

This month's newsletter covers a variety of our current work, with a focus on Winter Planning, an update on our growing Wallsend Team and a Patient Case Study, which demonstrates the positive impact of social prescribing.



Winter Planning

What we are already doing

- i. Supporting patients with winter planning, including support to access financial or practical support, Christmas donations & wellness activities (winter activities during shorter daylight hours).
- i. Engage with flu jab and vaccination booster appointments.
- i. Continuing to work with local community services to enable patients to sustain and support their health and wellbeing through social connection and emotional support.



Winter Planning Local Assets

clotheandfeed.org.uk

<https://www.communityschoolclothingscheme.org/christmas-donations>

<https://familygateway.co.uk/>



How else we can support practice staff?

Send a task to the *social prescribers task group*, or catch us at your practice MDT to discuss anything else we can do to support you over Winter 2021/22 and beyond.

Here we share an update on our Team, including an introduction to our new Link Worker, Robbie Hall.

Hello from Robbie

*“Hello, I am a recently graduated **Sport and Exercise Sciences** student, who has experience of working in a **Community Health Improvement** setting. I have enjoyed helping others in previous roles to improve their health and wellbeing, as well as their skills and knowledge. Therefore, this role is great for me, as I am able to work directly with patients and see behaviour change and improvement over time.*



Link Worker Coach

*I have been really impressed with the services First Contact Clinical provide, as well as the work my team are doing. I have been made to feel **very welcome** by all members of my team, as well as staff within all the practices. I look forward to getting to know you all better and working together more closely in the near future.”*

Wallsend Social Prescribing Team

We have **two new workers** who started on 15th November

Caroline Hamilton, Psychosocial Link Worker

Dawn Jackson, Care Coordinator

We now have *five full time* workers and Mark part-time.

Link Workers

Caroline Hamilton

Helen Greig (Mon – Fri)

Robbie Hall (Mon – Fri)

Mark Adley (x1 day/week)

Care Coordinators

Dawn Jackson

Lyndsay Hogg

(Mon, Wed - Sat)



Patient case study: Persistence and maintaining focus were the keys to success with this patient. It was initially a challenge to engage her, following multiple DNAs and cancellations, however perseverance paid off.



Background

Janine is a 54-year-old with a history of chronic depression, osteoarthritis, obesity, and hypertensive disease. She was referred into the service by her practice's PCMH nurse.

Intervention

Refocusing conversations away from her family problems to her physical and mental health proved to be an effective approach, enabling her to focus on her own needs, rather than those of other people. Over time, Janine identified that her own health was important to her, and she began to exercise at home using the NHS How Fit Today website.

Progress

As Janine's mood began to improve, she identified the importance of social contact, and engaged with Dreamshine telephone befriending. She found that these support calls greatly supported her wellbeing, and at the close of her intervention she was walking on her own to their community hub on a weekly basis.

“You’ve been a million percent in ringing me... if you hadn’t have done when I was feeling down I don’t know where I’d have been”.

