

## Social Prescribers

To better connect Primary Care in North Torfaen Neighbourhood Care Network (NCN) area with a range of services that exist across the community and public sector, to tackle the underlying causes of ill health and promote self help



Lynn Roberts,  
Social Prescriber

### Background

- Significant work had been undertaken through the NCN to **inform GPs and other Primary Care practitioners about the range of services available**, and some referrals were being made
- The **presence of someone within surgeries** to provide the link was something that partners felt would significantly improve this
- The potential to **improve outcomes** for individuals and **reduce demand on Primary Care** was recognised

### Project aims

- To impact on Primary Care by **potentially reducing consultations** and/ or make patients **more able to discuss/ manage** their health needs
- To develop a specific **referral mechanism**
- To **identify priority needs** through analysis of referrals
- To provide GP Practices with a range of **promotional materials** on local services, and develop an **evaluation tool** to collect evidence on the value of the service

### What we did...

- With **funding** from North Torfaen NCN, matched by funding and **management support** from Torfaen CBC, we appointed in October 2015
- The project was **in place in all GP Surgeries** from January 2016
- A **small team**, including Public Health, support the project and have attended **learning visits** at the innovative Bromley by Bow Centre

### Project outcomes

- **151** referrals received from Primary Care between January to May 2016
- **91** people attended a consultation with the Social Prescriber
- **30** people resolved their need via telephone consultation
- **10** people did not require direct contact (e.g. information was passed back to the referrer)
- **20** people did not engage straight away, however there has been an on-going dialogue, which is being tracked in monthly reports



### Evaluation

- **80% of GPs value the service**, 20% felt it was too early to comment according to an interim survey in February/ March 2016)
- Priority needs for support include: **Mental Health** (28%), **financial/ housing issues** (27%) and **social networks to tackle isolation** (17%) according to referral analysis between January/ May 2016
- Ongoing review highlights that many individuals supported have **complex and multiple needs** and ways in which we can **adapt the delivery model** in response are being explored.



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