



Social Prescribing to improve mental health and wellbeing.



Community Connectors

Working with GPs across Hastings, Rother, Eastbourne, Seaford and Hailsham.

66% reduction in GP appointments with patients referred to the service after receiving our support (there was also no increase in GP appointments with a further 19% of patients).

Social prescribing is proven to support people to better manage their mental health and wellbeing.



The service uses the evidence-based MYCAW (Measure Yourself Concerns and Wellbeing) tool to evaluate the impact of support on patients' wellbeing.

86% reported an improvement for specific identified 'concerns'

72% reported an improvement in their overall wellbeing

310



referrals to the service, which have remained high over the past quarter. Every week, 27 clinics operate in GP surgeries across East Sussex.

341



support sessions were delivered. The PAM (Patient Activation Measure) is used to identify the patients' level of knowledge, skills and confidence to guide the length of intervention needed.

Of the patients who accessed the service:

the majority had a diagnosis of depression, anxiety, bi-polar or a low severity mental health need

Top Support Areas

1. Wellbeing, health & leisure
2. Financial, debt & welfare benefits
3. Education and Training

36 patients were supported following their GP completing a Physical Health Check (PHC). The service's Physical Health Lead supports patients with the outcomes of their PHC by making specialist referrals and supporting them to engage in behaviour change. Patients were supported to improve lifestyle factors including emotional health, substance addiction, obesity and being active.



92

Number of local organisations and activities the service supported 330 patients to access.

These included: One You, Fellowship of St Nicholas, Sussex Recovery College, Peer Support, Arts on Prescription, CRUSE bereavement care, Money Advice Plus, AgeUK and Let's Get Working (SCDA).

New Buddy Scheme

Since we launched our new Buddy Scheme in September 2019, we have **8 Buddies who responded to 37 requests for support**. The scheme, recruits and trains volunteers to support patients of the service to access and engage with local groups and activities.

Did you know?

In St Leonards-on-Sea, the service brings together 17 different providers to offer a 'Connect Well' hub where patients can access a range of support.

Providers involved include: Possability People, Change Grow Live and Workers Educational Association (WEA).

Our partners support with a range of different things such as art and creative activities, wellbeing courses, physical health activities, employment, volunteering, counselling, healthy eating/weight management, smoking cessation, parental groups/guidance and financial advice.

The Connect well ethos is to open up pathways for you to access what you need and feel empowered in your recovery journey to improve your wellbeing. All of the partners at Connect Well are committed to working in partnership to provide a more holistic way of supporting you with your wellbeing to enable a happier, healthy local community.

If you are an organisation or group who shares the Connect Well ethos and would like to use the space, please let us know or share our contact details (below) with them.

What people say about the service...

"Excellent experience, it benefits our patients, frees up staff time and offers an additional signposting service when dealing with everyday enquiries. Very easy and straightforward to make referrals to the service." - **GP**

"Without you I don't know what I would have done, I am now in a much better place, looking forward and not to the past as a result of seeing you..." - **patient**

"I look forward to hearing from you and have a wonderful Christmas. you are truly an asset and one of the few who have shown proper understanding" - **patient**

"It was very helpful to have the Community Navigator work alongside me to make healthier lifestyle changes... positive and the Community Navigator listened and verbally confirmed the changes I've made for the good and pointing me in the right direction... I look forward to a healthy New Year" - **patient**

"It was helpful... I felt listened to, very supportive and kind... I felt supported to improve my wellbeing. I am very happy with my worker" - **patient**

"Very helpful...Very nice person, easy to talk to, very supportive, good advice... thank you very much" - **patient**

"Very calming and helpful...worker extremely approachable, polite and friendly" - **patient**

"As you will know, your colleague Jeanne Nippers is already a very welcome, highly regarded and well established member of our team here at Hailsham Medical Group." - **GP**



Find out more

For more information visit www.southdown.org or contact Kirstie Addleton, operations manager for Community Connectors at Southdown.

✉ kirstie.addleton@southdown.org
or: social.prescribing@nhs.net

☎ 01323 340 151