Community Connectors
Working with GPs across Hastings, Rother, Eastbourne, Seaford and Hailsham

Quarter One & Two Results: April - September 2020

The majority of patients supported between April and September 2020 had a primary mental health need of either depression, anxiety or common low severity mental health problems.

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

- 81% reported an improvement for specific identified ‘concerns’
- 69% reported an improvement in their overall wellbeing

389 referrals to the service

In Quarter Two our referrals (246) have begun to increase again following a significant reduction in Quarter One (143), which may have been due to people not accessing their GP’s during the initial lockdown.

713 one to one support sessions were delivered

2162 contacts / actions with patients

85% of Level 1 patients increased their activation, knowledge and confidence during support and moved up a PAM (Patient Activation Measure) level.

Physical Health Checks (PHCs)

The annual PHCs have been on hold with Primary Care Networks (PCN’s) during Quarter One and Two, but we have continued to receive new referrals and provide social prescribing support to patients with a SMI (Severe Mental Illness) to support their wellbeing.

- 34 patient referrals
- 58 patients were supported

329 referrals were made to support patients to access 129 local organisations and activities.

278 successful engagements with the activities clients were signposted to.

Connect Well has been closed to partners during Quarter One and Two due to the Covid-19 restrictions and unfortunately it has not been safe to re-establish the timetable during this time.

Buddy Scheme

We have 11 active Buddy Volunteers who have provided peer support by phone to Community Connectors’ clients.

- 26 Buddy requests
- 66 Buddy appointments completed

Since April this year, Buddy Volunteers have supported our clients in a variety of activities including: support with motivation for exercise; encouragement to get out the house; creative writing; healthy eating/cooking; basic computer/online use; motivation to have a shower/shave in the morning.

www.southdown.org/CommunityConnectors
Impact Report
Q1 & Q2: April - September 2020

What people say about the service...

“Very Successful. Additional support to our over stretched GPs and clinicians – and to our patients”
- GP

“Social prescriber is able to spend more time with the patient & has more information available to signpost them to appropriate services. Easy to see what is going on as all information is entered onto clinical system”
- GP

“Very good Service, having them in the surgery helps with the convenience and familiarity of the surgery. Especially with our vulnerable patients who, are sometimes upset, confused about what is going on with their lives”
- GP

Based on client feedback forms, Community Connectors had an overall rating of 97% satisfaction from clients, and 95% felt they had been supported to improve their wellbeing.

“It’s made all the difference talking to someone who’s been through it all.”
- Buddy Scheme Client

“Using the Buddy Scheme has helped with socialising, wellbeing and my sense of achievement”
- Buddy Scheme Client

Covid-19 Related Updates

Due to the Covid-19 lockdown restrictions put in place, during Quarter One, the Community Connectors team have been working remotely from home and providing phone/video support to clients. During Quarter Two we have worked hard on Recovery Planning, to get staff back into GP Clinics where there is space and have resumed some face to face support where it is essential for clients.

We have supported people to identify their wellbeing goals and gain confidence in going back out and engaging with their local community, albeit in a different way due to Covid-19 restrictions. Throughout the pandemic we have continued to promote the ‘Five Ways of Wellbeing’ and encourage clients to keep healthy, eat well, exercise, connect with others and engage in things they enjoy. We have continued to provide advice and guidance on self-care, relaxation techniques, stress management and activities to help keep people’s minds occupied in a positive way.

Social Prescribing is linking primary, secondary, community and third sector care together and the pandemic has shown the value of how social prescribing is helping people to stay connected, feel supported and to maintain their wellbeing. As we head out of the second lockdown, Community Connectors will continue to support the recovery from Covid-19 in helping to tackle loneliness and improve people’s wellbeing.

Find out more

For more information visit our website at the bottom of the page, or contact Kirstie Addleton, Operations Manager for Community Connectors:

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You can also find us on Facebook, Twitter and Instagram as @SouthdownCC

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