



Welcome to 2020 from all of us here at First Contact Clinical! Following on from the last update where we talked about 2019 being a busy year for the organisation, 2020 seems set to bring us more of the same! As well as the implementation of the Primary Care Network Social Prescribing service across all 21 GP surgeries in South Tyneside, our A Better U Health Coaching service has seen an expansion in it's referral criteria and will now be offered to individuals with Cardiovascular Disease as well as those with Diabetes & COPD. As a result of these developments we have welcomed a number of new members of staff to the team already this year and are ongoing with recruitment for some more new faces to join us in the coming months.

## The Impact - Our People

As a person centred organisation, the positive impact of our work is best illustrated through the people we support and the changes they see in their day-to-day lives. Each month we will share stories from across our project teams showing how behaviour change conversations with our practitioners have made a difference to the lives of the people we support in South Tyneside.

### Meet 'Eddie'

#### Background:

Eddie was connected with a Psychosocial Link Worker at his GP surgery as he was frequently attending medical appointments with "social issues" that didn't need a medical intervention.

Eddie is a gentleman in his fifties with a diagnosis of Asperger's Syndrome. Living in a two-bedroom flat on his own, Eddie is subject to "bedroom tax" which was impacting on him financially. . Eddie was also rarely leaving the house due to difficulties managing his emotions and communicating with others and as such was quite socially isolated.

#### Support:

Through working with his Psychosocial Link Worker, Eddie was connected to a number of assets including the Adult Autism Team at Adult Social Services and the Advocacy service with Your Voice Counts. He also took part in work around developing coping strategies including graded exposure with his Psychosocial Link Worker.

#### Achievement:

Eddie was assisted by the Adult Autism Team to complete an application for discretionary housing benefit, relieving the financial difficulties of "bedroom tax". Via his new connection to Your Voice Counts, Eddie can now utilise their drop-in service for support around completing paperwork, issues with benefits etc. They can also assist in providing an advocacy service which can support him in communicating his needs in appointments with organisations & services in future. This service also operates from a local community centre and is a group drop in, which aids toward the graded exposure work in terms of Eddie accessing the community and being around other people.



### A New Face - Meet Joanne

Hello, My name is Jo and I joined FFC on the 20th of Jan as a PNC Link Worker for South Tyneside.

A little bit about me; I moved to Sunderland from Belfast 10 years ago for university. I studied sport and exercise science degree, then a PCET. After that I worked as a supply teacher, teaching a range of different subject, the hardest subject I taught was probably Design & Technology!

I started to work for the Foundation of Light after that. This is where I got the taste for working within the community with families teaching a wide variety of different courses and helping to strengthen family bonds.

After a few years I decided I wanted a new challenge. I started working for a training provider, 18 months ago, delivering a level 1 work skills to NEETs.

I decided for a career change as I always wanted to help people and teaching was no longer my passion.

Outside of work, I am a passionate netball player and keen on being physically active I have played for 21 years, I am one of the head coaches for a netball team in Sunderland and also umpire games.

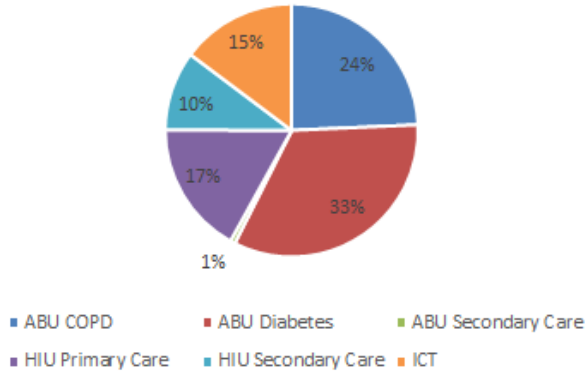
I am excited to meet everyone and be a part of FCC!



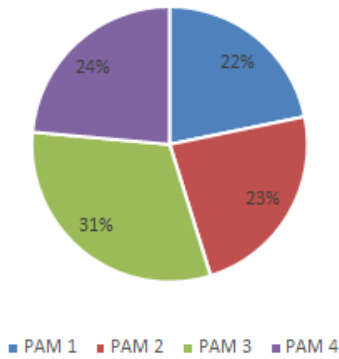
### The Impact - Our Data

For this issue of the Newsletter we wanted to shine a light on some data from 2019.

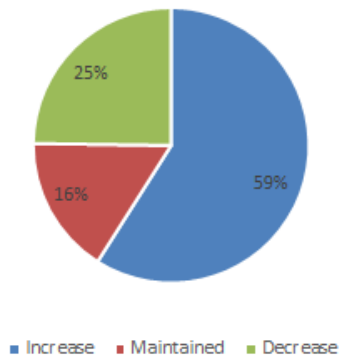
2019 Referrals



Initial PAM Scores



PAM Score Changes



### Highlights of 2019

**103447**

Minutes spent in with individuals in either face to face appointments or telephone consultations

**978**

People referred to First Contact Clinical in 2019

**731**

Individuals were successfully moved on from the service

**29.9**

PAM points was the largest increase this year, with the individual moving from her starting point in PAM Level 1 to an amazing PAM Level 4

