



# 2017/18 IMPACT REPORT

[arthritisACTION.org.uk](http://arthritisACTION.org.uk)



## CONTENTS

# 2

Welcome from the  
Chairman and CEO

# 3

About us

# 4

Our impact

# 7

How we  
have helped



## WELCOME TO OUR IMPACT REPORT 2017/2018.

We're very excited to share with you the impact of our work across the UK, over the last 12 months.

This year saw the launch of two landmark projects that we are very proud of. The first is a nationwide survey of over 2000 people living with arthritis, examining the life impacts of arthritis on those of working age. The second is an Online Self-Management Resource available on our website, which we believe is the first of its kind in the UK. The programme features a series of educational videos to help people with arthritis, no matter where they live, to learn about the various techniques they can employ to help improve their symptoms and day-to-day experience of the condition. These videos were inspired by the topics we cover at our popular Self-Management Events, which we hold throughout the year in various parts of the UK.

We have also continued to build on the success of the services we offer both our Members and the public. For instance, we organised 90 Group meetings across 13 locations, most of which had prominent speakers representing local healthcare providers. Both our clinical support and nutritional consultations service have once again been very popular with our Members, who have been receiving the help they need to meet their mobility, diet and weight management goals.

In addition to our growing networks and Groups, we are very proud to have partnered with several charities and organisations to deliver a number of presentations and programmes, to spread the knowledge and education on a variety of self-management techniques, to help not only people with arthritis, but also those with other long-term conditions. Over 800 people have attended our external presentations and events.

We believe no one with arthritis should feel alone or isolated, which is why we work tirelessly all-year-round to bring people together, and offer the best available services to make a lasting difference in the lives of those with arthritis.



**Robin Nye**

Chair of Arthritis Action



**Shantel Irwin**

CEO of Arthritis Action



## WHO WE ARE

Arthritis Action was founded in 1942 by Charles de Coti-Marsh, who developed a self-help programme for people with arthritis based on a combination of diet and physical therapy.

Our fundamental aims remain the same as in 1942, and we take pride in continuing our longstanding tradition of helping people with arthritis to enjoy a more active life with less pain through self-management, in line with the best available evidence.

We are the only UK charity giving hands-on, practical help to improve the quality of life for people affected by arthritis. We offer healthy eating and nutritional advice; access to clinical appointments with our network of osteopaths, physiotherapists, and acupuncturists; exercise tips; and pain management techniques, to help people with arthritis gain the knowledge and confidence to manage their condition themselves, and live life to the full.



## WHAT WE DO

Arthritis Action offers people with all forms of arthritis a holistic self-management service. This can be tailored to suit each individual based on their condition, pain level, activity levels, eating habits and lifestyle. Although over 10 million people live with arthritis in the UK, we know that everyone is unique in the way they manage their symptoms. This is precisely why we tailor our self-management approach to meet individual needs.

Our self-management approach encompasses the following services:



Nutritional and weight management consultations with our registered Dietitian



Identifying the best models for exercise suitable for people with arthritis and other musculoskeletal conditions



Arthritis Action Groups across the country



Subsidised clinical appointments with our registered Osteopaths, Physiotherapists and Acupuncturists



Self-management educational events to learn about various techniques for managing both the physical and mental aspects of arthritis



Factsheets, our Members' magazine, E-newsletters and informational leaflets on a variety of topics including self-management, physical exercise, and mental wellbeing

# OUR IMPACT

## OUR SERVICES

- Arthritis Action Groups
- Annual General Meeting
- Clinical Support
- Nutrition and Weight Management Consultations
- Members' Area on Website
- Members' Magazine
- Self-Management Events

96%

Member satisfaction with all of our services



### Arthritis Action Groups



**2 in 3** people said it helped them manage their symptoms.

**4 in 5** Group attendees enjoyed the variety of speakers.

95%

would recommend a Group to a friend or relative living with arthritis.

85%

enjoyed meeting others living with arthritis in their area.

66%

said it improved their sense of control over arthritis.

100%

### Clinical Support Service

...of our Members were satisfied with the service.

...of appointments lasted a full 30 minutes.

...of Members received hands-on treatment.

...of Members saw the clinician they requested.

### Self-Management Events



**97%** satisfaction with the events.



**93%** believe the events improved their sense of control over their arthritis.



**85%** believe the events helped them better understand their condition.

### Diet and Weight Management Service

100%

were satisfied with the service they received.



*"Arthritis Action's Dietitian is a true professional and clearly loves what he does. He approaches the situation from an analytical point of view but with a degree of personal flexibility. He is very helpful and offers useful advice to make it simple and straightforward."*



100%

are likely to recommend to a friend or family member.





## EVENTS AND PARTNERSHIPS

# 90 GROUP MEETINGS

were organised this year, spread over 13 locations, and 25 external presentations were given. Over **800 PEOPLE** living with arthritis attended.

### Annual General Meeting and Conference

# 100%

## SATISFACTION

with our expert talks.  
**100% enjoyed the sessions.**



### External Presentations



Collaboration with **Ascenti**  
(formerly The Integrated Care Clinics)

Sussex **MSK Partnership**   
East

Collaboration with  
**Sussex MSK Partnership East**

 centre for  
sport, exercise  
& osteoarthritis

Collaboration with  
**The Arthritis Research UK  
Centre for Sport, Exercise  
and Osteoarthritis**

**92%** **satisfaction** on topics covered in the event.



**88%** found the talks useful, enjoyable and interactive.



**120** attendees

**81%** believe the event helped them better understand and deal with their condition.

**96%** of attendees would recommend the event to others.

**88%** believe the presentation on diet by Arthritis Action was helpful.

As well as collaborating with the above organisations, we worked closely with **Oomph!**, an organisation working towards improving quality of life for older people. We also presented at the **iO Conference** in October 2018.



# FUNDRAISING, PR AND DIGITAL OUTREACH

## Fundraising

# £543,892

was raised through fundraising this year



## PR Reach

# REACHED OVER 7 MILLION PEOPLE,

coverage estimated to be **WORTH OVER £130,000** in AVE



## Social Media



Our social media activity reached

# 950,000 PEOPLE



## Website



# 132,000

visitors

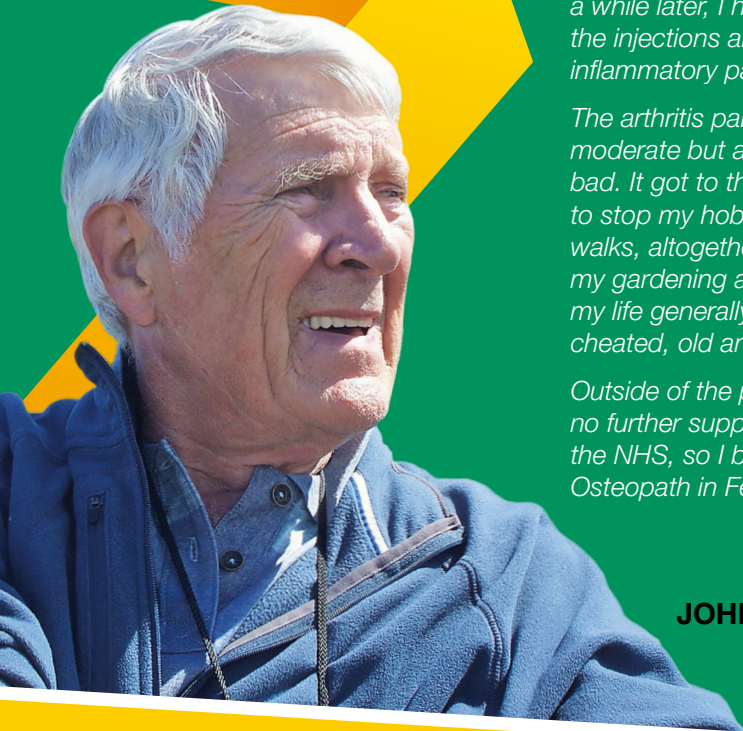


# 232,298

page views



## HOW WE HAVE HELPED



*"I noticed the first symptoms of arthritis around 10 years ago, before the condition became more prominent. I then went to my GP to seek help. After the GP confirmed that what was causing the pain was indeed arthritis, he administered injections in both my knees, and a while later, I had to stop having the injections and was put on anti-inflammatory painkillers.*

*The arthritis pain was mostly moderate but at times became quite bad. It got to the stage where I had to stop my hobby of enjoying long walks, altogether. The pain hampered my gardening activities and made my life generally uncomfortable. I felt cheated, old and disappointed.*

*Outside of the painkillers, I received no further support or help from the NHS, so I began seeing a local Osteopath in Ferndown.*

**JOHN PENNY, 76**

*The Osteopath, an Associated Practitioner of Arthritis Action as it turned out, was very helpful and recommended I have a look at the Charity.*

*I am very pleased I listened and joined the organisation. My overall health has improved following consultations with Arthritis Action's Dietitian Martin Lau, and I have lost weight. This has made me lighter, and as there is less weight bearing down on my knees, my legs are stronger with fewer wobbles. I now have smaller meals, and do a lot more exercise.*

*Owing to my family history of arthritis, I was headed for a lot of pain and little else to relieve it, but since I joined up with Arthritis Action the positive attitude of people does give you expectations around being able to manage, and hopefully hold back the relentless progress of this condition via exercise and dietary control. I would recommend others with arthritis to join the charity. It's a no-brainer!"*

*"I have been a member of Arthritis Action for several years, and have been attending their Group meetings regularly, which have been extremely helpful to me in many ways.*

*There isn't a magic wand to cure arthritis, so it is so important to have a positive determined mind set in making your life as active and as interesting as possible, however hard this may be. It is very comforting to know that Arthritis Action are there to help and advise when you need it. Their support is what's needed to keep your body and mind stimulated as much as possible.*

*Many helpful tips and ideas have come from the Group meetings, listening to invited speakers and talking with other members of the*

*Group has been very therapeutic. Meeting with other members and various visiting health professionals who are able to give practical advice on self-management can really make a difference to everyday life.*

*Attending the meetings gives me the opportunity to talk and listen to other people, acting as an incentive to encourage me to try new things.*

*Anyone living with arthritis would certainly benefit from joining Arthritis Action. There are people there who are willing to listen, advise and offer help, so it is reassuring to know that you are not alone living with arthritis. Having the above support, and keeping a positive mind set, keeps me occupied, happy and fulfilled."*

**DENISE GILDEN, 74**





[arthritisACTION.org.uk](http://arthritisACTION.org.uk)

56 Buckingham Gate, London SW1E 6AE

T: 020 3781 7120

Registered Charity Number 292569. Company Number 01914825.

