



CCGs working together
Airedale, Wharfedale and Craven CCG
Bradford City CCG
Bradford Districts CCG

If you have any questions or comments about the service, please contact Helen Parsons on 01274 271088 or email helen@haleproject.org.uk

July 2017 Newsletter

Social Prescribing Service

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What is the Community Connector Social Prescribing Service

Social Prescribing is a service that enables GPs and other frontline healthcare professionals to refer patients to a service that will connect them to community and social activities that will improve their health and wellbeing. A link worker will visit them up to 6 times and will provide

them with a face to face meeting often in their home, where patients learn of opportunities and services that can help them to self care.

How does it work?

The Community Connectors Service supports people with social, emotional or practical needs so that they

can access local services which often are provided by the voluntary and community sector.

This can include anything from getting a bus pass, getting back to work or finding ways to improve quality of life and reduce visits to their GP.

The Community Connector Team



Our Partners are:

Equality Together, Thornbury Centre, Healthy Lifestyles Solutions
Health Trainers & Carers Resource

We have chosen partners who bring expertise, knowledge and skill, which ensures that we can offer as personalised service as possible.

Each organisation has skills in working with specific communities, offering benefit advice, and mental health support. The team of 12 staff from HALE, Thornbury Centre and Healthy Lifestyles, have worked in Bradford for

years, and understand and know local networks that can enhance patient's health and wellbeing. We work very closely with the Health Trainers who provide the next step to for people to self care.

Community Connectors take referrals from 27 practices across Bradford, serving approximately 40% of Bradford's patient population.



How to make the most of your Community Connector...

Patients can be referred by their GP practice and seen up to 6 times. Community Connectors can visit patients in their own home or another local venue where they feel at home. We work alongside patients to hear their stories and find solutions to improve their own health and well-being.



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Comments from patients

"My Community Connector has been fantastic, it's been unbelievable, I use to be a boxing coach and I'm now feeling proud of myself for having the confidence to take it back up"

"I can't believe what you have done. You have transformed my life. 20 out of 20. I am so proud".

"I can't believe that I am out shopping. I haven't done this for 7yrs"

Comments from GP's

"Since partnering with the Community Connector we've been able to offer more support to patients, which is having a positive impact on their lives."

Dr Rafaquat, Valley View Surgery

Due to the Community Connectors one patient has refused a sick note saying they didn't need it anymore and another patient has stopped medication and found a job.

Dr Ali Heaton Practice

"I am really pleased that my connector is making a visible difference to my patients. I have seen improved patient's quality of life, and reduced GP appointment times"

Dr Jha, Peel Park Practice

Real Stories...

June and Jill's Story

June was referred with significant anxiety and depression and rarely had been out of the house.

After meeting with the Connector she was prepared to think about going out if she could go out with someone else. The Connector was already working with another patient, Jill who also suffered from obsessive behaviours.

After spending time listening to both their stories the Connector identified the School of Rock for people with disabilities as a place which would be supportive and fun for them both to attend and build confidence. They both agreed to try going



together with the Connector. Jill with the encouragement of June even got up and sung. They enjoyed supporting each other and the boost of confidence it gave them. They have now signed up to keep going.

Derek's Story

Derek had been working until he had heart surgery a number of years ago. He currently has T2 diabetes but was struggling to manage his health as he disliked needles, smoked and enjoyed regular sweet binges. He had also been

All names have been changed

bereaved by a close family member. He was struggling keeping up with day to day cleaning and his house had become cluttered. Derek was visited at home and while sat in the garden, the Connector took time to listen to his story over several visits.

Trust was built and the Connector was able to signpost to a number of services, including bereavement counselling and the Fire service for a home safety check.

Over the visits Derek's mood improved and he began looking after himself and his home. He then agreed to have a referral to Health Trainers and is building on the changes he already made and improving his diet and health with them.

More stories on the back page.

Community Connectors making the difference

Keith had multiple health conditions causing difficulty getting in and out of the bath leading to panic attacks. He had gone for years without being able to wash himself properly and contributed to feelings that life wasn't worth living anymore.

The Community Connector helped Keith get a bath seat for the home he had with his wife. This small adjustment has improved their quality of life and mood hugely.



The service is open to patients over 18 attending the 27 practices who have signed up to this pilot. This pilot is not restricted to people with long term conditions.

However as you can see in Table 1 many people identify as having a LTC. We see the person not the condition and find many different ways to improve quality of life. For example we have found over 70 different local activities and services from seated exercises, to an advocacy services for grandparents wanting access to grandchildren.

Long Term Health Conditions identified by patients

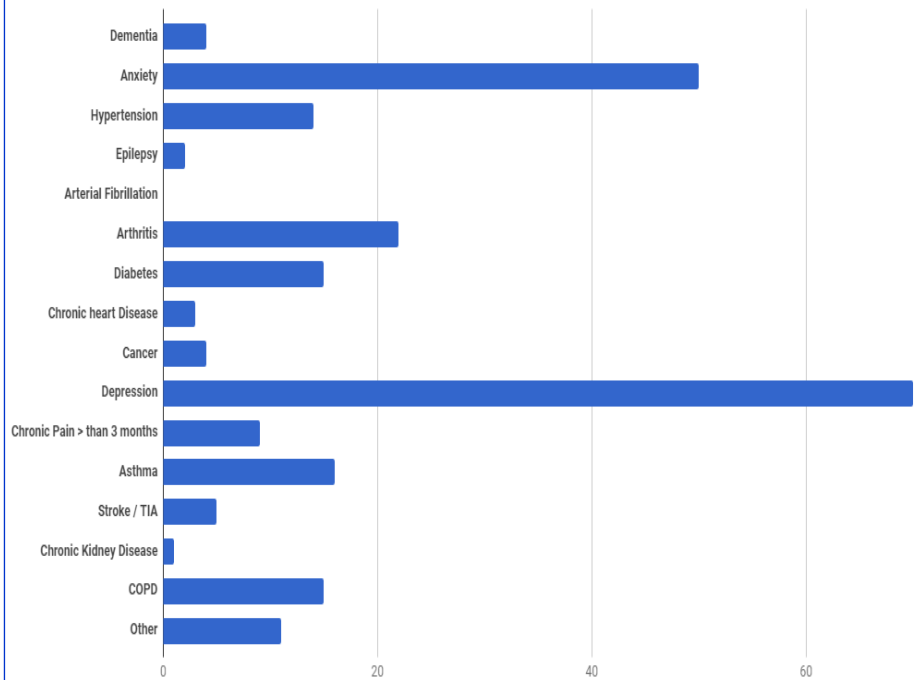


Table 1—types of long term conditions identified by patients

What are clients referred for and what are they offered ?

Between March and the end of June there have been 441 referrals made to the Community Connector Service from the 27 practices. Clients are often referred for social isolation, anxiety and low mood. Community Connectors offer a person centred approach

and take time to find out reasons why someone may be having difficulties. The diagram below shows we identified (red bar) additional needs beyond the original referral around: carers/ employment /training /housing /physical activity/ diet .

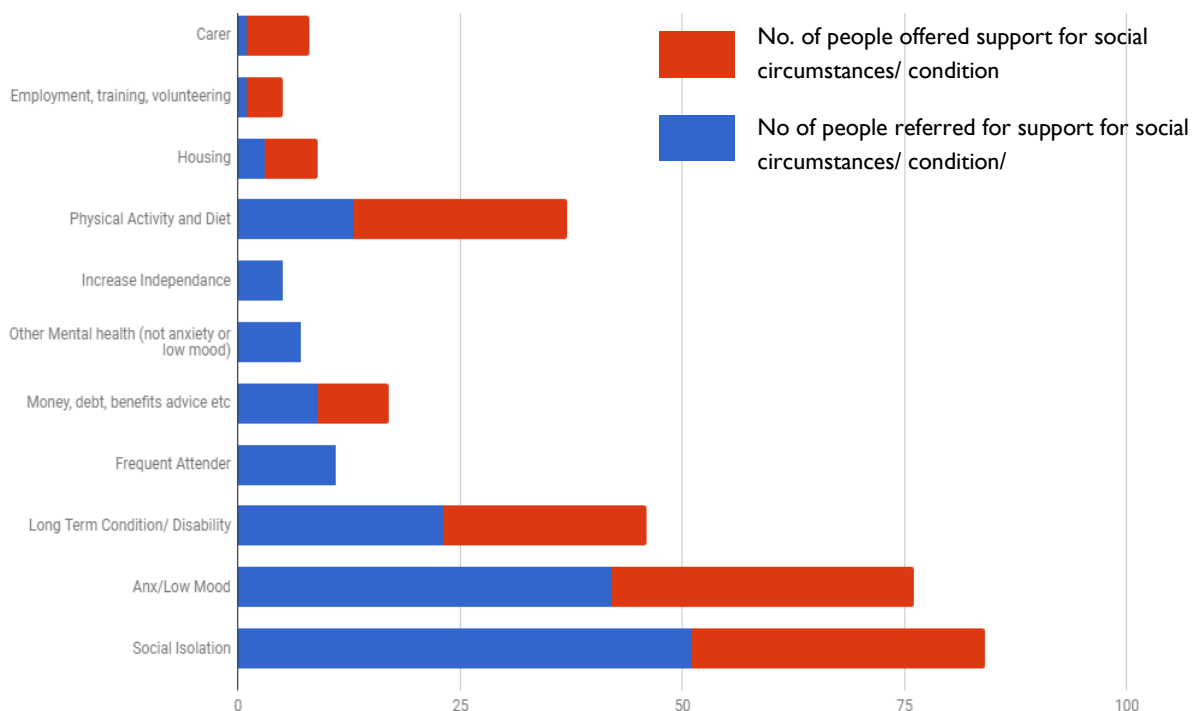


Table 2—types of long term conditions identified by patients

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Real Stories.... Continued from page 1



HALE

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Asma's Story

Asma is a single mother of 2, she had previously been very active and volunteered at a local organisation. Suddenly two years ago, she had a bereavement of a close family member. She became very isolated, tending to stay in with her 3 year old child and had very little to do with the outside world. She was prescribed anti-depressants but still saw her G.P three to four times a week. She had not been able to register her youngest child with a local nursery as she was worried about letting her out of her sight.

With support from her Connector, Asma is now taking small steps to improve her daily routine. She had support to get her child a place in nursery. Over the sessions Asma began playing with her children more and cooking together. After the 6 visits, with the Connector Asma was referred to the 4life project for further support. She has joined a walking group in her local area and feeling more confident to try new activities. She disclosed that she now visits her GP practice wisely and only when necessary.

"What ^{HALE} do for people is good. It make you feel like someone is listening and cares."

Adam's Story

Adam sustained a head injury several years ago, the effects of his injury led to him losing his confidence and avoiding social activities. Adam's Community Connector spent time with him to improve his confidence and offered to take him to a local mixed ability fitness group. Initially Adam was apprehensive, but after meeting people from the group with a variety of fitness levels and abilities he had the confidence to get involved. Adam is now continuing with the group and is going to take up cycling to improve his fitness.

"My Community Connector has been fantastic, it's been unbelievable, I used to be a boxing coach and I'm now feeling proud of myself for having the confidence to take it back up"

Dorothy's Story

Dorothy is in her early seventies and felt low and bored having very little connections with the outside world. She felt overwhelmed and didn't want to get out of bed. Part of this had been triggered by a bereavement. The Community Connector spent time building rapport and Dorothy revealed that she had a problem with alcohol that she had not told anyone else. Dorothy was referred to an Alcohol worker for further support.

Dorothy explained that she had little to look forward to or anywhere she felt getting dressed up for. The local monthly Wellbeing Café was suggested. The first time she cancelled at the last minute, saying she, felt like a failure. However Dorothy did attend the next month, with support. She now looks forward to attending regularly.

Dorothy was referred to Equality Together and signposted to a number of other activities including Reminiscence group and seated exercise classes and a new swimming group. As Dorothy's mood and confidence is growing she is now planning to join activities at her local community centre with her husband.

For more information please contact Helen Parsons at HALE on 01274 271088 helen@haleproject.org.uk

Support can come in many forms and from many places. Community Connectors can help link people in similar circumstances to provide peer support and confidence so that together they can tackle new challenges such as attending English classes, or joining a parents' group.

