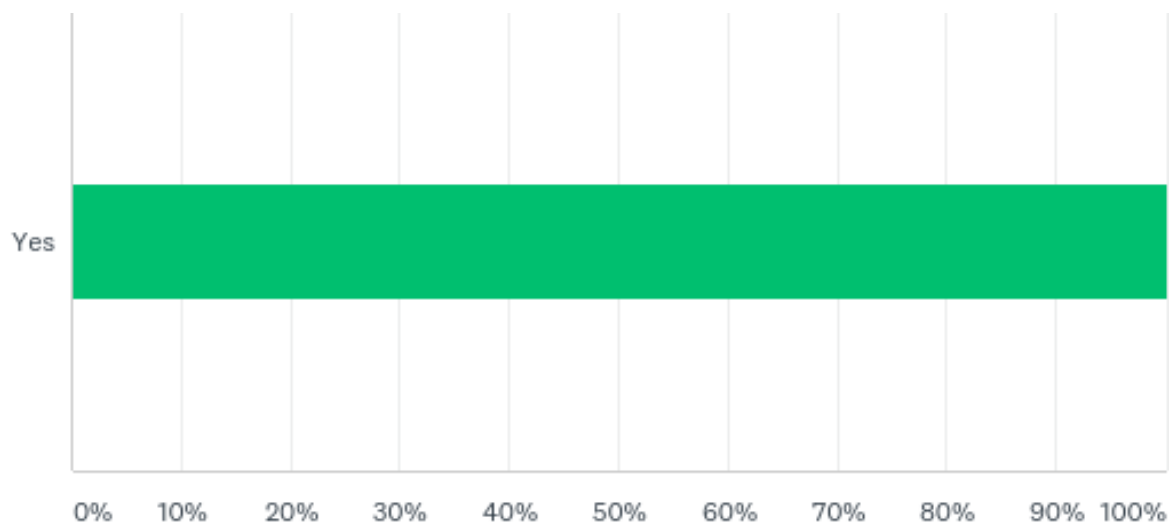
We conducted a survey which we distributed across Bromley, as well as attending key groups such as the Bromley Heart Support Group to gather feedback.



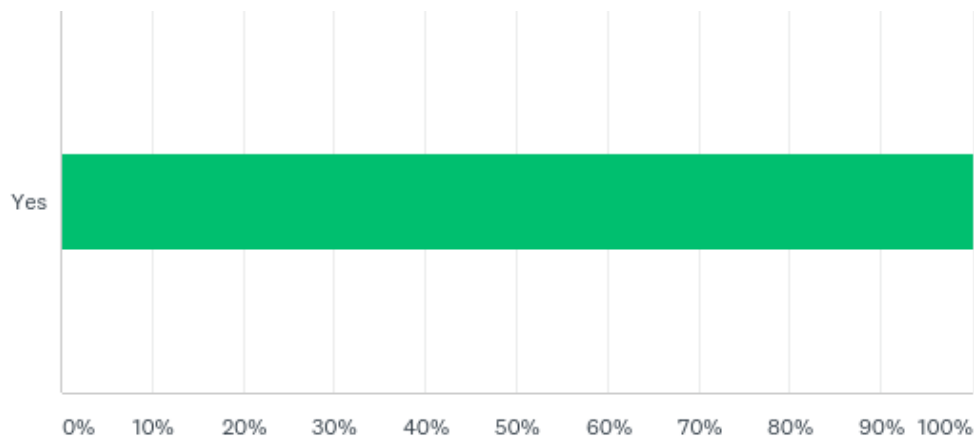
How long ago were you a participant on the Freshstart programme?



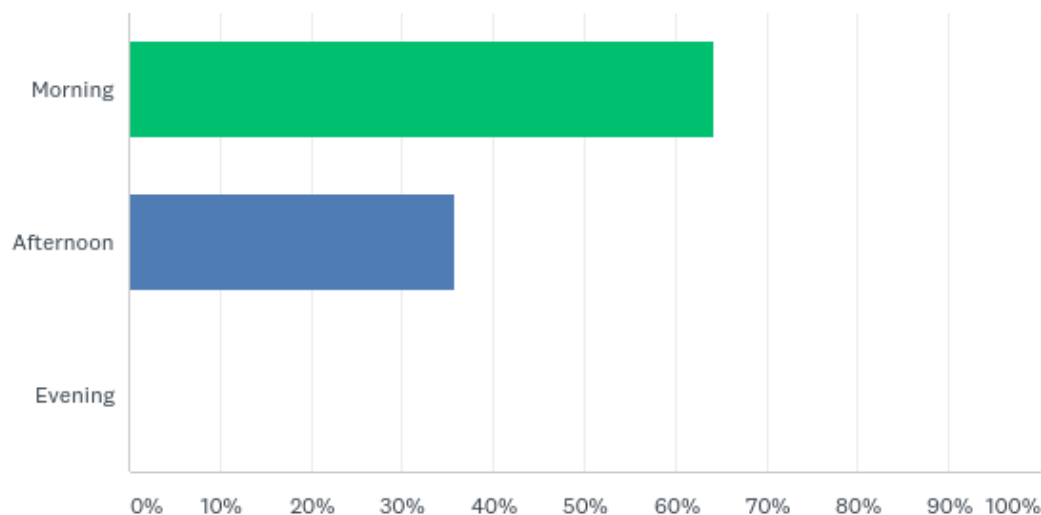
Were you happy with the location of the programme?



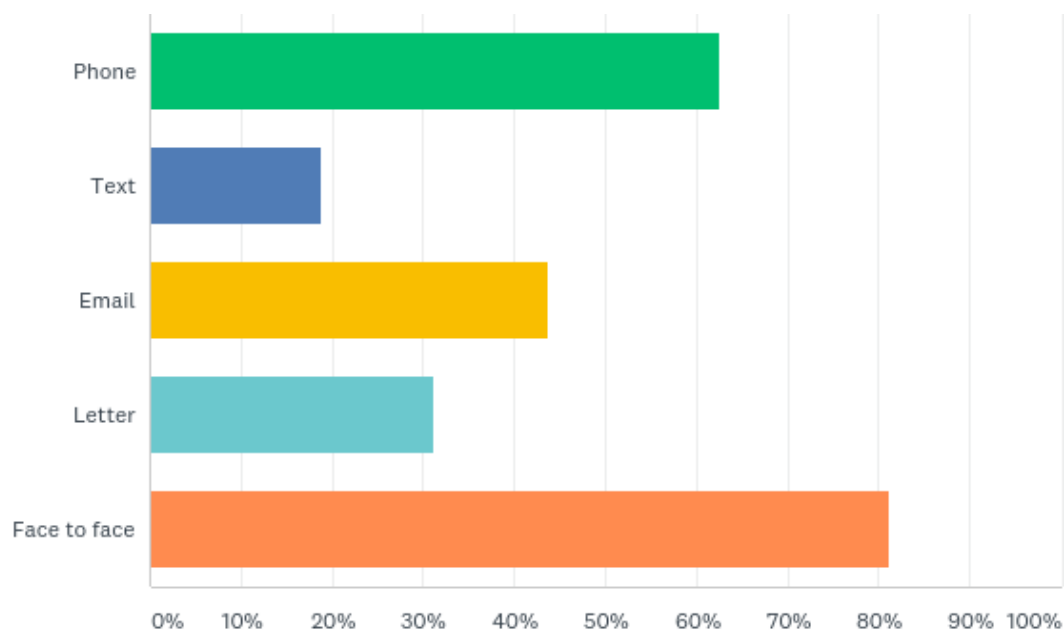
Was it easy to access the Freshstart programme?



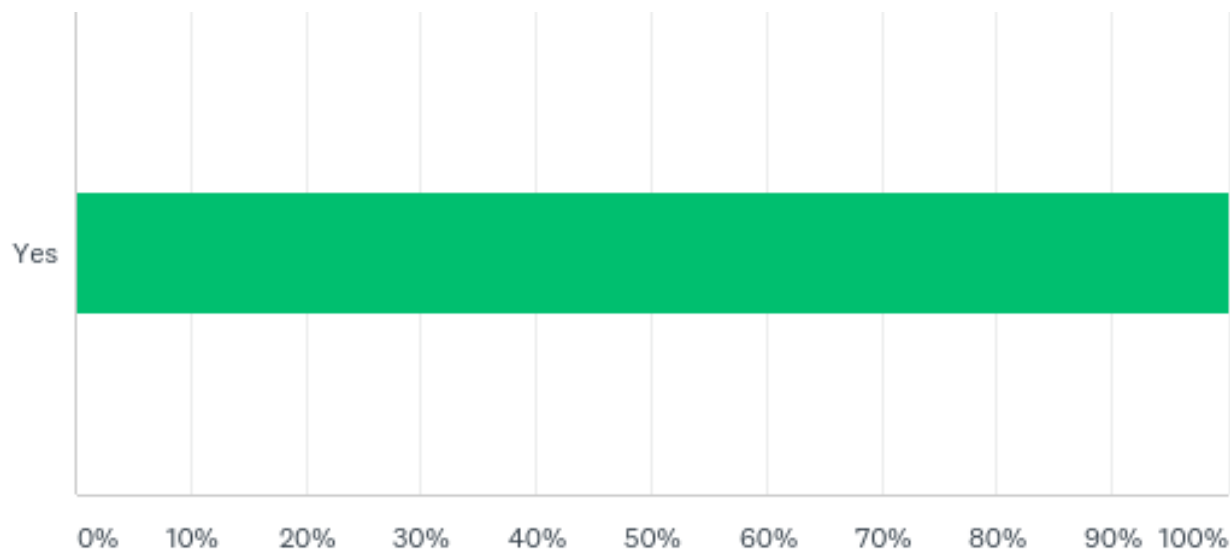
What time of day would you prefer to access the Freshstart Programme?



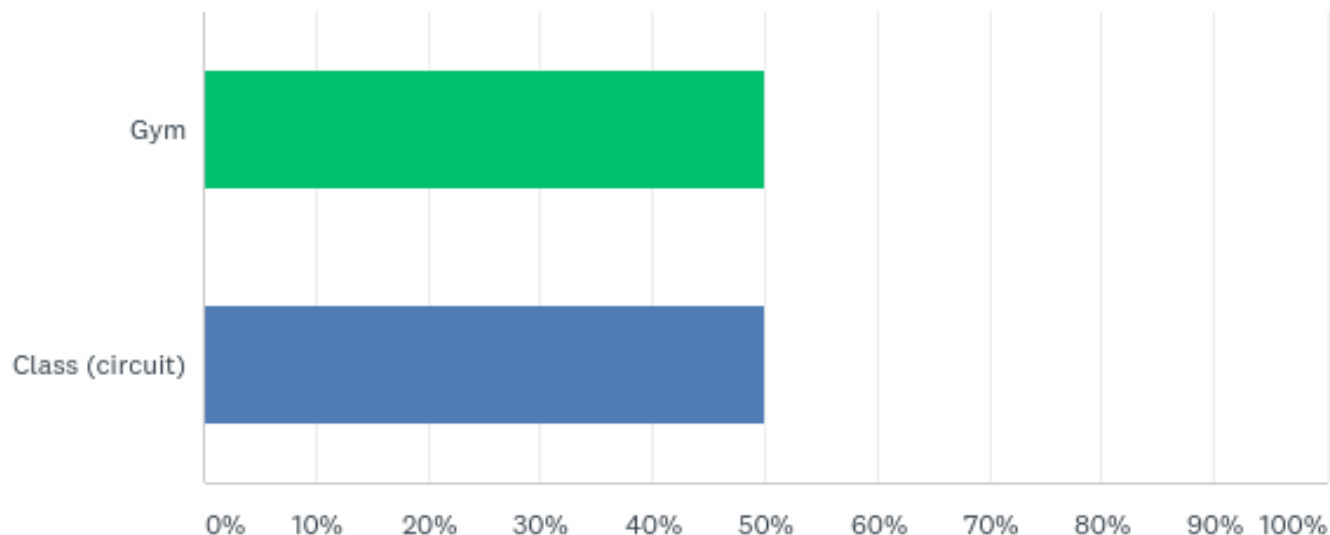
Please let us know the type of communication you had with the Freshstart provider



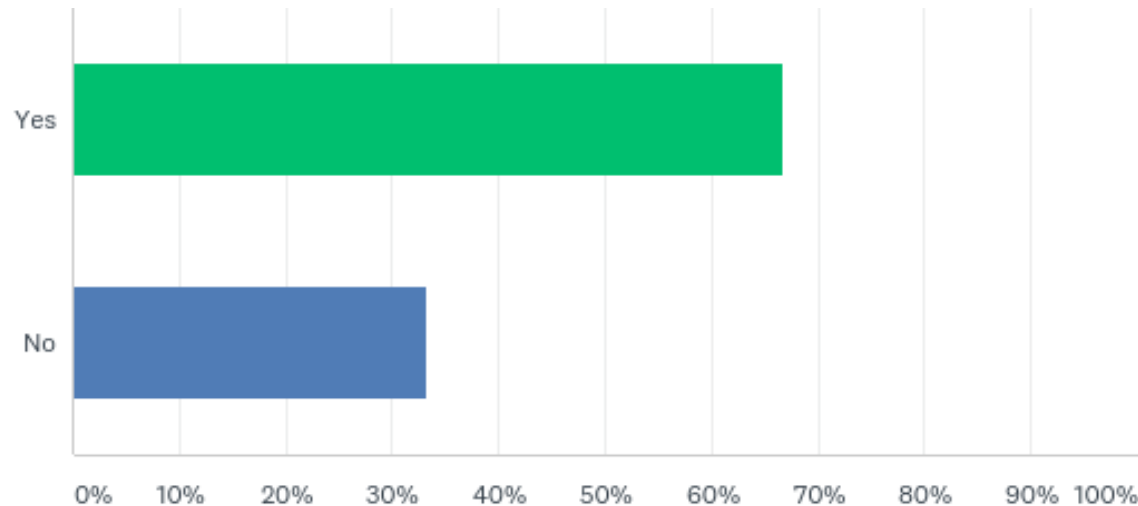
Were you happy with the way you were communicated with?



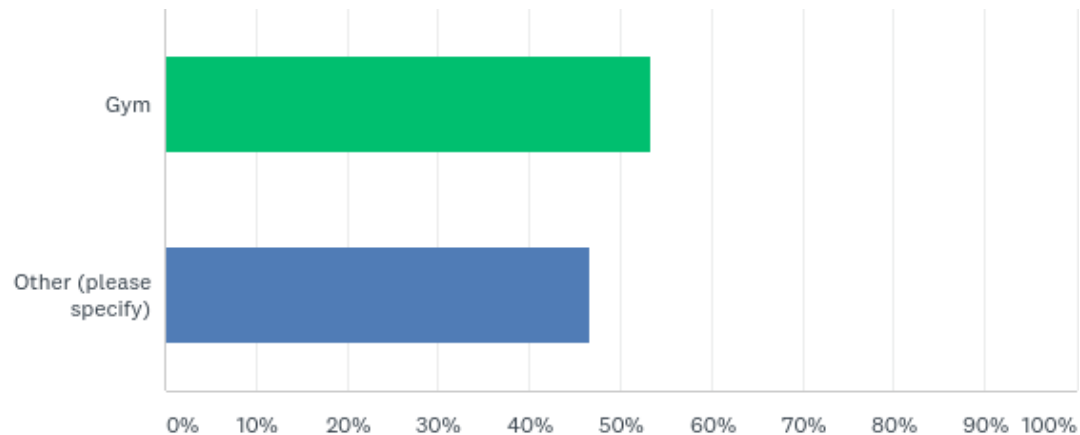
What type of exercise did you do on the Freshstart programme?



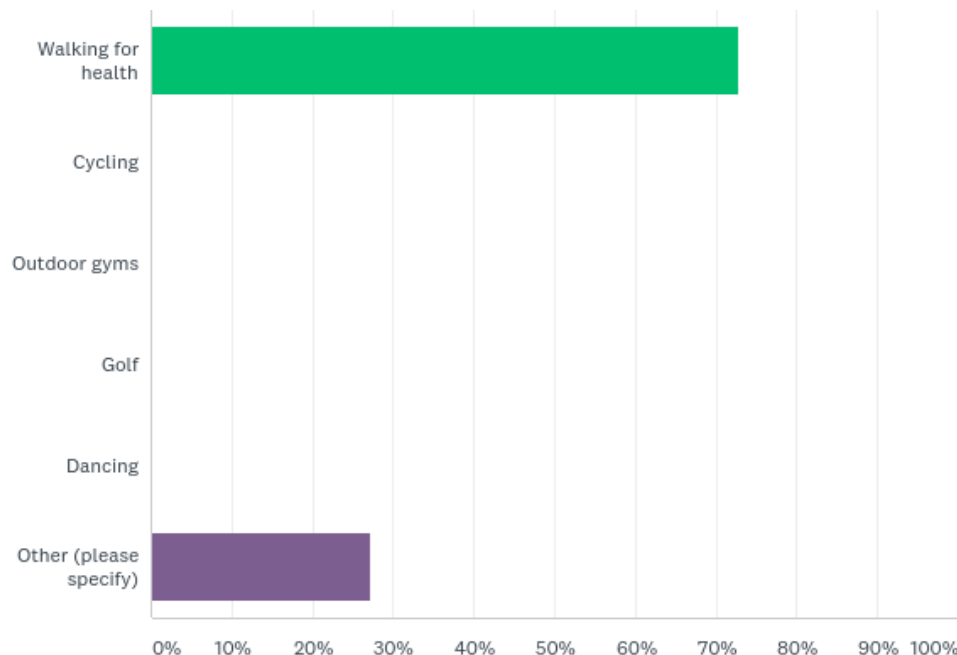
At the end of the programme, were you signposted by the Freshstart team to any other exercise opportunities?



If you were you signposted to other exercise opportunities, can you state what type of exercise you were signposted to in the leisure centre?



If you were you signposted to other exercise opportunities, can you state what type of exercise you were signposted to outside the leisure centre?



Recommendations

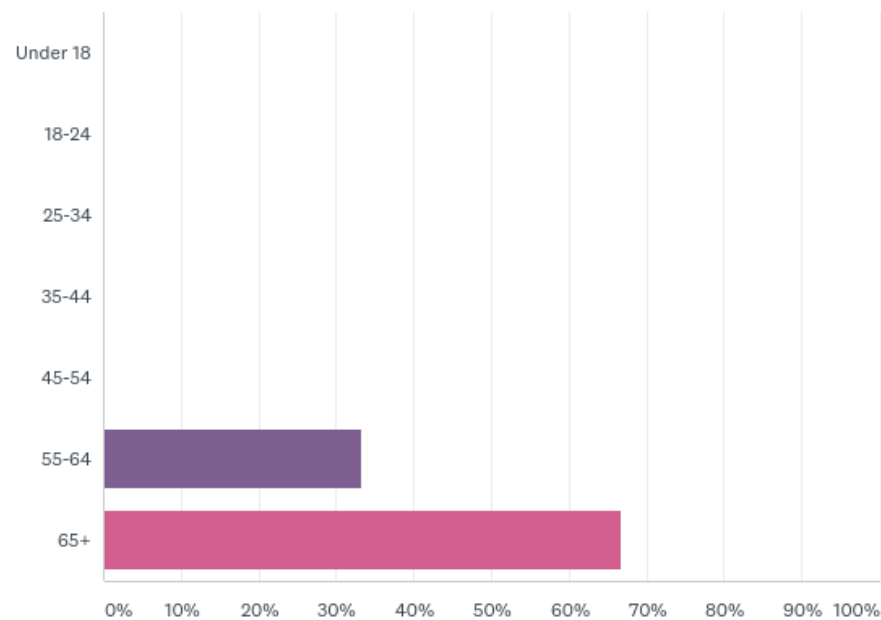
As a result of this feedback we have identified the following areas for consideration for potential providers who want to run the service:

- The provider must be willing to communicate with patients in a range of methods from face to face, to letters and email.
- Feedback suggested that 33% of patients were not signposted to further exercise opportunities. This is something that we require the bidding provider to consider.
- The provider should be willing to provide classes in the morning and afternoon
- The provider should conduct prompt follow-up of referrals

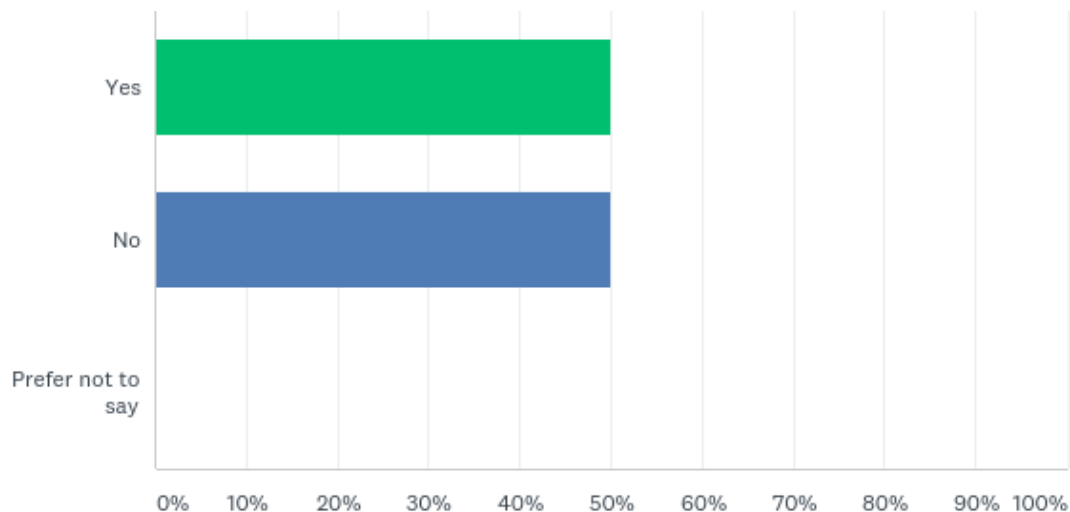


Equality and diversity

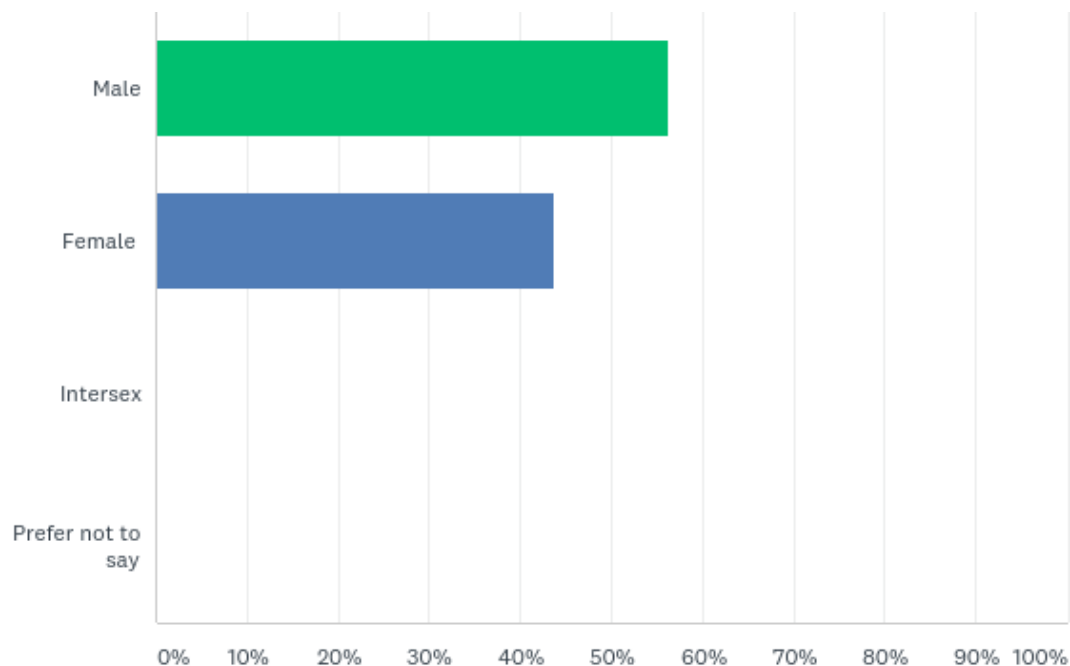
How old are you?



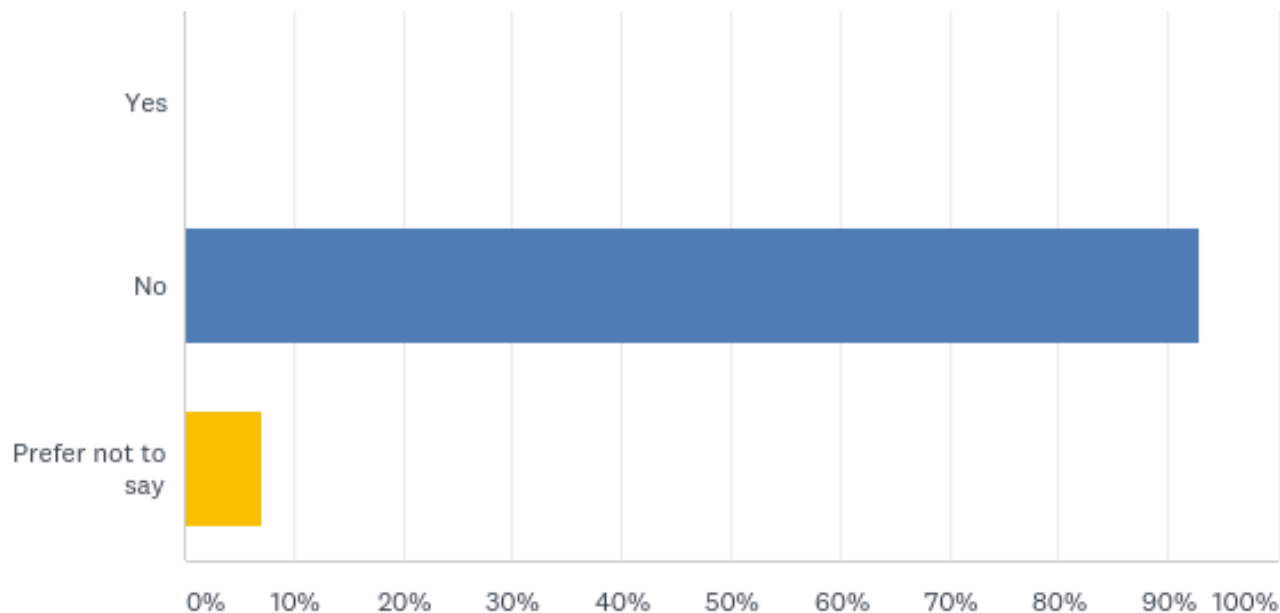
Do you consider yourself to have a disability?



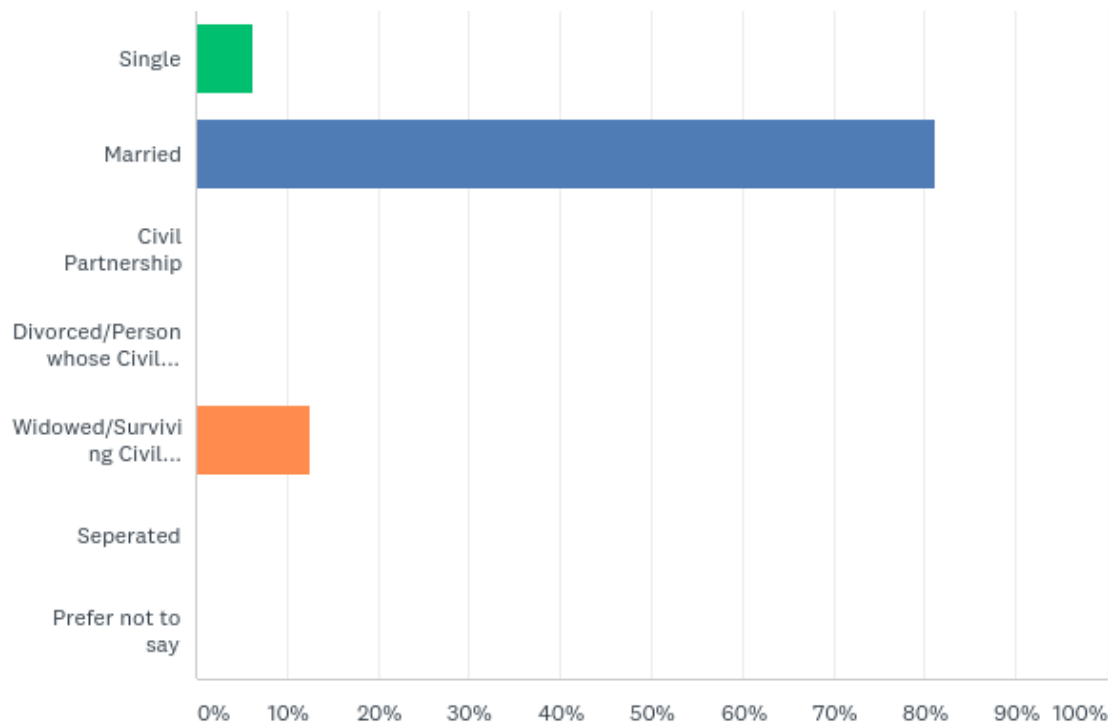
What is your sex?



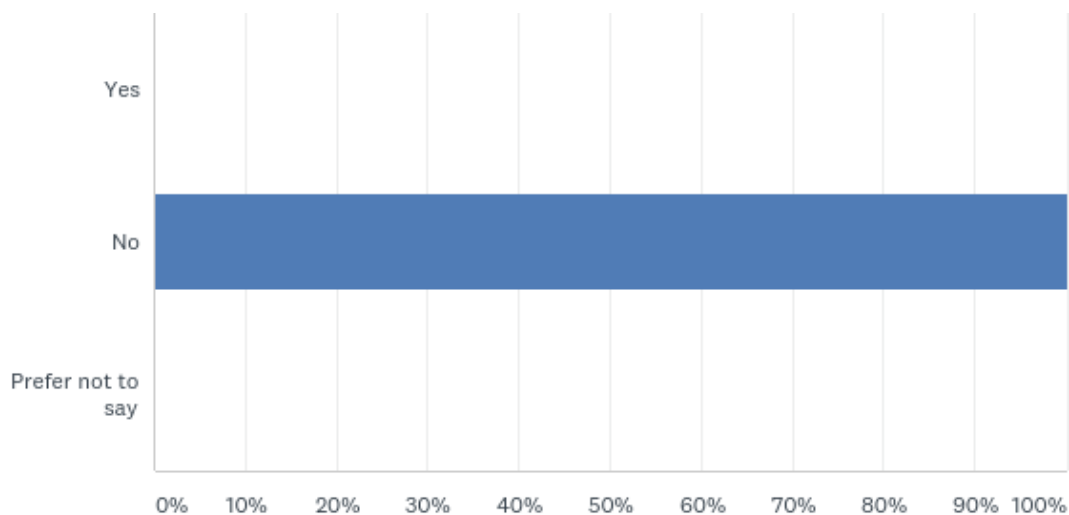
Have you gone through any part of a process, or do you intend to bring your physical sex appearance, and/or your gender role, more in line with your gender identity? (This could include changing your name, your appearance and the way you dress, taking hormones or having gender confirming surgery)



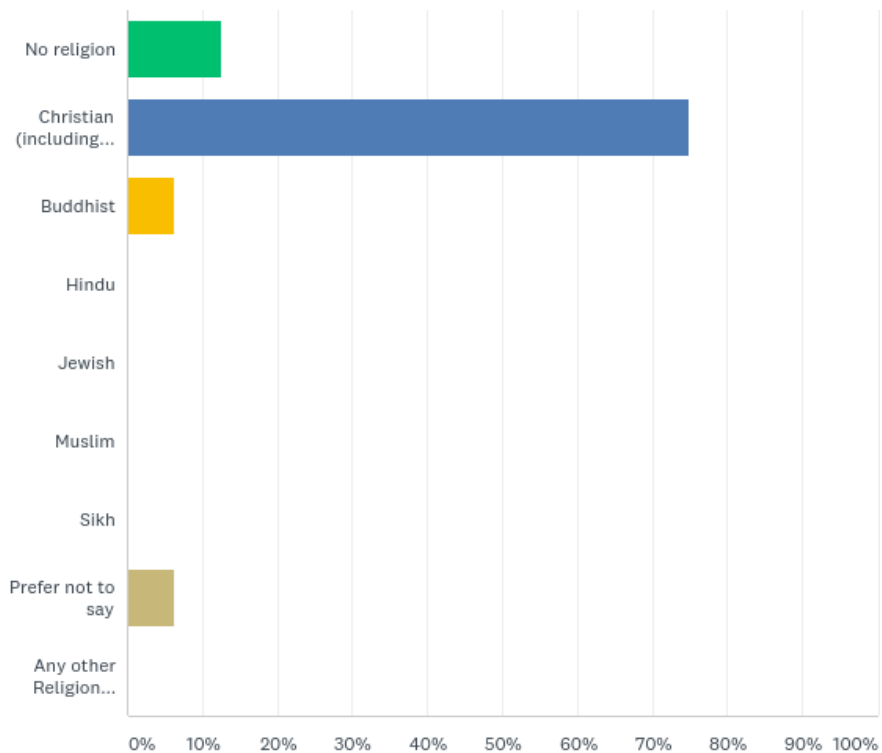
What is your legal marital or same-sex civil partnership status?



Are you pregnant or have you given birth in the last 26 weeks?



What is your religion or belief?



What is your sexual orientation?

