

High Peak CVS

Community & Voluntary Support

Making Social Prescribing Work at the Local Level

James Bromley - CEO

October 2020

Social Prescribing in the High Peak

The Story So Far...



The Vision

August 2019

Voluntary Sector

- Linking to Community Groups/Services
- Identifying Gaps

Primary Care Network (NHS England)

- Impact on GP Appointments
- Supporting Patients

Community

- Identifying the needs and demographic

Infrastructure

September 2019 – January 2020

- Utilising What's already out there – NHS England
- Collaboration with PCN and NHS Staff
- Referral Processes
- Utilising existing NHS and Voluntary Sector Policies
- Adapting Policies to meet the new need
- Office Space/Remote Working/Expectations

LONG TERM VISION

Recruitment

January 2020 – March 2020

- Joint Process – PCN and Social Prescribing Lead
- Long Term Plan – What Do We Want This Team To Look Like?
- Development + Link Worker
- Logistics – How will the area be covered?
- Induction – NHS and Voluntary Sector

Funding

Ongoing

- Social Prescribing opens new opportunities
- Bingham Trust
- Foundation Derbyshire
- Community Development – Infrastructure
- Training
- Learning and Development

COVID-19

March 2020 - ?

- Flexibility of Service
- Supporting those most vulnerable
- Community Response Unit (DCC)
- Bereavement
- Loneliness
- Isolation

COVID-19

The Good:

- Collaborative Working – relationships
- New way of Working – Digital – the future?
- Response and Impact of Social Prescribers during the pandemic
- Identifying and recognising gaps in service
- Peer Support
- Social Prescribing Advisory Group (SPAG)

COVID-19

The Bad:

- Induction of new Staff
- Developing local links and relationships
- Remote working
- Supervision and Case Management
- Working CRM System

COVID-19

The Ugly:

Lack of available and accessible
services

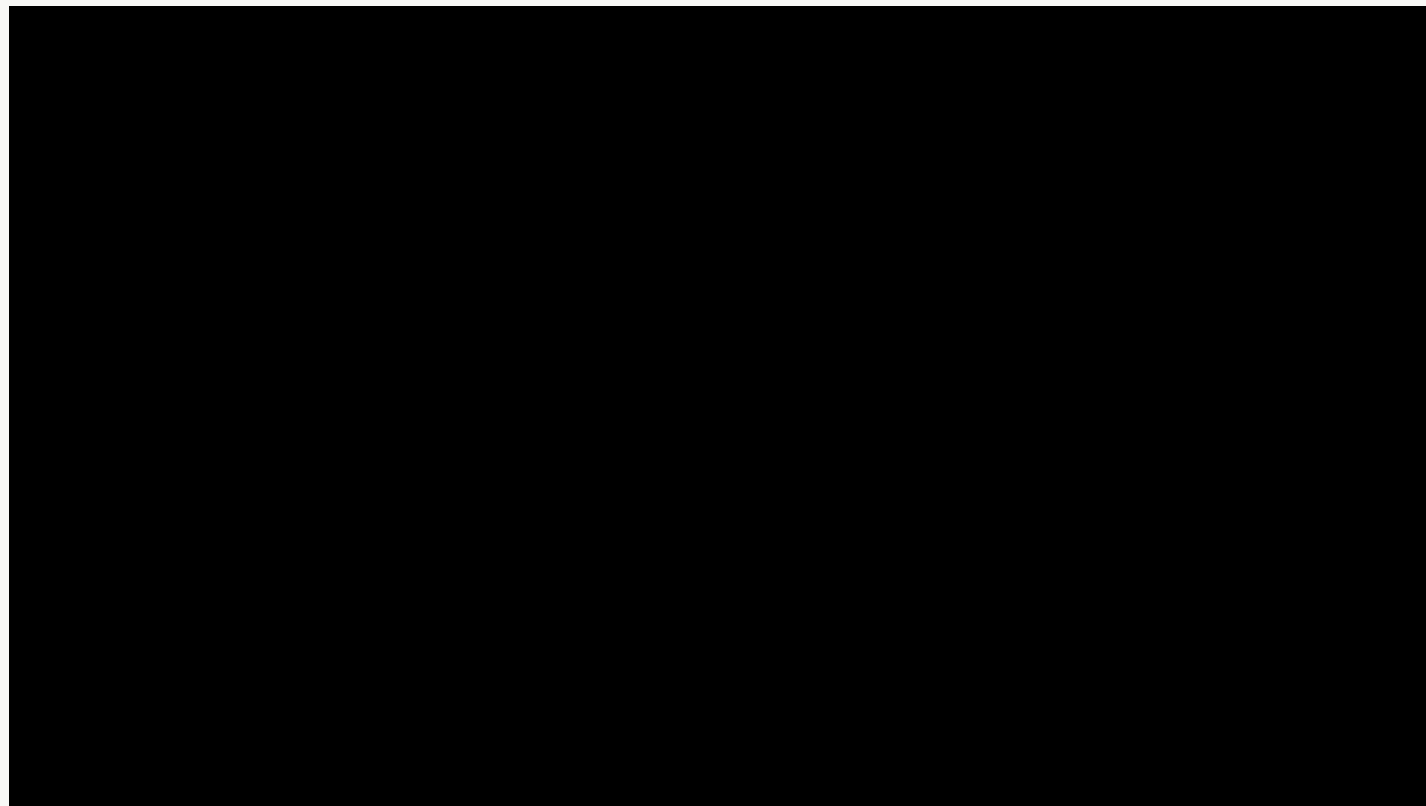
Returning to 'Normality'

The Recovery Period – July 2020

- What is Normal?
- Re-designing the model
- Re-engaging with our partners
- Re-engaging with our community
- Adapting to the Pandemic Recovery Period
- Where are the gaps?

Community Engagement

- What is social prescribing?
- What are the needs of the local community?
- How do we engage as a service?
- Empowerment
- Supporting our Groups
- Raise awareness of the service and the outcomes



The Future

- Influencing Change – PLACE, Health and Wellbeing Partnership.
- Filling those gaps
- Expanding our team
- Expanding our referral capacity
- Building partnerships
- Upskilling our team

The Impact

- Mental Health
- Bereavement
- Financial Support
- Housing
- Social Connectivity
- Long Term Health Issues

“You’ll never know the difference you have made to me”

“Thank you for supporting me over the phone - listening, accepting and being ‘there’.”

“I’m not sure what I would’ve done if she hadn’t kept in touch with me”..

“It seemed like the natural choice to ask the CVS to help us with this in order to utilise their local knowledge and expertise of the voluntary services available for the social prescribers to be able to refer into.

The impact that the social prescribers have had for local GPs has been huge, especially in such a short period of time. They have managed to imbed themselves in to the general practices teams and are liaising regularly with GPs, nurse practitioners, care coordinators and multiple allied health professionals in order to get the best outcome for our patients. This is something that other roles have tried to do and have unfortunately not been very successful with in the past. This is mostly due to the synergistic relationship between primary care and the CVS.

I am extremely excited to see the social prescribing role and service grow exponentially, and look forward to continuing to work with the CVS for many years to come”.

Sophie Taylor – Assistant Clinical Director High Peak PCN

Key Learning

- Importance of a fluid system
- Care Coordinators – gatekeepers to support and information
- Every client is unique
- Building partnerships – Social Care, Police Service, Fire Service, Voluntary Sector etc

Accessing the Service is only the first step

Questions?