



Social Prescribing to improve mental health and wellbeing



Community Connectors

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

Quarter Four Results: January - March 2020

77%



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 12% 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

80%

reported an improvement for specific identified 'concerns'

69%

reported an improvement in their overall wellbeing

383



referrals to the service, which have remained high over the past quarter

Every week, 27 clinics operate in GP surgeries across East Sussex

390

one to one support sessions were delivered; the PAM (Patient Activation Measure) is used to assess all patients

89%

of patients increased their activation, knowledge and confidence during support, and moved up a PAM level

Physical Health Checks (PHCs)



Improving physical healthcare for people living with severe mental illness (SMI)

31



patient referrals; an increase during this quarter

4

patients were supported to attend a PHC

20

patients were supported following a PHC

423



referrals were made to support patients to access 117 local organisations and activities.

These included: Health in Mind, Wellbeing Centres, HARC, Active Hastings, Care for the Carers, Health Walks, Possability People, HEART, Holding Space and Bags of Taste

Buddy Scheme

The scheme recruits and trains volunteers to support clients of the service to access and engage with local groups and activities. We have 11 active Buddy Volunteers who provide peer support to Community Connectors' clients and students of the Sussex Recovery College, East Sussex Campus.

62

Buddy requests of which: 15 were Community Connectors clients 47 were Sussex Recovery College students

35

clients and students have been supported to access activities, groups and services in their local community



During Q4, one of our Buddy Volunteers gained employment

Annual Summary: April 2019 - March 2020

 **72%** reduction in GP appointments with patients after receiving our support (there was also no increase in GP appointments with a further 16% of patients)

 **84%** of patients reported an improvement for specific identified 'concerns'
72% of patients reported an improvement in their overall wellbeing

1407 referrals to the service
 This year has seen a high increase, with referrals doubling from 702 last year

1281 one to one support sessions were delivered; the PAM (Patient Activation Measure) is used to assess all patients

 **1173** referrals were made to support patients to access a wide range of local organisations and activities

100%

1174 clinics were run by Community Connectors

Community Connectors had 100% satisfaction from patients, who all felt they had been supported to improve their wellbeing

What people say about the service...

"I have felt very supported. I knew my worker was listening to me and was there to help me. She directed me to other people/services all of which I have found very useful and continue to do so." - **Patient**

"Very helpful, things much better now. Very very good service. Vikki was great, found me many things to get on with. Was good when I was down and helped me through a horrendous time. Still a way to go but getting there. Thank you very much, would recommend this help to anybody in my situation. Thank you Vikki." - **Patient**

"The fact that the Buddy Volunteer was willing to get stuck in and help me physically to do the practical side of the course was really good and helped me a lot. We got on really well and I was really enjoying doing this course." - **Recovery College Student**

"The morning went really well and I really enjoyed the course and got a lot out of it myself" - **Buddy Volunteer**

"It is good to be able to give patients an option of where to go and to say that they can be seen in surgery makes it more appealing to patients. Referring process is very easy, as can be done in a number of ways both by staff or self-referral." - **GP**

"The navigators give patients time that GP's are unable to provide. Signposting patients to appropriate additional support using good knowledge of what is available." - **GP**

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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