



Annual Report

Move More Western Isles

‘Physical activity is as good or better than treatment with drugs for many conditions and has a much lower risk of any harm.’

[gov.uk/ /health-matters-physical-activity-prevention-and-management-of-long-term-conditions](https://gov.uk/health-matters-physical-activity-prevention-and-management-of-long-term-conditions)

April 1st 2023 - March 31st 2024



MACMILLAN
CANCER SUPPORT



NHS
Eileanan Siar
Western Isles

Report Contents

1. Introduction to Move More Western Isles programme - aims and objectives.
2. Referrals and Interventions data.
3. Structure of the programme and challenges.
4. Appendices:
 - i. Physical Activity Interventions
 - ii. 12 Week Questionnaire
 - iii. Patient Feedback
 - iv. Healthcare Professionals Feedback

Introduction

Move More Western Isles

‘The aim of Move More Western Isles is to improve the health and wellbeing of islanders through the provision of physical activity opportunities and a physical activity referral service to support people affected by long term conditions including cancer.’

This programme was established to reach islanders who would find it difficult to establish an exercise routine but who would reap many vital health benefits from ‘moving more’.

The two aims of Move More are to provide a 12-week referral scheme (referrals) and to maintain a programme of activities to support follow on access to high quality physical activity opportunities (interventions).

If a patient is diagnosed with a long-term condition there is a body of evidence that confirms that being more active will help them manage their condition more effectively and delay or prevent progression, and lead to other benefits such as lower medication, less pain, and increased overall quality of life.

Becoming more active is difficult when you have one, or more, long term condition. 66 per cent of adults are classed as inactive with only 50% walking at least five times a week.

Despite the evidence of the effectiveness of physical activity for people with long term conditions (LTC) many patients who would benefit from being active feel ‘that it’s not’ for them. Move More Western Isles is trying to help people with long term conditions overcome the many barriers to exercise and support a more active lifestyle for islanders who may feel excluded from the benefits.

“If physical activity were a drug, we’d talk about it as a miracle cure.”

Former Chief Medical Officer Sally Davies

Move More Western Isles

GP Referral scheme operated prior to 2017 as partnership between NHSWI & CnES Sport & Health. NHSWI/Macmillan Cancer Support/CnES Partnership funding of the Move More project 2017-2020 (CnES hosted the project) - Macmillan Cancer Support funding ended October 2020. Move More Western Isles has continued to be funded by NHSWI and hosted by CnES 2020-2024.

Referrals Received by Move More Western Isles April 1st 2023 - March 31st 2024

Total Referrals from HCP's = 248

The summary below shows: -

- of the **248** referrals received **196** attended an initial consultation (**79%**).
- **136** completed the 12-week assessment, which is **55%** of the total referrals.
- **79%** of clients referred attended an initial consultation, with **69%** of those completing a 12-week assessment.

The Service Level Agreement between NHSWI and CnES Sport & Health states that “The service provider will see a minimum of 120 people per year, dependant on referrals from relevant professionals”.

Staff aim to offer an initial consultation within 3-4 weeks of receiving their referral.

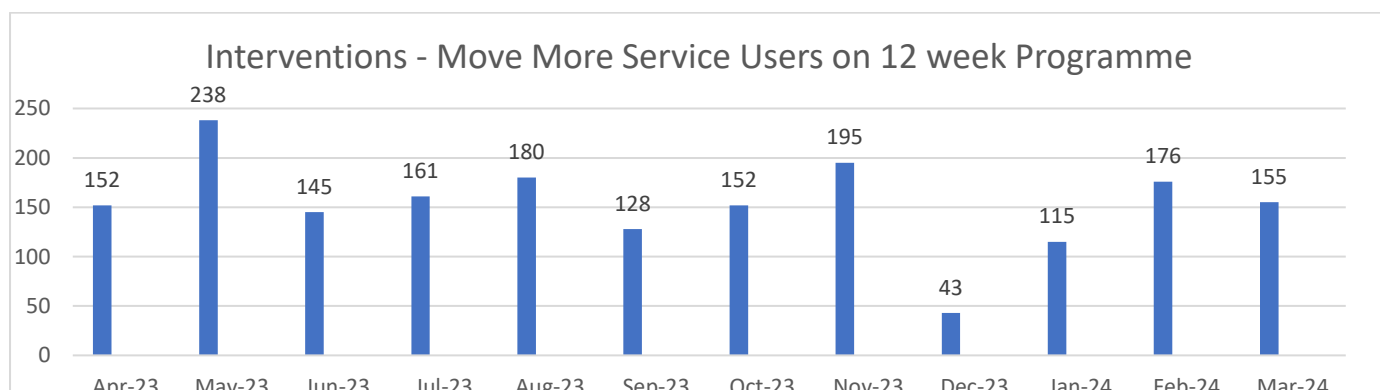
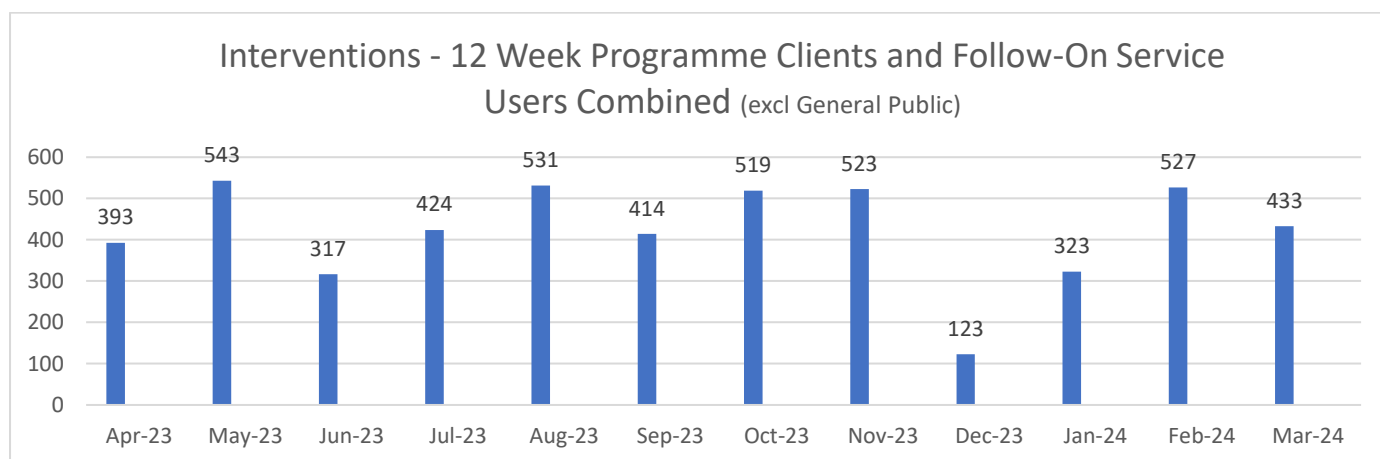
Monitoring for Move More						
Referrals by Location	UIST	BARRA	LEWIS / HARRIS	TOTAL	INITIAL CONSULTATION	TAKING UP INTERVENTION
	19	17	212	248	196	79%
Attendance						
				TOTAL	ATTENDANCE (%)	
At least 1 session	14	15	167	196	79%	
At least 75% off sessions/interventions (8)	9	11	133	153	62%	COMPLETING 12 WEEKS
Exit assesment (12)	7	9	120	136	55%	55%

Interventions with Service Users April 1st 2023 – March 31st 2024

Lewis & Harris interventions are listed below and detailed in Appendix i.

12-week service users only = **1,840**

12-week programme and Follow On service users = **5,070**



Move More Service User Pathway

1. HCP identifies patient who would benefit from MM services HCP forwards referral through SCIGW to Move More Activity Officer.
2. MMAO or Level 4 Instructor arranges a 1st consultation appointment.
3. 1st appointment is attended - Behavioural Change conversation - Plan of Action agreed. Week 1 measures gathered. Goals set. Move More Activity Diary issued.
4. 12 weeks of physical activity support and physical opportunities provided - classes /1;1 advice etc +12 weeks free use of sport facilities.
5. Service User attends an exit assesment around the 12 week point. Revisits original measures and goals discusses ongoing plan to maintain change or reset goals.
6. Service User sets out to independently continue with activity routine or continues to attend Move More as a Follow On service user paying a small fee for the services.

Move More service users are defined in 2 categories: -

1. 12 Week Move More Service Users - Participants who are *currently* participating in the 12 week Move More support programme.
2. Follow on Service Users - Participants who have *completed* their 12-week programme but choose to continue to attend classes delivered by Move More staff/volunteers for a small fee or as part of their Slainte Mhath membership.

Engagement with the Programme

Clients who attend their first assessment will be given information on National Activity Guidelines and a Move More Activity Diary to provide support and encouragement to become more active, along with additional leaflets to support appropriate physical activity.eg Super 6 Exercise leaflet to help improve balance.

During this first meeting the Move More advisors' endeavour to put the service user at ease and discusses a plan of action that will enable the service user to become more active.

The advice given is personally tailored and the support services are dependent on the preferences and goals of each individual service user.

For a small proportion of service users this first assessment conversation in itself may trigger an *independent* change in habits i.e. stimulate a daily walking routine or a regular swim however the majority of our service users wish to trial one or more of the physical activity sessions that we offer.

Uptake of First Appointment

This varies considerably month on month. People may be a 'no show' or we may receive an explanatory message. (A second appointment is sent out following the first 'no show'.)

People choose not to attend a first appointment for a variety of reasons: -

1. HCP has recognised that the patient would benefit from participating in more physical activity, but the patient has not fully expressed their reluctance/anxiety around participation.
2. Patient is not at the right stage of behavioural change.
3. A change in circumstance between the referral and the 1st appointment.
4. Patient wishes to defer appointment.
5. Patient feels that on reflection 'other 'barriers' not previously considered make attending very difficult e.g. bus timetable/work commitments/increased anxiety re: attending.
6. Time of year. e.g. weather/gardening commitments/crofting jobs

Additionally, a small number of referrals who will not be offered a first appointment as they are referred with health conditions that we are not qualified to support. e.g. spine and neurological conditions / any health condition that is not stable and controlled. The referring HCP will be informed. Further advice may be sought by referring HCP and patient referred at a later date with additional guidelines provided.

The 12 Week Move More Programme

Many people attend the Move More physical activity sessions over their 12 weeks with regularity and growing confidence. These people experience the many positive benefits from being more physically active and participating in social activities.

We are often told by participants that the referral to Move More has been life changing and we receive excellent feedback from the service users who are able to engage fully. People are often taken aback by the health improvements that they are able to achieve and surprised to find that they are enjoying being active.

Despite our best efforts to provide support a variety of circumstances prevent a percentage of people completing their exit assessment. Below are examples of the reasons why service users have not completed their 12 weeks that we have encountered over the past 12 months: -

- Deterioration in health.
- A partner/ family member needs support that impinges on the time set aside for Move More.
- Transport becomes an issue.
- Service user moves away.
- Inability to find the energy or desire to motivate themselves to attend.
- Childcare demands (grandparents often very committed to childcare hours.)
- Starting a new course of chemotherapy.
- A return to work.
- Irregular work patterns / night shifts make exercising regularly difficult.
- Diagnosis of a *new* health condition.
- Accident or fall.
- Return to excessive alcohol use.
- Mental health deterioration – increased anxiety.
- Pain.
- Service user leaves island on long holiday/visit to relatives.
- Service user or partner deceased.

Consequently, there is always a differential between the number of referrals and the completed 12-week assessments.

Specific Aspects of the Service that Aims to Encourage Engagement: -

- The timing of physical activity sessions e.g. late morning or early mid-afternoon when energy levels and transport are easier. Conversely, we can offer evening 1:1 sessions and options for service users who work during the day.
- Online sessions – for service users who are unable to attend at the sports centres.
- 1:1 session for people who do not enjoy group sessions or who present with cognitive issues / very specific physical conditions e.g. stroke rehab service users/ high anxiety levels/dementia.
- The classes accommodate different levels of ability – e.g. the aqua classes are available at 4 different intensity ranges. (Our participants range from non-swimmers right through to people who have been swim teachers themselves!)
- We defer the start/ exit of the programme according to the service users' individual circumstances.

12 Week Exit Assessment:

The original measures taken at Week 1 are revisited.

The vast majority of individuals who completed their exit assessment register an increase in their active weekly minutes and improvements in their fatigue/ energy levels and quality of life.

At this point we also collect information on a wider range of health and wellbeing outcomes via a 12-question feedback questionnaire. (See Appendix ii for details.) The service user has the opportunity to revisit goals set at Week 1 reflect on their experience and comment accordingly.

Ongoing

By the time that Move More service users reach 12 weeks they will have received information and support that will act as a lifelong guide to improving/maintaining health and wellbeing by following simple activity advice.

The Move More Activity Diary alone (which is used as a guide and motivating tool while the service user is on the programme) is full of information about National Activity Guidelines and tips.

Service users who have engaged are encouraged to continue with the activity routine that they have established: -

1.Walking and exercising at home. Service users should now understand how they can maintain and improve their health at home with regular walking and simple balance and strength exercises which can be completed in their own house with soup cans, chairs etc.

2.Attending the gym/pool independently. Option = join the CnES membership scheme (the cheapest scheme in Scotland) or paying for each individual visit.

3.Continuing to attend the group sessions as 'Follow On' participants at the completion of their 12 weeks.

Why is a 'Follow On' Move More Service' Provided?

The hope and aim of Move More instructors is that armed with education and confidence Move More service users will be able to *independently* maintain the positive lifestyle changes that they have benefited from while on the programme. In reality many service users need the classes to motivate them to continue. The provision of the Move More 'Follow - On' class support evolved because there were no appropriate classes for the service users to attend out with the Move More programme.

By providing this 'Follow On' service we have tried to address the fact that many referral schemes may not be as effective long term as they could be due to the lack of ongoing support at the conclusion of the specified time limit on the programme.

'The desire for professional support beyond the end of the programme was a key concern for participants in eight studies Its continuation beyond the programme was considered a facilitator, and a lack of on-going support was seen as a barrier to continuing exercise'.

'Most participants who dropped out of exercise post-completion of referral cited the removal of this Exercise Professional as the primary motivating factor'.

<https://bmcpublichealth.biomedcentral.com/articles/10.1186/s12889-016-2882-7>

Appendix i.

Brief Description of the Physical Activity Services Provided by Move More Western Isles April 1st 2023 – March 31st 2024.

Easy Aquafit Classes – physical activity in water, usually, to music, mobility, strength, and c.v.- These classes are graded according to the service user's ability, and we can provide appropriate level activity. We cater for non-swimmers right through to 'follow on' service users who enjoy attending 3 – 4 aqua sessions per week.

Periodically Move More aqua classes are also held at the Harris Sports Centre, dependent on demand.

7 classes delivered per week.

Move More Activity Classes- strength balance c.v. and gym equipment at sports centres. The start points for many service users mixed conditions classes introducing basic simple functional exercises in a circuit that can be replicated at home. A supported short duration visit to the fitness suite is also incorporated into these sessions.

3 - 4 classes delivered per week.

Health Walk- Group walking with rest stations provided every 100m / flat smooth surface/ short duration. Walkers can drop in and out of this session when they wish. It enables people to increase their walking confidence as participants can stop and 'go home' whenever they wish 5 minutes 20 minutes 45 minutes. As the laps are all ¼ mile the measurable distance service users also have the satisfaction of seeing themselves improve week on week.

1 walk per week.

Gentle Movement Class – seated or standing, balance, breathing and relaxation class- quite similar to Qui- Chong- ISL – a session designed by Macmillan Cancer Support to help deconditioned individuals ease back into fitness. Positive effects for people with a variety of LTC, / mental health issues, falls prevention and lowering blood pressure. Led by 2 dedicated Macmillan trained volunteers.

1 class delivered per week.

Zoom Classes – seated or standing -strength, balance c.v. (people attend from the length and breadth of Lewis and Harris: - Leverburgh, Uig, Stornoway, Carloway, Tarbert,) The online classes are an excellent option for people who find it difficult to leave the house to attend a physical activity session at the sports centre. Transport issues / poor sight / poor mobility/ mental health may all be factors. This service is also helpful for people who are immunosuppressed, suffer with issues related to fatigue, morbid obesity and those who are geographically isolated.

2 classes delivered per week.

1:1 Physical Activity Sessions -Individually tailored instruction in the fitness suite / pool /online or dance studio with the Move More Activity Officer or ISL. Senior Fitness Instructor. Sessions usually last between 45- 60 minutes.

Varies week on week. Approx 5 -10 delivered per week.

Gym 'Drop In' Session – fitness suites.

These drop in sessions enable service users to build up confidence as they can attend the gym semi independently with the reassurance that a familiar Level 4 Instructor will be on hand for 'help and support'.

2 sessions delivered per week.

Appendix ii.

12 Week Feedback Questionnaire

Patient's Comments: See details below.

Below are some questions which relate to feedback from other people who have been referred to the Move More programme. To enable the project and your health care professional to track any positive outcomes from your referral please could you be kind enough to circle the experience that most closely relates to your own experience?

1. I increased the number of activity minutes I complete weekly.

Strongly Agree / Agree/Neither Agree nor Disagree/ Disagree / Strongly Disagree / Don't Know/Not Applicable.

2. It was enjoyable to take part in the activity sessions.

Strongly Agree / Agree/Neither Agree nor Disagree/ Disagree / Strongly Disagree / Don't Know/Not Applicable.

3. Being on the 'Move More' programme helped me to improve my walking.

Strongly Agree / Agree/ Neither Agree nor Disagree/ Disagree/ Strongly Disagree / Don't Know/Not Applicable.

4. I am less breathless on exertion

Strongly Agree / Agree/ Neither Agree nor Disagree/ Disagree/ Strongly Disagree / Don't Know/Not Applicable.

5. The Move More Western Isles Activity Diary helped me understand the National Activity Guidelines and how they could help me to safely manage my health and wellbeing.

Strongly Agree / Agree/ Neither Agree nor Disagree/ Disagree/ Strongly Disagree Don't Know/Not Applicable.

6. I am sleeping better.

Strongly Agree / Agree/ Neither Agree nor Disagree/ Disagree/ Strongly Disagree / Don't Know/Not Applicable.

7. General all round improvements. I feel stronger and I have more energy.

Strongly Agree / Agree/ Neither Agree nor Disagree/ Disagree/ Strongly Disagree/Don't Know/Not Applicable.

8. Felt that it reduced anxiety /depression.

Strongly Agree / Agree/Neither Agree nor Disagree/ Disagree / Strongly Disagree / Don't Know/Not Applicable.

9. I established a routine of physical activity that I am confident to continue with.

Strongly Agree / Agree/Neither Agree nor Disagree/ Disagree / Strongly Disagree / Don't Know/Not Applicable.

10. Social side of meeting other people in similar situations was both enjoyable and helpful.

Strongly Agree / Agree /Neither Agree nor Disagree/ Disagree / Strongly Disagree / Don't Know/Not Applicable.

11. Feel more mobile (able to do more acts of everyday living like reaching up to shelves, gardening, shopping.)

Strongly Agree / Agree/Neither Agree nor Disagree/ Disagree / Strongly Disagree / Don't Know/Not Applicable.

12. Being on the Move More Programme helped me 'prepare for' and 'recover from' surgery.

Strongly Agree / Agree/Neither Agree nor Disagree/ Disagree / Strongly Disagree / Don't Know/Not Applicable.

Appendix iii. **Patient Feedback**

Below are a few examples of the positive feedback from service users collected at exit assessment: -

'Fantastic input, I wouldn't have been able to do this without the guidance I received. I am definitely feeling stronger, and I have more energy. I really enjoy the sessions. The referral to Move More was definitely helpful -110 percent!'

Service User Condition- recovering from being hospitalised with pneumonia and sepsis.

Mr MacI /Age 62

Referred Jan 24

.....
'I feel a million times better than I did!

My energy levels are so much better, I am sleeping well, I feel 'fitter' and my hip and back pain have both improved.

I found that the walking routine has helped me cope with a lot over the past few months.

The Move More activity diary helped me to focus, it felt like signing a contract to myself!'

Service User Condition- AF. High BMI

Mrs MacK/Age 50 –

Referred Aug 23

.....
'Feel quite proud of myself, it's really been great. I've really enjoyed coming. I would never have tried to go back into the water on my own. I am a lot less stiff; I feel safer around the house, and I can get in and out of the bath easier.

I have so much more energy and I have noticed that I am not 'dozing off'. There have been times when I haven't wanted to go but I found that if I forced myself, I felt a lot better afterwards. It gives me a real boost. I have felt supported.

This really has made such a difference to me. It's been marvellous.'

Service User Condition- -COPD, High BMI.

Ms C /Age 73

Referred Aug 23

.....
'After talking (to Kirsty) I got into an exercise routine very quickly. I now feel that I have a new lease on life. I am more alert, I have lost weight and now have more energy, my asthma, sleep apnoea and diabetes have all improved. I feel that I have changed the way that I live.'

Service User Condition- Pre – op weight loss (hernia), asthma, diabetes.

Mr F – Harris –/ Age 65

Referred Oct 23

.....
'I have found this (the Move More activity sessions) refreshing, the regularity of attending the Zoom class has helped me. It's been helpful to have this option when I am working from home. It's very, very good for me to have this available as it really helps with the discipline of keeping active. My routine walking is good, but I felt that the classes address my all-round strength and balance. My balance really is a lot better.'

Service User Condition – Cardiac Condition and Diabetes.

Mr Macle Age 74

Referred Dec 23
.....

'I feel a lot better; my posture has improved, and I am getting stronger, I am also not as fatigued. Thank you for all the useful advice it's been very helpful I feel privileged to have received 1:1 attention.'

Service User Condition – Chronic Gastric Condition

Mrs H Age 67 –

Referred Nov 23

.....

'I enjoy the sessions. My inclination to do exercise is definitely up. I am attending 2 short aqua classes and one Move More class per week! I have noticed that my backpain is better the more I do, and my balance is better too. I feel better generally for the exercises. My walking has definitely improved, and I am a bit more conscious of my posture keeping my chest 'open'. I am glad that I was referred to the programme and although my breathing is not great, I feel that it is better than it was.'

Service user Condition – Pulmonary Fibrosis, High BMI, Hypertension, Knee Replacement.

Mrs MacI /Age 74

Referred Nov 23

Appendix iv.
Healthcare Professionals Feedback: -

A small sample of Healthcare Professionals were requested for feedback on the Move More Western Isles service in Lewis and Harris: -

Move More is an essential service providing invaluable support in the community for the people of the Western Isles. At physiotherapy in the WIH we regularly receive good feedback from patients who notice improvements in both their ability and confidence to exercise independently. Kirsty also provides us with objective outcome measures demonstrating the real impact of the service she provides. Thank you for all you do!

Jenny Murray - Team Lead MSK Outpatient Physiotherapist

.....
'The service provided by the Move More project is an absolutely fantastic resource for a large number of patients that I have under my care in the Musculoskeletal Physiotherapy service. The support and guidance provided to the patients/service users by Kirsty and the team makes a real, tangible difference to helping these people with a wide range of conditions. It is clear from the feedback I received from patients who have attended Move More than they are very grateful for the input and care they have received from the service. I would go as far as to say I cherish the Move More service and I don't know where I would send many patients to without it!'

Mark Mitchell Physiotherapy Department WIH

.....
'Move More has been a very positive addition for patients. They find it immensely valuable to help them regain confidence and independence. It's reassuring, especially with some of my more vulnerable patients, to know that they have the professional support to continue with exercise once they are discharged from physiotherapy. Patient feedback has all been very positive.

I feel without the support of Move More, many patients who have benefited from Cardiac rehabilitation would have lost all the gains they had made if they had immediately had to continue independently. It's a hugely valuable means of transitioning from more 'medicalised' treatment to independent exercise.'

Allison Martin/Acting Physiotherapy Manager/Physiotherapy Department, WIH.

.....
'Move More is an invaluable resource for patients in our weight management service. It gives them confidence to get more active in a safe and appropriate way for them. Those that engage come back with positive feedback about their experience. It is great to know that Move More will work with individual needs, and I enjoy hearing about the different approaches each patient is trying.'

Jane Graham Specialist Dietitian

.....
The Move More project has been an immensely useful resource to me in my role as MSK Podiatrist. Move More is an excellent programme for patients who have perhaps got out of the habit of exercising; for those lacking confidence to return to exercise; for those who are curious but unsure what to do. The feedback from patients who have undertaken the programme is universally good with benefits experienced both physically and mentally due to a structured exercise programme with highly experienced facilitators and the social interaction that comes from the group working. Thank you!'

Cath MacQuade. Podiatry Dept

.....