



# 2018/19 IMPACT REPORT

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



Arthritis  
ACTION

## CONTENTS

# 2

Welcome from the Chairman and CEO

# 3

About us

# 4

Our impact

# 7

How we have helped

## WELCOME TO OUR IMPACT REPORT 2018/2019

We are a UK charity dedicated to improving quality of life for people living with arthritis. We do this in a number of ways: through dietary and nutritional consultations; local group meetings offering peer-to-peer support; subsidised clinical appointments to see an osteopath, physiotherapist or acupuncturist; and vast online resources on mental health and physical activity.

We are celebrating a number of important milestones this year. The first is the launch of a new online resource on our website, featuring moving pictures (GIFs) of simple, chair-based exercises that people can try safely at home. These exercises form part of a strength and conditioning programme, developed in partnership with wellbeing organisation Oomph!, which is being delivered in care home settings in 196 locations, to thousands of participants across the UK.

The second is an online Mental Health Directory on our website, helping people find mental health services they can access in their area. The third is a listing of exercise sessions and activities in 15 locations, in addition to national programmes, including parkrun, which runs weekly events in over 650 locations.

The fourth is the launch of our Webinar Lunchtime Series, offering people information and advice on a number of topics in real-time. We have also made the videos available on our website and YouTube channel for people to watch in their own time. Finally, we are very pleased to report that our Online Self-Management Resource now features 25 videos on topics relating to the physical and mental symptoms of living with arthritis.

We are evolving as an organisation to help people with all forms of arthritis, with an emphasis on building our online offering. Our new resources have been extremely popular, with around 3,000 people watching our videos and accessing the resources each week.

We have also continued to build on the success of the services we offer both our Members and the public. This past year we have organised over 100 Group meetings across 15 locations, most of which had prominent speakers representing local healthcare providers. Our clinical support service continues to be useful to our Members, who attended over 400 appointments this year. Our nutritional consultations service has also been much sought-after, helping people better manage their symptoms and meet their weight and dietary goals.

Our Charity continues to grow from strength to strength, with a continued focus on using the best evidence-based approaches to help people self-manage their condition. Together with our Members, supporters, and partners, we are working hard to make sure that as many people as possible live an active, happier life 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 this 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.



## WHAT WE DO

Arthritis Action offers people with all forms of arthritis a holistic self-management service that 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



Arthritis Action Groups across the country



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



Subsidised clinical appointments with our network of 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 online resources on a variety of topics including self-management, physical activity, and mental wellbeing

# OUR IMPACT

## OUR SERVICES

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

# 93%

Member satisfaction with all of our services



## CLINICAL SUPPORT SERVICE

**100%** ...of Members were satisfied with the service

**100%** ...of Members received hands-on treatment

**100%** ...of Members saw the clinician they requested

**95%** of Members were offered an appointment within 5 days.

## SELF-MANAGEMENT EVENTS

**95%** believe the events improved their sense of control over their arthritis



**93%** believe the events helped them better manage their symptoms

would recommend the events to others living with arthritis



**9 in 10** said the event helped improve their confidence

## ARTHRITIS ACTION GROUPS

**91%** would recommend a group to others living with arthritis



**85%**

said Groups helped them better manage their symptoms



4 out of 5 Members enjoyed sharing hints and tips with others

**88%** said Groups increased their confidence

**80%** have found Groups great for meeting other people

## DIET & WEIGHT MANAGEMENT SERVICE

*"Best dietary advice and dos and don'ts, I live by it."* Member

**100%** of our Members were satisfied with the service they received

**100%** are more knowledgeable about their arthritis and their symptoms have improved



*"Not only raising awareness of arthritis in the public eye, but helping those with arthritis live their lives to the fullest!"*

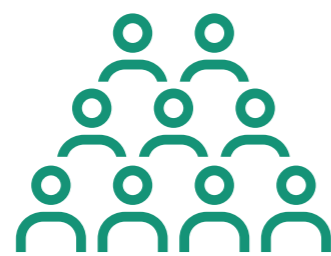
Leigh Walmsley, Member

*"Great preparation for dealing with the condition. Great self-help ideas and web links on their website that I could use. Good delivery!"*

## ARTHRITIS ACTION EVENTS AND PARTNERSHIPS

# 100+

Group meetings organised this year spread over **15 areas**, and 44 external presentations were given



Around **2,000** people living with arthritis attended our Groups and presentations

### Annual General Meeting & Conference:



**97%** satisfaction with the conference



**98%** enjoyed the sessions

## IMPACT OF ARTHRITIS ACTION – OOMPH! STRENGTH & CONDITIONING PROGRAMME



From January – June 2019, the strength and conditioning programme was delivered in:

**83** different venues running Oomph! 'Strength & Balance' sessions

**143** new Oomph! instructors in community\* settings

**6** Average number of sessions delivered per venue per month

The average participant age is: **74**

**12** Average number of residents attending per session is 12

### AS PART OF OOMPH!'S SPORT ENGLAND PROJECT, THERE WERE:

**303** venues running classes

**630** instructors

**3,333** participants have used Arthritis Action's resources, and strength and conditioning exercises

## FUNDRAISING, PR AND DIGITAL OUTREACH



OUR SOCIAL MEDIA  
ACTIVITY REACHED

905,000

PEOPLE



PR REACH  
12.5m+  
people reached



OUR WEBSITE  
130,000  
VISITORS

(282,095 page views)



£495,000

WAS GENERATED THROUGH  
FUNDRAISING THIS YEAR

## HOW WE HAVE HELPED

*"I first developed arthritis in my late teens, and have had to live with the condition for over 10 years until I properly got diagnosed. I was eventually diagnosed with Ankylosing Spondylitis, a form of arthritis which can cause vertebrae in the spine to fuse together, limiting movement and causing severe stiffness. This fusing makes the spine less flexible and can result in a hunched-forward posture. If ribs are affected, it may be difficult to breathe deeply.*

*The pain was very bad. I couldn't get out of bed, found it very difficult to walk and take showers, and struggled to get out of the car. During that time, I was very down, perhaps depressed and felt old before my time.*

*Following my diagnosis, I began educating myself on how to self-manage the pain. Being properly diagnosed and educated was a real turning point.*

*I began by introducing exercise to my daily routine, which significantly reduced inflammation. With systematic exercise and making use of Arthritis Action's resources, I regained confidence in knowing my body's abilities and limitations.*

*Arthritis isn't as "glamorous" perhaps as some other causes, and I mean no disrespect by that, but it has a big impact on people's lives across any age range.*

*Arthritis Action have been very informative and helpful, facilitating physical therapies and access to a dietitian. Moreover, being educated on arthritis was critical to improving my condition. This type of education and support is what they focus on – teaching people with arthritis how to manage pain and live fuller lives."*

**TOM JONES, 35**



*"I developed arthritis in 2002. When I was diagnosed, I was just glad to know what was wrong and just tried to start to manage it and listen to what the doctors said.*

*I wasn't told straight away what caused my arthritis, but over the years after reading up and researching, I found out it was stress. I had lost a friend, was just working hard, and was stressed of running a home and looking after children, so it was a difficult time. The pain is so debilitating that at times I needed help getting up in the morning, but you still want to be a parent!*

*Luckily, the support network I have is brilliant and they were able to stand in.*

*I found out about Arthritis Action in 2015, when I was invited to accompany a friend to an Annual General Meeting. The information they provided was excellent! The speakers shared their own experiences, and I was really interested.*

*Arthritis Action has certainly helped me with the improvement of my health. Going to the doctors you hear the same thing all the time, year after year. They just focus on the arthritis. But living with arthritis, is so much more. Arthritis Action has made me more confident in myself in knowing how to deal with my chronic pain.*

*I'm a fairly positive person and I know that dwelling on negatives is only going to make me ill. I just try to take every day as it comes. Yes I get my down days, but by the next day I'm fine. My health is completely different, because I feel I can manage it now. I feel as though I'm a different person."*

**JENNIFER MCKENZIE, 55**



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