

Social Prescribing Link Workers

NeoHealth PCN



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How can people use our service?

- ▶ People must go through their GPs if they would like social prescribing
- ▶ Services cannot refer to us yet
- ▶ Must be 18-64

What can we offer?

- More time than GPs to listen and help people decide what they'd like to do to improve their health, wellbeing and independence
- Help to find and access activities, services or specialist support
- Support for anything up to 6 months or a year, as appropriate

We want to link people with you!

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What have people said about us?

*"All that solid help you
have given me!"*

*"All these things are
happening for me
thanks to
your wonderful help and
support"*

*"I honestly don't know what I
would have
done without your being
here to support me these
last weeks."*

Case Study - Jaslin

A patient in late 30s cancer survivor, Hodgkin's disease, depression, endometriosis, asthmatic, Shielding, short temper, carer for mother.

Initial call:

- ▶ Stated 'would kill herself' but would not act on it, 'tired mentally & physically'.
- ▶ Discussed previous interests prior to cancer.

Changes from 2 SP sessions:

- ▶ Enrolled Age UK photography class, now looking at other classes.
- ▶ Encouraged shielding Mother to join a 'Learn English' class
- ▶ Started baking at home
- ▶ Increased fruit intake
- ▶ Referral actioned from CLW for counselling.

Feedback:

- ▶ Mind diverted from thinking 'pain, pain, pain' to now ' thinking of different ideas to submit for photography homework - something new to introduce my thoughts, normally takes time for medication to kick in, this was instant gratification'.
- ▶ ' thank you for encouragement, it's been hospitals & Dr's nonstop, I haven't done anything like this in over 12 years'.

Case Study - Barney

Mid-50s woman with chronic complex fibromyalgic pain
wheelchair user with daily carer; chronic depression.

- ▶ **8 contacts since mid-May** - 7 phone calls, 1 home visit; plus some emails
 - ▶ Carer letter from GP Surgery to jump supermarket queues during lockdown,
 - ▶ NHS psychotherapy chased after ceasing suddenly upon lockdown;
 - ▶ Homecare charges dispute resolved
 - ▶ **Pt's social isolation and lack of positive stimulation**
 - ▶ check-in-and-chat calls from **Life in Balance**
 - ▶ enrolled in Zoom English conversation classes with **Nova**;
 - ▶ during home visit, the pt showed things she had made, and we discussed art/craft courses at **Morley-KCC**.
 - ▶ **Massage gives her real pain relief** -- Waiting for North Ken GPs massage offer (Oct 2020?)
 - ▶ **Carer hours are inadequate** -- but nervous to re-open this question with Social Services
- ▶ **Next Steps:** - plan with pt ceasing of my temporary involvement - more ideas/goals?

Case Study - Jaslin

- ▶ Pt late 20s - depression, anxiety, asthma, obese, financial difficulties, lives w/ wife from overseas (main carer) & young baby, high debt

Initial:

- ▶ 'Want to lose weight, but shy & high anxiety of everyone judging me in the gym'
- ▶ ' Stressed and bored at home, nothing to do for my family'

Actions:

- ▶ Referral to One You - weigh management support
- ▶ Swimming K&C leisure centre - take wife & baby (family approach, < anxiety)
- ▶ Investigate PIP for mobility scheme & personal allowance
- ▶ Support from CBT therapist from CLW for anxiety
- ▶ Offered SP to wife - but declined - will find family grps instead

Case Study - Barney

Late 50s woman, survivor of breast cancer, with anxiety and fatigue, worried about her two sons in early 20s living at home in small flat

5 contacts since early August - 3 phone calls, 1 walk outside and 1 home visit

- ▶ Younger son with adult ADHD; older son has slipped into depression at home since finishing university
- ▶ All found COVID lockdown very stressful and anxious
- ▶ Covid anxiety "... of course, I don't go outside..."
- ▶ Isolated since her illness
- ▶ Likes idea of Helpforce Companion to go out on weekly walks with her
- ▶ Volunteering? -- Re-engage with Meanwhile Gardens projects?

Next Steps: - continue to work with mother and son, and hopefully the depressed son also

The North Kensington SPLW Role

What is different?

- Taking patients from the wider community beyond the Dedicated Service whose issues appear to stem from the Grenfell fire
- More time to get to know and support VCSE organisations in the area
- Using experience with patients to identify and fill gaps in the VCSE sector, working closely with KCSC

Examples of patients

- Mother in her late thirties, son suffering from PTSD and night terrors due to Grenfell, mother feels she cannot look after her own health and wellbeing
- Woman in her mid-fifties who lost friends in Grenfell, feels anxious, isolated and disconnected from the community

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Thank you for listening!



Any questions?

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