

# Practice-based Social Workers

“... to develop a more **social model of health**, which promotes physical, mental and social wellbeing, ... and draws in all relevant organisations, services and people to ensure the root causes of poor health are addressed”  
*Primary Care Strategy for Wales*



**Leanne Woodward,**  
Social Worker, Caerphilly

## Background

- 12 month pilot, starting in July 2015, Caerphilly County Borough Adult Social Services Department to **base Social Workers in GP Practices**
- Allocation of one Social Worker in each of the **3 identified practices**, based in the north, south and east of Caerphilly

## Project aims

The aims of the pilot were:

- People to feel **more confident and in control** of their lives
- People are **seen as a whole** (“whole person approach”), whatever the complexity of their needs
- Health and Social Care **work more effectively together**
- **Improved care planning** to stabilise health, reduce crises and improve response in an emergency

## What we did...

- Embedded **Social Workers** in Caerphilly GP Practices
- Application of the “**only do what you can do**” principle to GP time
- **Medication reviews**, which delivered estimated financial savings of £326.08 p.a. for each patient
- **Diverted** patients from hospital admissions and **discharged** from hospital earlier

## Project outcomes

- **397** Referrals received, a weekly average of **9.4** referrals
- **50%** of referrals directly from GPs
- **74%** of referrals coming from Health
- **7%** of referrals result in a formal package of care funded through the Local Authority and Continuing Health Care.
- **24%** of people prefer to self manage their own care/ health arrangements
- **51%** referred to other agencies to assist in meeting their identified need or result in no further action



## Evaluation

The project has demonstrated:

- High levels of **satisfaction** for patients and professionals
- **Better** patient outcomes
- **Improved patient wellbeing** by supporting social needs, rather than medical (in alignment with the *Social Services & Wellbeing Act*)
- GP **save time** and acknowledge that Social Workers are **taking the pressure off Primary Care** (in alignment with *Prudent Healthcare*)

The service has expanded and will soon include **all GP surgeries in Caerphilly** through quad partite funding between NCN's, Social Services, ABUHB and Intermediate Care Fund.



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