



Bassetlaw
Clinical Commissioning Group



An empowered and enabled community

Bassetlaw Community and Voluntary Service (BCVS)

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Background

The NHS Challenge:-

- Growth in elderly population, especially those isolated
- Increasing numbers of Accident and Emergency attendances and unplanned hospital admissions
- Increasing use of primary care resources
- Unable to fund prevention without freeing up money from the acute sector
- Moving beyond an NHS solution
- How can Voluntary and Community Services work in partnership across these challenges?

BCVS Services Available

Two distinct services commissioned by Bassetlaw CCG:-

- Social Prescribing (over 65s, socially isolated, referral required into service, funded service)
- Community Advisor working with Primary Care Networks (age 16 +, open access or referral, signposting access and navigation service)
- Under pinned by the Directory of Services, Bassetlaw-Health website

Social Prescribing

Over 65s

Criteria for Accessing Service

- **Social Prescribing** is about linking people to time limited activities in the community that promotes independence and wellbeing. It is about connecting people to non-medical sources of support. **The Bassetlaw model works with patients aged 65 and over who are socially isolated.**
- **Patients have to be clinically referred** into the Social Prescribing Service by a CCG approved list of health professionals e.g. GP, members of the Primary Care Home, out of hours, rehabilitation services e.g. pulmonary rehab,

Bassetlaw Social Prescribing Model

1

Approved Health Professional refers patient into service.

2

The Social Prescribing Advisor meets the patient to discuss their needs and the various social activities and services available in their local Voluntary and Community Sector. An Independent Living Star Outcome assessment is undertaken to gain an holistic view of the patient/their environment

3

The patient begins the chosen activity that has been pre-booked, arranged and funded by the service. The patient is supported at the initial visit to their social activity and is also supported by the service at the mid service point (e.g. 6 weeks)

4

The Advisor meets the patient at the end of the service e.g. 12 weeks to discuss the social activities undertaken and how to continue their attendance.

Key Service Features

- Key-worker led service, to ensure person centred support is provided.
- Time-limited service, to ensure the patient retains their independence.
- Sustains and grows the Voluntary and Community Sector. It is not a 'free' service. It is about providing a safe, quality service, that is value for money. 35% of the funding received is being distributed to the sector.
- Around 100 groups/services have benefited from the service to date.

Key Successes of Service

- Referrals have increased year on year:-
 - 1st year - 250 referrals
 - 2nd year - 294 referrals (16% increase)
 - 3rd year - 397 referrals (35% increase)
 - 4th year - referrals have stayed constant (contract is 350)

Key Successes of Service Cont

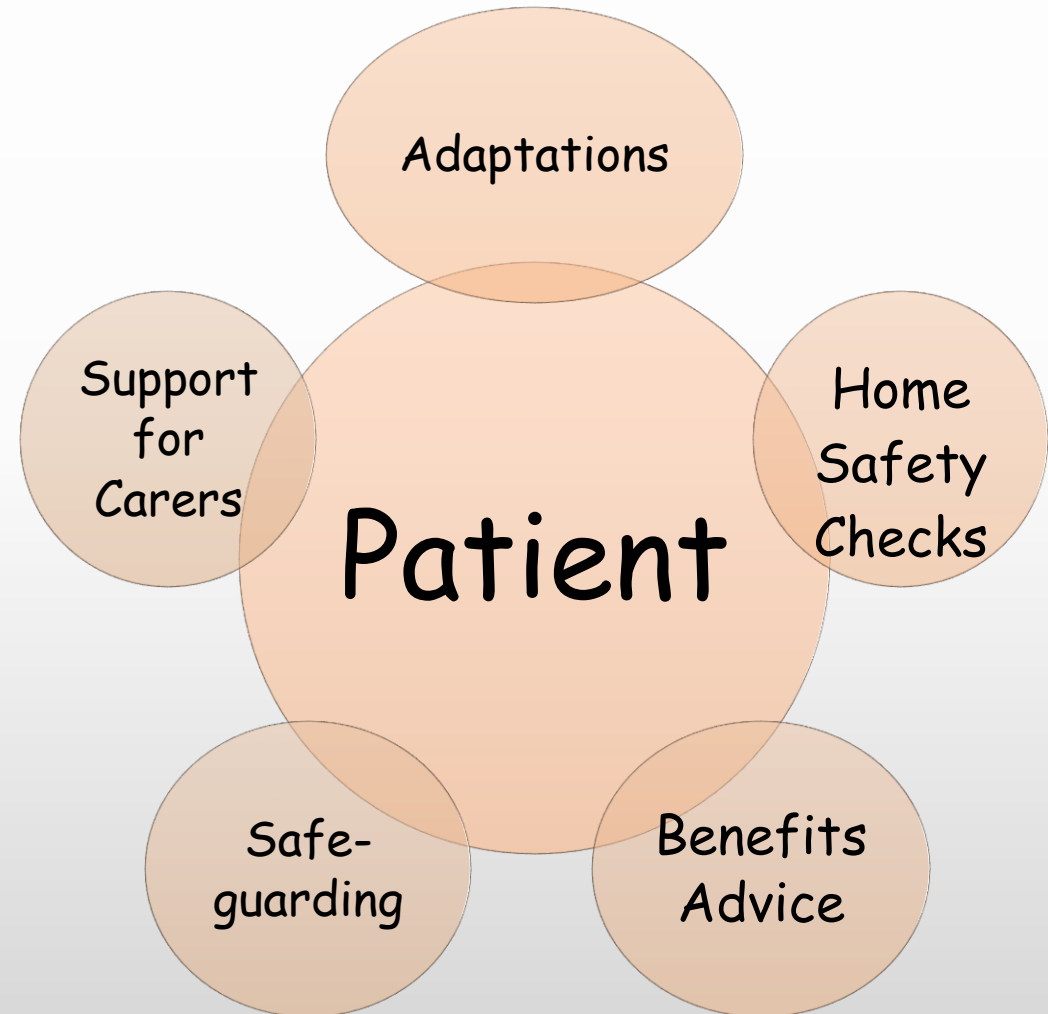
- End of the service question, "how well supported you feel since you have received the Social Prescribing service", on a score 1-10 (1 being poor), 90% of patients scored 8 or above.
- 92% of patients who have fully completed the service have either improved or maintained their scores on the 8 outcome measures of the Independent Living Star tool, by the end of the 12-week service.
- For patients who have fully completed the service, there has been an average reduction in GP appointments of 25% between the 12 weeks before referral into the service and the 12 weeks after receiving the service

Key Successes of Service Cont

- A survey of patients who were contacted 3 months after their Social Prescribing Service had finished, showed 66% of patients reported either continuing the social activity organised by the service, or undertaking another form of social activity.
- 47% of patients who accepted the Service received wider intervention than offered through the 'core' Social Prescribing Service eg. as well as social activity/transport, received other onwards referrals into community/statutory services - adaptations, safety checks, benefits etc.
- There have been 10 new community groups/services established as a direct result of the Social Prescribing Service identifying a need for these (including the establishment of two Community Interest Companies)

Wider Benefits of the Service

- During the initial home visit a number of areas of the patient's life are discussed.
- These are discussed with the use of the Independent Living Star (Outcome Star) tool
- Onward referrals are made with the patient's consent.
- Service has impact on the patient carer's and wider family network.
- "Every contact counts".



Patient Experience

<https://www.youtube.com/watch?v=Q4wPw4dyZYU&t=57s>

One year on.....

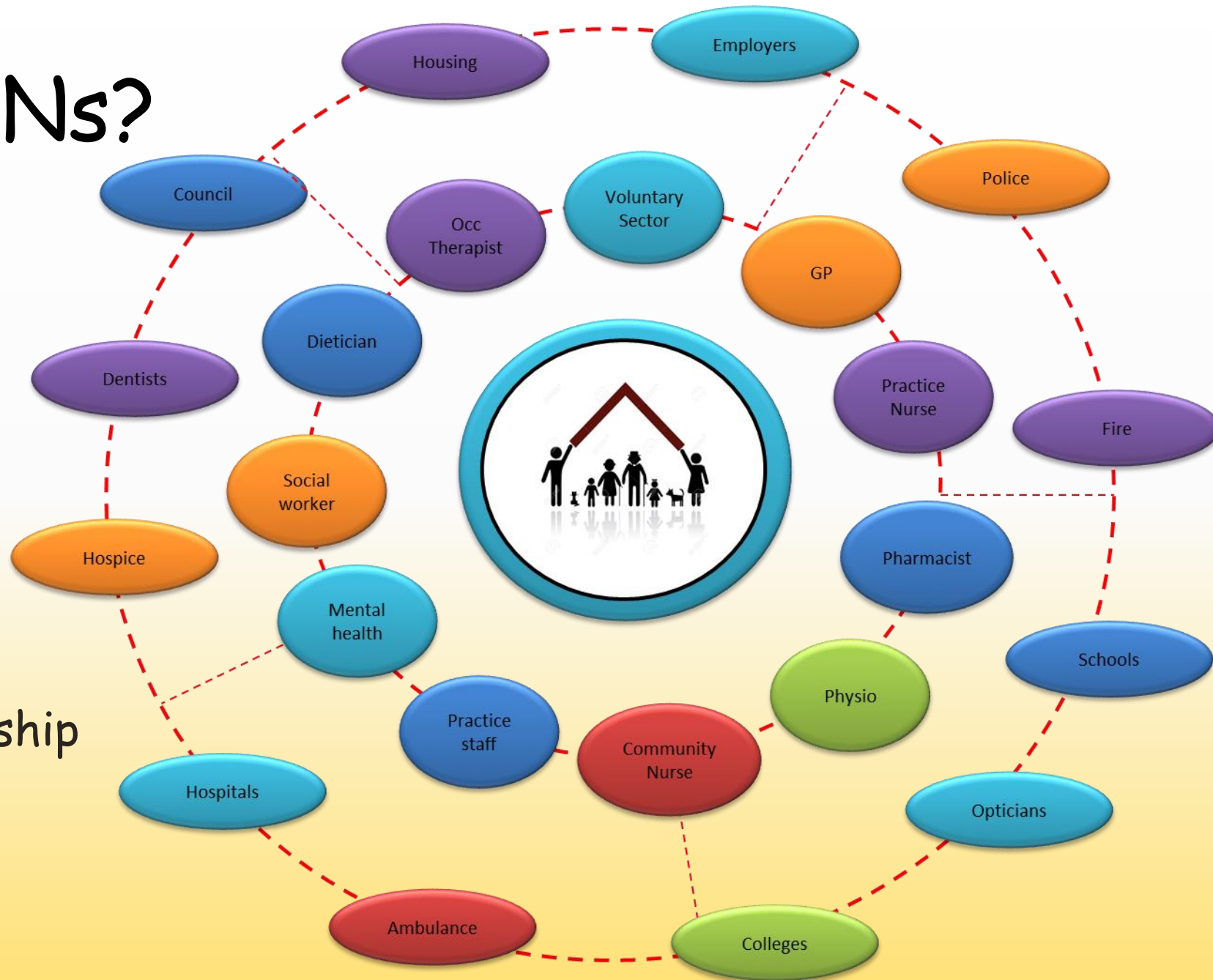
<https://www.youtube.com/watch?v=UXCY8CT5fkQ&t=11s>

Community Advisor

- Is available to discuss a wide range of issues including, debt & money management, welfare issues, volunteering, health and social based activities.
- This role is to support patients registered at Bassetlaw surgeries and their carers, to identify and explore opportunities to improve their own health and well-being, by improving access to quality community based services to compliment their medical treatment.
- The promotion of self-care is encouraged to allow patients to seek alternatives to seeing their GP for matters which could be resolved through other services.

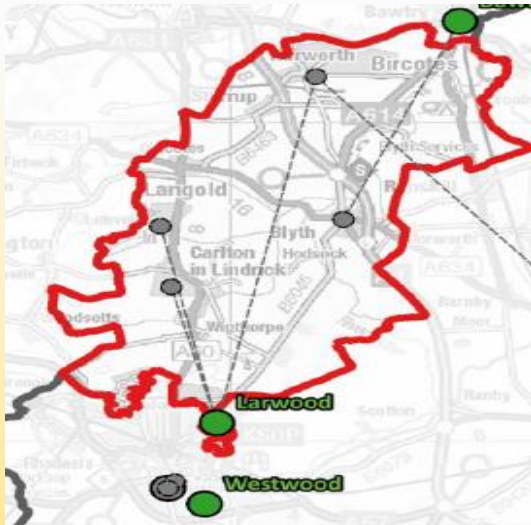
What are PCNs?

- Core principles:
 - ✓ Integrated pathways
 - ✓ Care closer to home
 - ✓ Coordinated care
 - ✓ Diversity of membership
 - ✓ Service co-design



Primary Care Networks in Bassetlaw

Larwood and Bawtry



35,496 patients
3 GP practices

Newgate



30,228 patients
1 GP practice

Retford and Villages



51,146 patients
5 GP practices



The Community Hub - Larwood Primary Care Home

The 'Community Hub' provides a dedicated space within the Larwood PCH for voluntary sector organisations offering appointments to patients to discuss their social and wellbeing needs.



BCVS Community Advisor holds a drop in surgery for patients once a week from the Community Hub in addition to scheduled appointments at this and other locations.

Aurora Wellbeing Centre

Aurora, a local cancer charity supporting people with a cancer diagnosis and their families are also using the Community Hub to support patients who are not able to travel to their location in Worksop Town Centre.



Nottinghamshire County Council - Adult Social Care Services

NCC hold a weekly drop in surgery in the Community Hub which allows patients to access vital information about a wide range of support services, including Carer Support and Care Needs Assessments.



Children & Young People's Services

- Larwood Primary Care Home identified mental health support from CAHMS for children and young people in Bassetlaw was stretched in terms of capacity, that the waiting time for appointments, in some cases was 12 months and on occasion it had been up to 18 months.
- Multi agency steering group to investigate pathway of support available in Bassetlaw for children and young people.

Centre Place

- local voluntary sector organisation in Bassetlaw and the LGBT Centre for Young People in Nottinghamshire, attended the steering group to discuss their Talkzone counselling service for young people. The waiting list for the Talkzone service stood at 3 months which was significantly lower than CAHMS
- BCVS, Centre Place and one of the Larwood GP's worked in partnership to write a funding bid to the Thomas Farr Charity to expand the Talkzone Counselling service, by employing a Counsellor to offer additional appointments, to include evenings and weekends.
- The bid was successful.
- The development of this partnership also made provision for the Talkzone Counsellors to see clients at Larwood on Saturday mornings.



Future

- Local - The logo for the South Yorkshire and Bassetlaw Integrated Care System. It features the text "South Yorkshire and Bassetlaw Integrated Care System" in a blue sans-serif font. Below the text is a horizontal bar composed of twelve chevron-shaped segments in various colors: purple, grey, yellow, red, teal, dark blue, light green, purple, grey, yellow, red, teal, and dark blue.

South Yorkshire and Bassetlaw
Integrated Care System
- National - NHS England: Social Prescribing Link Workers. Reference Guide for Primary Care Networks