

SELNASH PCN

Social Prescribing Link Worker (SPLW) Newsletter



SPLW Update:

Ruth Simmons and Janey Williams work with Selnash PCN. Ruth started in April 2020 based at Farley Road, Queenhill Medical Practice and Broom Road Medical Practice working full time hours. Janey started in March 2021 and is based at Addington Medical Practice (Parkway) working part time hours.

Ruth and Janey manage a varied caseload and continue to provide a great deal of continued support to their patients - often with follow-up consultations needed. GP's continue to book direct patient referrals, with many requesting face-to-face appointments. Page 2 shows details patient support areas.

Collaboration with local community organisations continues to grow as new services are provided with funding such as, the Woodland Children's Centre and this means patients can be referred to and make use of essential services free of charge.

All link workers in Croydon and across the UK have started utilising a referral platform called Joy, which is becoming an integral part of how patients will be referred going forward.

DIRECT PATIENT REFERRALS

Ruth Simmons (37.5hr pw)
14/06/2023 - 14/12/2023
350

Janey Williams (14hr pw)
14/06/2021 - 14/12/2023
160

Total Selnash Patient Referrals
14/06/2023 - 14/12/2023
510

**Inclusion Criteria:**

- ✓ Bereavement Services
- ✓ Addiction Support
- ✓ Anxiety Low Level Mental Health
- ✓ Befriending
- ✓ Cleanliness/Hygiene/Hoarding
- ✓ Coping with chronic illness
- ✓ Disability Support
- ✓ Falls Prevention
- ✓ Financial & Benefits Advice
- ✓ Gardening Support
- ✓ Health Anxiety
- ✓ Life Skills Development
- ✓ Loneliness and social isolation
- ✓ Low Confidence
- ✓ Physical Inactivity
- ✓ Post Cancer
- ✓ Post Stroke
- ✓ Property/Housing Support
- ✓ Volunteering
- ✓ Weight Reduction

Exclusion Criteria:

- ✗ Serious/unstable mental health
- ✗ Addictions requiring immediate support
- ✗ Under 18 year olds
- ✗ Has clinical needs
- ✗ Completion of benefits forms (PIP etc.)
- ✗ Blue badge applications

Patient Support**Social Prescribing & Health Coaching**

A snapshot of Seltnash PCN caseload referrals; type, frequency and actions taken.

Welfare Advice & Benefits ●●

Advice and signposting to welfare/benefits services. Also, assist those with urgent form completion if they are unable to read/write or have other difficulties. PIP appeals support letters.

Housing ●●

Housing problems including, repair/maintenance, homelessness, rehousing - involves liaising with relevant council and provision of support letters.

New Parents ●

Signposting new parents to local groups, health coaching for those needing extra support goal setting. Renaisi's free employability support for parents.

Mens' Health ●

Providing information on prostate, testicular cancer and signposting to services as required. Such as, the Barber Shop Project for Caribbean community, Men's Sheds, Man in Van etc.

Vulnerable Patients ●

Support for people whose circumstances may make them vulnerable - self-harm, abusive relationships and signposting to appropriate services. In addition, Age UK, PIC services.

Social Care ●●

Help with social care via Croydon Council and Access Croydon and local organisations such as Croydon SocialP. Also assistance with OT referrals as necessary.

Older Generation ●●

Friendly voice and listening ear - signposting to befriending services (Age UK, Silverlink etc), groups and activities (O50 exercise via zoom from the GP surgery, Salvation Army Pop-in. Recently retired - help seeking voluntary work.

Long Term Health Conditions ●

Patients helped include those with diabetes, chronic obstructive pulmonary disease, arthritis and hypertension. Providing referrals and access to support groups.

Younger Adults ●●

Signposting to appropriate services for young adults including, counselling, mentoring such as via, Palace for Life. Also, help with looking for work, education and training services.

Womens' Health ●

Provide listening ear via health coaching and signposting to services re pre/during/post menopause, breast cancer awareness.

Families, children & young people ●●

Connecting families to groups, activities, food banks (such as the Family Centre, Good Food Matters). Smoking Cessation, Alcohol reduction, Exercise/gym referrals, also, JustBe health programme for children and adults.

Mental Health ●●

Referrals to counselling services (SLAM, Talking Therapies, Centre of Change, in house use of Health Coach/CBT and newly appointed Mental Health Nurse.

Community Involvement ●

Family Centre monthly SP clinic, speaking at local group REMA promoting SP services at the surgery, Pathfinders Weekly Hub, Selsdon Community Hub, and faith centres (visibility for local residents and promotion of SP).

Caseload Key:

High ●
Medium ●
Low ●



"Ruth's Patient Feedback"

"Thank you so much for your help, you're a star!"

"I'm so grateful for your call, I know I have someone out there who has my back."

"I was unaware of the service, I know where to come now."

"Thank you so much, I am just desperate for some help."

"Thank you for connecting me to the group, I enjoy going so much and don't feel so lonely."

"I am very impressed with your swift response and how well you supported me."

"You're a diamond!"

"Janey's Patient Feedback"

"I don't know what I would have done or where to begin had it not been for your help. I cannot thank you enough."

"Thank you for actually listening and showing care with my situation."

"I wanted to give up and felt lost and helpless until I spoke with you. Thank you for showing me that I can go on and can do more for myself."

"Since I started seeing you, I have realized so much about myself and that with the right people around me and more of a belief in my own capabilities, that I can live a healthier life both mentally and physically. You're amazing!"

"I am more than grateful for the support of the GP surgery and the link worker has helped me so much. Thank you."

"Janey is such an asset to the surgery and always has time to listen without judgement."



COURSES

Continued Professional Development

Ruth and Janey have completed the following courses, which help them to work more effectively:

- Accredited Health Coaching Training Certificate
- St Christopher's Creating Conversations in Croydon (dying well takes planning) Certificate
- Mental Health First Aid Training Certificate - Mental Health First Aider
- Samaritans - Managing Suicidal Conversations Training Certificate
- Level 3 Certificate in Social Prescribing
- Specialist Welfare Course for Social Prescribers

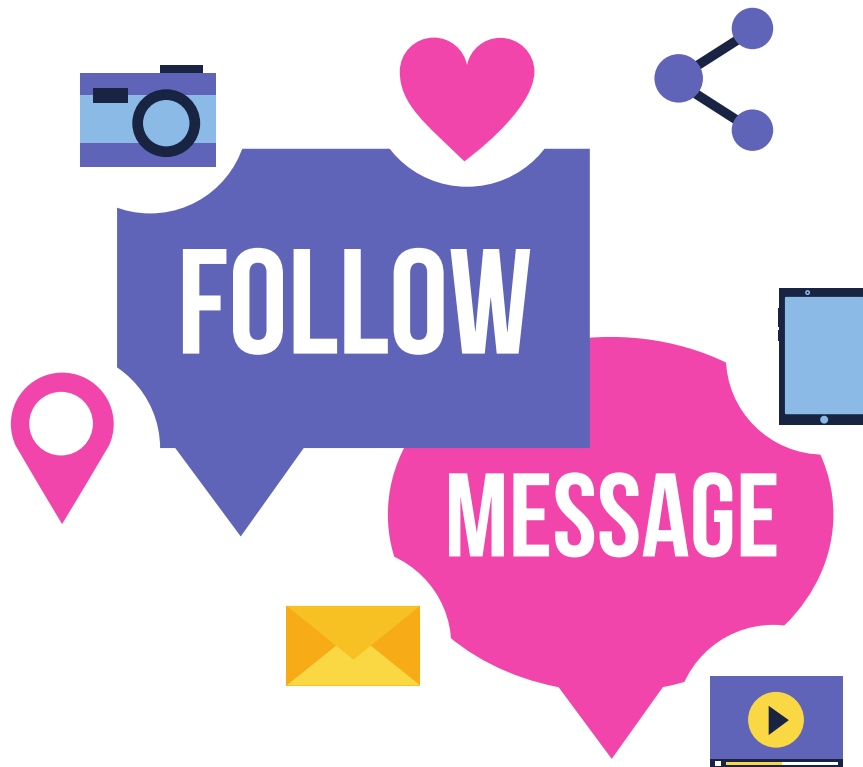
SUCCESS STORIES

Positive Outcomes

After Ruth supported a patient through a very difficult time in her life she was thanked with a gorgeous homemade cake full of fresh strawberries and cream. She shared this with her colleagues. This patient is now in a more positive place in her life.


As a qualified Cognitive Behavioural Therapist (CBT), Janey provides health coaching with CBT at the practice. One of her female patients in her late teens was feeling at a loss and low self esteem. She is no longer feeling worthless and is attempting new challenges to improve her mental well-being.








Join us and see what's happening in our community!

Selnash PCN - Social Media connections for Addington Medical Practice and Farley Road Medical Practice

@addingtonmedical 

@AddingtonMedic1 

@addingtonmedical 

Farley Road Medical Practice 

farleymedical 