

VCS Health and Wellbeing

Factsheet 5a: Suggested Outcome Measures

After reading this you should be able to decide which existing measurement tools to use.

Why use existing tools?

You could design your own tools to measure the health and wellbeing outcomes of your work. However to save yourselves time and energy you could use existing ones. The other advantage will be that they will have been tested and may be recognised as 'robust' by others.

This factsheet briefly describes some suggested tools. Factsheet 5b concentrates on the Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS).

If you have limited time and experience you could try asking some basic questions. However if you want more detail about changes etc. there are a number of existing measurement tools to choose from, each measuring a different aspect of health and wellbeing. There are a number of 'packages' of tools that can be used to look at various aspects of health and wellbeing. The Inspiring Impact website has a searchable list of tools used by the voluntary and community sector.

Basic questions

Perhaps the simplest method would be to ask your users a before and after series of questions about their health and wellbeing. In terms of overall health you could use the 2011 Census question:

How is your health in general?
Very good, Good, Fair, Bad, Very bad

Looking at wellbeing then using a single question on life satisfaction is the most suitable such as:

Overall on a scale of 0 to 10, how satisfied are you with your life nowadays?
(Where 0 means extremely dissatisfied and 10 is extremely satisfied).

This question is used by the UK and other governments and in many research projects on wellbeing so you can compare your results. The UK government use the following bands to present their results:

0 to 4 is low

5 to 6 is medium

7 to 8 is high

9 to 10 is very high.

Individual tools

There are a number of physical health and wellbeing measurement tools.

AUDIT

Quick [questionnaire](#) to measure amounts and patterns of alcohol consumption. It is used by most GPs in Dorset and by LiveWell Dorset (LWD), so can you compare results but is usually used to offer advice and refer/signpost patients into clinical pathways as appropriate (see BIG tool below for an alternative).

GPPAQ

Quick [questionnaire](#) about physical activity. Again it is used by most GPs in Dorset and by LWD, so you can compare results but is usually used to gain insight into how active a person is each week and offer advice/signpost as appropriate (see BIG tool below for an alternative).

Social interaction

Social capital is a term that covers the ties and connectedness within and between 'communities' (with close peers, between groups and between groups with different levels of power or status). The [Social](#)



[Capital Health and Wellbeing Toolkit](#)

includes questionnaires to test the level of the three types of social capital including questions on knowing neighbours, volunteering, knowledge of local groups, contact with statutory bodies and voting.

Creative ways

A guide written for Lambeth groups '[Measuring Wellbeing in Lambeth](#)' includes a page about more creative ways such as 'thermometer rankings', 'smiley faces' and 'ladders'.

'Packages'

Nef

Their [Measuring Well-being](#) publication recommend using three sets of questions:

- The 7 item WEBWBS (see Factsheet 5b)
- the 4 subjective wellbeing questions used by the UK government:
 - i. overall, how satisfied are you with your life nowadays?
 - ii. overall, how happy did you feel yesterday?
 - iii. overall, how anxious did you feel yesterday?
 - iv. overall, to what extent do you feel the things you do in your life are worthwhile?
- a social trust question:

Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people

Your results can be compared with national statistics. Also the social trust question may be attractive to some organisations.

Big Lottery Fund's National Wellbeing Programme

The BIG Lottery Fund ran a [National Wellbeing](#) programme and as part of this

developed a set of evaluated questionnaires covering physical and mental wellbeing and guidelines.

There is a 'core' questionnaire of 16 questions plus demographic information but also additional very short questionnaires on healthy eating, exercise, mental health and social wellbeing. The questionnaires can be used at the start, during, end and at least 3 months after ending so distance travelled can be measured. There are also mirror questionnaires for primary aged children, secondary aged and over 65s.

Service Satisfaction

As well as measuring the changes or outcomes of your work you may find it useful to record how satisfied a user was with your service. It could be a 5 or 10 point rating scale of how satisfied they were or you could adapt the [NHS Friends and Family Test](#) which is used by all NHS services and LiveWell Dorset within 48 hours of the end of a service, i.e.

How likely are you to recommend our <service> to friends and family if they needed similar care or treatment? (Options are extremely likely, likely, neither likely nor unlikely, unlikely, extremely unlikely, don't know)

User apps

There are a number of websites that you can signpost individuals to so they can self-assess (although you will not have access to their data), for instance:

[NHS Choices](#)
[Rochdale](#)

More Information

- Inspiring Impact <http://inspiringimpact.org/>
- AUDIT: www.drugabuse.gov/sites/default/files/files/AUDIT.pdf
- GPPAQ: www.gov.uk/government/publications/general-practice-physical-activity-questionnaire-gppaq
- Social Capital Health and Wellbeing Toolkit : www.scdc.org.uk/media/resources/what-we-do/mssc/Social%20Capital%20Health%20and%20Wellbeing%20toolkit.pdf
- Lambeth www.wellbeingnetwork.org.uk/documents/Measuring%20Wellbeing%20Handbook.rtf
- Measuring Wellbeing: www.neweconomics.org/publications/entry/measuring-well-being
- BIG National Wellbeing: www.biglotteryfund.org.uk/research/making-the-most-of-funding/impact-and-outcomes/evaluation-methodology
- NHS Friends and Family Test: www.england.nhs.uk/ourwork/pe/fft/
- NHS Choices tool: www.nhs.uk/Tools/Pages/Wellbeing-self-assessment.aspx
- Rochdale tool: <http://fiveways.rochdale.gov.uk/>
- This Factsheet is available from Bournemouth CVS (01202 466120) or at www.bournemouthcvs.org.uk/healthandwellbeing.asp