

PCCO PCN – Social Prescribing Experiences – 2021

Final Version – 16/08/2021

Contents

Background of the Report	3
Who we spoke to and how	4
Use of the service	6
Experience of the service	7
What works well ?	8
What could be improved ?	9
Any other comments	10
Service providers response	11

Background of the report

What is Social Prescribing?

Social prescribing is a way for local agencies to refer people to a link worker. Link workers give people time, focusing on 'what matters to me' and taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional support.

Link workers also support existing community groups to be accessible and sustainable, and help people to start new groups, working collaboratively with all local partners.

Social prescribing works for a wide range of people, including people:

- with one or more long-term conditions
- who need support with their mental health
- who are lonely or isolated
- who have complex social needs which affect their wellbeing.

In the Long Term Plan NHS England committed to building the infrastructure for social prescribing in primary care:

- there will be 1,000 new social prescribing link workers in place by 2020/21, with significantly more after that, so that
- at least 900,000 people will be referred to social prescribing by 2023/24.

(<https://www.england.nhs.uk/personalisedcare/social-prescribing/> July 2021)

Primary Care Networks (PCNs) and partnership working

PCNs are groups of GP practices, working at scale to offer resilient services, and serving a population of 30-50,000. Derby City has 5 PCNs. PCCO PCN is made up of Lister House Surgery.

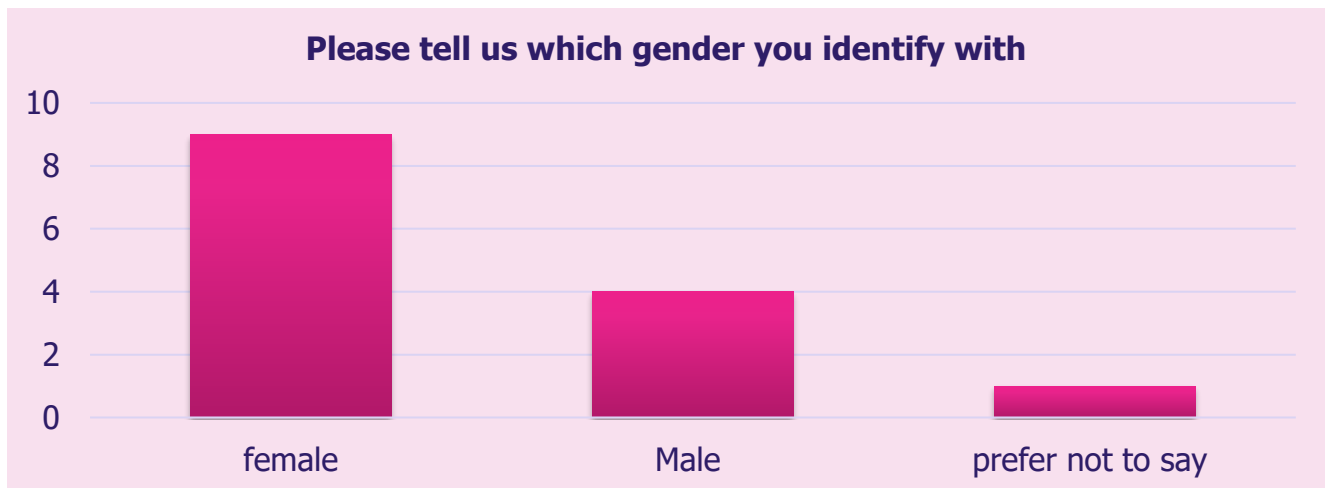
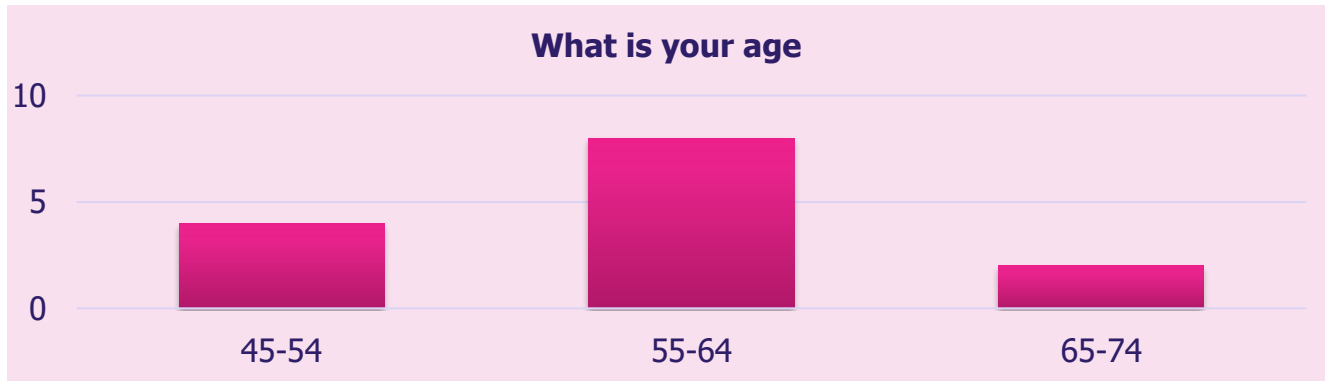
Lister House PCCO was formed 2 years ago. As part of the PCN development, they received extra money for additional roles. One of these roles is the Social Prescribing Link worker. Other roles include, Care co-ordinators and Health & Well being Coaches.

The Social Prescriber has been in post since December 2019 and has been working across the practice and PCN to develop relationships internally and externally and to look at how they can work with clinicians & patients across the practice. It is still a new role within the NHS and still lots to learn and how to best use the Social Prescriber across the practice area.

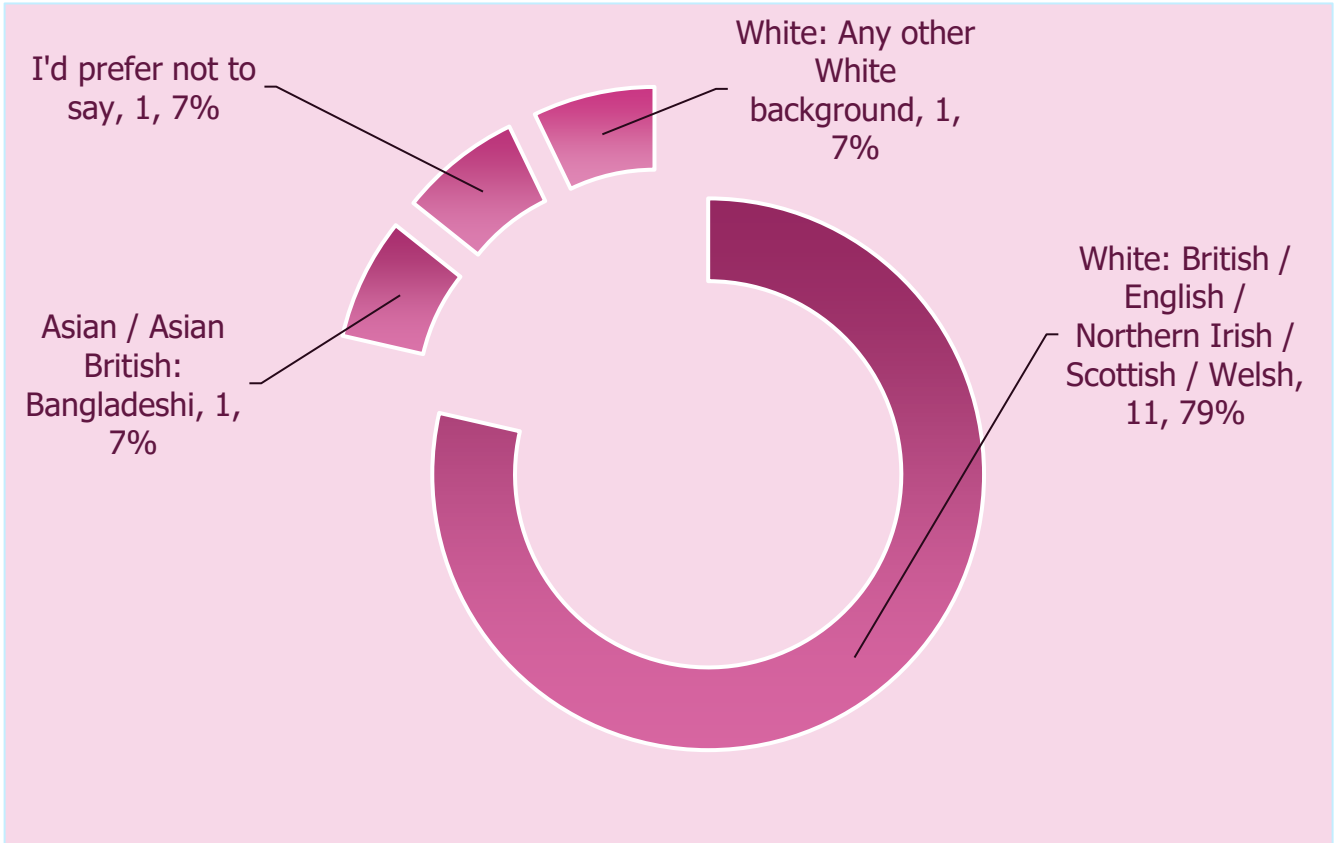
As this is a new service the PCN wanted to gain feedback of experience for learning and development. Healthwatch Derby joined in partnership working and designed a project with PCCO PCN to gain peoples experiences of using the service.

Who we spoke to and how:

Healthwatch used an on-line survey. The survey was open from May 24, 2021 - June 14, 2021. The survey was designed in partnership with PCCO PCN. Altogether 14 people completed the survey and this is a summary report of their feedback.



Please select your ethnic background



Use of the service

Everyone who completed the survey was a patient registered at Lister House surgery - either the Derby/Peartree branch or the Chellaston surgery branch.



Yes I am still using the service:



No, I no longer use the service:

- 1 person stated that they used the services for 3 sessions.

Experiences of the service



Almost all the comments were positive, with the main messages around the service being:

- Good, supportive, empathic and helpful.

There was one negative comment regarding feeling judged.

Please see some of the comments below:



“Positive, supportive, reassuring, intuitive, understanding and showed genuine empathy”

“I think it is a great outlet which gives shared experiences with the practitioner and reduces anxiety based on those shared experiences giving relief of suffering by assisting in processing those thoughts and feelings as well as sign posting to other support networks.in my case those 3 phone calls relieved excessive anxiety based on family entanglements As well associated grief from those entanglements and also giving understanding to the feelings experienced.”

“I find it hard to trust anyone, I felt I was always being judged, its hard to find someone I can open up to”

“Yes, felt each time my query was dealt with”

“Always had excellent service at Lister House”

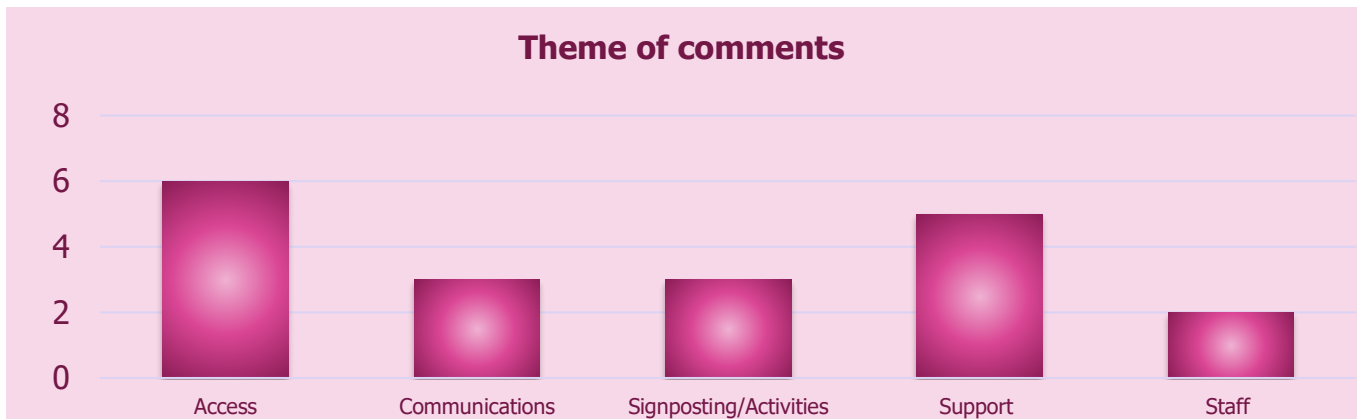
“I felt supported and my interests were taken into account along with my financial restrictions around travel etc. The list of potential activities was pretty comprehensive, however due to covid lockdown i was unable to take any up. Hopefully as things reopen the activities will too.”

“Very good service, was listened to, patient. Given ideas of ways to sort things out. Showed empathy. Very useful & beneficial to my physical & mental health”

“I found it very helpful and was nice to know someone was there”

What works well with the service?

(Comments have been broken down to identify themes)



Key messages of what people said worked well:

- **Access** – not having to attend surgery or see GP, quick, fast, efficient and accessible.
- **Support** – understanding, taking interest, someone to talk to.
- **Communication** – reassured, listening and good communication from my provider
- **Signposting/activities** – tailored activities and good signposting
- **Staff** – the Helper

Please see some of the comments below:



“Communications from my provider and access to the service”

“Accessibility and relatability as well as signposting”

“Absolutely valuable, having someone that will listen, understand, and don't judge, but give support”

“Not having to phone and wait or visit the surgery difficult when your working”

“My helper”

“Usually fast, efficient and referrals ect., Always done”

“Taking interests and limitations into account to tailor suggested activities.”

“Quick, accessible,useful service.”

“Understanding of my problems, giving me time & matching me with others that are experiencing similar difficulties”

“Getting out and meeting new people and having someone to talk over problems with”

Is there anything that could be improved with the service?

Key messages of what people thought could improve the service:

- 5 people could not think of anything to improve the service
- 2 people were unsure – this was due to either – only just starting the service or unsure on how the services has been disrupted by covid-19.
- 7 people made suggestions for improvement - the key areas were regarding:
 - **Access** - more time with patients, more face to face meetings and on-line where possible.
 - **Service** – More personalised and faster response.

An Individual comment around more money.

Please see comments below:



“more time with patient / more money”

“Face to face meeting with a coffee.”

“Time scale of responses”

“The categories could include one you write yourself as not everything is in the category although it is extensive”

“The headings for your illness there could be one that you can write yourself not everything falls in to the categories although they are extensive”

“For me I like to do most things online, where possible”

“More frequent contact”

Any other comments

All 'Any other comments' were positive comment for the service and the PCN. Please see below:



"I appreciate all the services provided by Lister House and thank the individuals that support me so well, thank you"

"Brilliant idea for offering buddy style support networks. Well done and thank you."

"For me, invaluable, has helped me, not only to try look at a different angle, but trust is a major issue to me"

"Well done Lister house chelleston and Coleman st"

"I think it is a great service and a simple way to improve the mental wellbeing of many who may be feeling isolated and not know what is available in their area"

"I think it is a very good service for people in crisis. I hope it is always available at every GP practice throughout the UK."

"My physical health problems have required extensive pain relief which in turn had exacerbated my mental health problems. Walking & talking about anything other than my health has helped improve my morale & made me feel uplifted"



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