

Betsi Cadwaladr University Health Board;

Conwy West Community Navigator; Social Prescribing Initiatives in Central Gwynedd

Project Lead; Contact- Sharon Walters Cluster Co-ordinator

Rationale; Use of non medical approaches to patient's health and wellbeing is an expanding and increasingly accepted and acceptable alternative to a GP consultation.

This directly supports the sustainability of Primary Care whilst educating patients on what is available to them in the community.

Project Details; Primary Care is utilizing resources such as Dewis - an up to date, easy to access website offering gives patients a choice of resources to support their wellbeing.



Patients can take ownership of their own health and can gain advice and support.

Health staffs have the ability to offer additional advice/options for service users at point of contact (assessment / home visit).

Clusters in the Central area are investing in mobile devices to enable conversation with patients in the waiting room, utilizing Dewis, to sign post patients more effectively.

Clusters have invested in their own training of staff, making use of the MECC '*Making every contact count*' training for all cohorts of staff. Additional triaging training has also been invested in so that practices can offer the correct solution for patients. One cluster is purchasing waiting room TVs to promote social and community resources in their area.

Intended Outcomes; One of the main learning outcomes is about how this key cohort of staff is able to navigate patients through social prescribing resources that are available to patient in the community

Partners; BCU are working with Glyndwr University to produce an accredited receptionist training course

Time-frame; Fixed term

Future Development Planned; As above

Commissioning / Funding; Cluster funded

Evaluation / Reporting; Ongoing evaluation / no reports available to date

Supporting Documentation; Currently no information available

Acknowledgement; Jodie Berrington, Senior Cluster Co-ordinator Betsi Cadwaladr UHB

Project Status; As above