

Benson Community Hub

16/11/2022

Background:

Mothers attending the hub came from a mix of Pakistani, Bangladeshi and Black African backgrounds. A number of myth busting challenging conversations were held, five individuals converted to a vaccine with others saying they will think about it. Others said "no I am not interested," "thanks for the information I will think about it." There were around 20 mothers that were engaging in the activity put on by the hub, everyone was spoken to.

Impact:

The community knew we were at the hub a gentleman presented having had a fall. First aid was applied to his nose and forehead, conversation continued and his foot was cleaned and dressed, he was referred to a podiatrist for urgent treatment. Whilst having a conversation with a cup of coffee he was persuaded to have his vaccine.

We were approached by a concerned mother of three who was worried about the weight of her two youngest children. We went through both children's red books and identified that whilst weight and length were running along the same centiles, and advised to get a more up to date measurement. The mother was encouraged to attend her next health visiting clinic. Immunisations was also discussed and for this to be also updated at the health visiting clinic which was booked for w/c 28th November. Dietary suggestions were discussed at length including breast feeding, with advice documented in both red books.



It was identified that a nurse prescriber for even one session a week would have been very beneficial across both sites.

Number of people vaccinated:

In total seven booster vaccines were delivered. Five of which were their first booster and that was between 12 and 15 months.

Service User Engagement:

We had already been informed that this group were extremely vaccine hesitant. We therefore took part in the activity using this opportunity to softly engage in dialogue which eventually seven people were persuaded to have their vaccine.



One service user said "I'm now definitely going to go to the health visiting clinic and get my children measured properly, I feel so much better now that I understand. I can tell my family that you have to look at weight and length together and now I know that this is normal for my children."

Agreed Way Forward:

Staff have agreed to send key messages, post social media assets on all platforms appropriately, mothers with children they will highlight immunisations and key appointments.

Feedback from Chrissie (Hub Manager):

"It was great to have NHS workers at our Benson Hub last Wednesday to offer Covid19 Vaccinations and boosters. Not only did they make it extremely convenient for our community members by setting up on site, they also took the time to chat to our Wednesday morning attendees during our soap making workshop and answer some health questions, ranging from queries around vaccine concerns to regarding their children's developmental milestones.

I believe several people took advantage of the offer, which felt worth the call-out. This may have been more successful if the notice to school staff and parents was better circulated beforehand, and perhaps if we had had a sign on or fencing as a reminder or invitation. The NHS staff themselves were wonderfully warm, welcoming, friendly and respectful, which is all in line with our charity's ethos. Yes we would do this again."

**Sandra Fitzpatrick MBE
RGN, BSc, Hons HV, MPH
&
Elizabeth Allcott
MPH & BSc Hons DR**

For further information please contact sandra.fitzpatrick3@nhs.net