

Hywel Dda University Health Board;

Social Prescribing/Well-Being Officers in Tywi / Taf

Hywel Dda; Taf / Tywi (2Ts) Clusters

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Rationale; Sometimes patients visit their GP for reasons other than medical issues as a result of not knowing where to get support for their wider social issues, which have a significant negative impact on their health. There is increasing acceptance that sources of support in local communities have an important role to play alongside clinical care or even as an alternative in improving someone's individual health and wellbeing outcomes. Wellbeing services offer people a wide range of sources of support within the community, improving emotional and physical wellbeing and reducing social isolation. The Social Services and Well-being (Wales) Act 2014, the Wellbeing of Future Generations (Wales) Act 2015, and the Programme for Government *Taking Wales Forward* and *Prosperity for All*, are all founded on a model of health which recognises the impact of social determinants on health and wellbeing and draws on all sources of help and support. The objectives of social prescribing align with national policy encouraging a focus on well-being, prevention, integration and the role of the third sector in delivering person-centred care in community settings.

Project Details; Tywi /Taf Locality currently fund two full time Social Prescribers / Well-being Officers who are employed through the Carmarthenshire County Council on a one year fixed term contract working across the eight GP practices and with the Community Resource Team. The first Social Prescriber commenced in post in April 2018 followed by the second in May 2018. Referrals are made by GP practices, members of the Community Resource Tea, District Nursing and Community Mental Health Teams. More recently this has been extended to Community Pharmacies and the Emergency Department in GGH through the TOCALs team.

Intended Outcomes; Anticipated outcomes of the service include enabling people to maximise their own potential, promoting self management, supporting individuals to take greater control of their own health delaying or preventing the requirement for statutory services and to reduce demand on general practitioners by addressing and resolving underlying isolation issues that are the root cause of multiple and regular contacts with the practices.

Partners; Carmarthenshire County Council

Time-frame; Initially 1year fixed term (ending April 2019).

Future Development Planned; Continued funding for employment of Social Prescriber, additional funding source to cover the Teifi are of the 3Ts Locality.

Commissioning / Funding; 2Ts Primary Care Cluster funding

Evaluation / Reporting;

225 referrals were received during the first 6 months of the service. Of these:

- 60% were aged between 18 and 64 and 40% aged over 65 years
- 60% (134) were female and 40% (91) male

- 61% were referred with social isolation needs and 55% with low level mental health needs
- 60% of patients were referred with more than one need identified.
- 100% of patients surveyed rated the quality of the service received as Excellent
- 100% of patients surveyed stated that the service received has helped them greatly deal with their problems more effectively.
- 409 sign-posts to services and activities across organisations were given together with 62 onward referrals to organisations such as CRUSE Bereavement Care, Expert Patient Programmes and NACRO.

Respondents to the referrer survey stated that the service “takes pressure off GPs and offers more tailored support for patients”. It was also felt that the service supported patients to address their problems, engage with relevant services and progress with their lives.

One patient on being referred to NACRO stated *“I feel like a weight has been lifted in regards to the debt”*. With another commenting *“I just wanted to say thank you for being such an understanding person and I appreciate what you said to me in our appointment. By talking to you even just a little I feel much better about my mental health..... .., thank you so much for talking to me and I appreciate all the links and information you gave me very much.”*

Project Status; Contracts extended for one year to April 2020