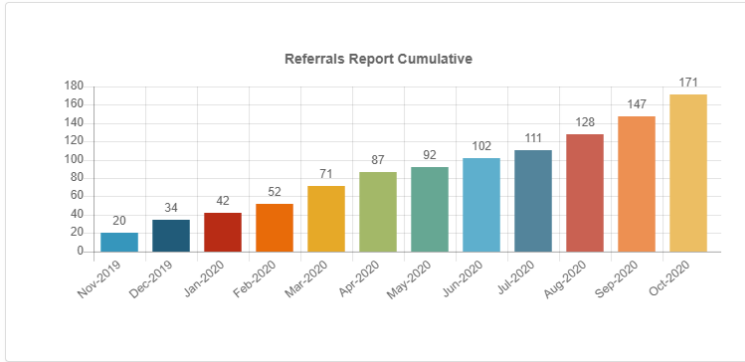


Welcome to November's newsletter, which looks back over the first year of the Wallsend PCN Social Prescribing Service, and forward to the year ahead.

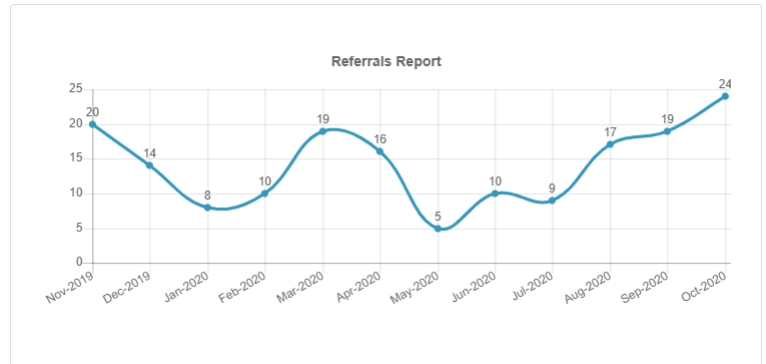


Referrals



This first graph shows cumulative referrals over the past year, with a total of **171 patients** offered in-depth interventions

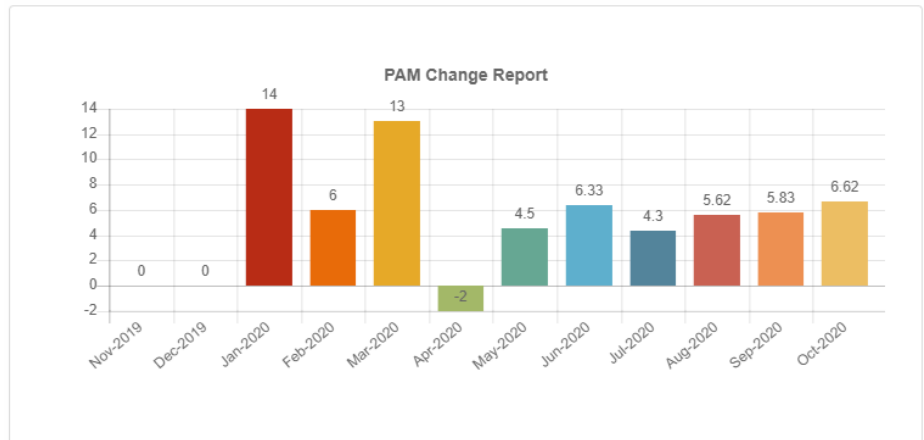
We have received an average of **14.3 referrals per month**, and the addition of our second PCN Link Worker has demonstrated our capacity to support more patients across the network



Average Patient Activation Measure (PAM) increase for the year is **4.7 points**. A single point change in PAM score is significant - each point increase in PAM score correlates to a **2% decrease in hospitalization** and **2% increase in medication adherence**.

Outcomes

The most dramatic increase was seen in the least activated patients (PAM Level 1) where the average increase in score for the year was **6.42 points**



Even with the best will, some patients - and Link Workers - can become 'stuck' without seeming to make much progress. This case study looks at one such case, and how peer supervision with colleagues can lead to different outcomes...

“Michelle” is a 60-year old with a history of chronic pain and depression. She was referred to the service for help with social isolation and motivation.



Background

Intervention

- Michelle's primary focus was her opioid prescription, and once she found out that was not the role of a social prescriber she initially disengaged
- Persistence paid off however, and over time she re-engaged with the service, attending six appointments
- After six months, she appeared to be willing to explore non-medical approaches. However, after initially accepting a referral to the Living Well with Pain clinic she withdrew the referral.



- Case discussed in peer supervision, where **Action Learning Set** approaches explore different ways of working with people
- In their next appointment, Michelle and her LW addressed that their progress had slowed, and they revisited *What Mattered to Michelle*
- Following sessions have now included Michelle's husband "Dennis", who is her primary carer and was struggling to manage finances post-Covid
- Dennis is now involved in Michelle's care plan, and we are working together taking a *Whole Family* approach.

Hello from Helen

Wallsend PCN now has two Social Prescribing Link Workers. Helen Greig started with us in September, and here she shares her reflections:

- Firstly, I would like to thank you all, I feel welcomed by all of the practices and am keen to meet more of you all in person, as and when this is possible.
- I am feeling positive about the work we can do with patients – I strongly believe in the value of giving people the time and space to explore how we can help them, to help themselves.
- My colleague Mark has been a great role model – encouraging my personal development as a practitioner and building my knowledge of the locality.

I look forward to working collaboratively through the festive period and beyond.



Some objectives for the year ahead

Continue to refine the referral processes, aiming to reach more patients, and those who will benefit most from the service

Support practices' Admin and Care Navigators to offer signposting and support to patients, and to refer to their PCN Link Worker when appropriate

Work alongside Practice Managers to identify at-risk, or QOF-identified cohorts who might benefit from social prescribing



Can I just say I think your service is excellent... a very valuable asset to our Primary Care Team

Wallsend PCN GP

