

Social Prescribing

Social prescribing is a means for GPs and other health care professionals to refer people whose underlying needs require practical, emotional and community based support.

DR. DEBORAH LANE,
CONSULTANT AHP,
CLINICAL LEAD ADVANCING PRACTICE & SOCIAL PRESCRIBING WORKFORCE
DEVELOPMENT PROJECTS, SOMERSET STP



What is social prescribing?



Social prescribing, as described by the NHS and others, links people with health problems into practical and emotional support in communities and the voluntary sector. It seeks to address people's needs in a holistic way and support individuals to take greater control of their own health and wellbeing.

NHS 10 year plan expects that, 'within five years over 2.5 million more people will benefit from 'social prescribing.... and new support for managing their own health in partnership with patients' groups and the voluntary sector '(page 6)

Social prescribing is one of 6 core elements to the national Comprehensive Model of Personalised Care which CCGs are mandated to develop

<https://www.england.nhs.uk/personalisedcare/>



Somerset Social Prescribing Landscape

A product of various national and local initiatives, test & learns has resulted in plethora of similar & overlapping roles & job titles ...

- Health Coach
- Health & Wellbeing Advisor
- Care Navigator
- Link Worker
- Health Connector
- Social Prescriber
- Village Agent
- Carer's Agent etc

Common Elements

- Coaching conversations – ‘What matters to you’
- Connecting to communities & non-medical sources of support for health & wellbeing
- Coordinating
- Capacity building in partnership with non-statutory organisations

Different proportions dependent on role



Reimbursable roles in Social Prescribing landscape

2019 Social Prescribing Link Worker – up to Band 5. Employed directly by PCN or hosted by NHS provider organisation (e.g. SFT) or VCSE or other organisation (E.g. SPARK or CCS). Social prescribing link workers give time, & focus on ‘what matters to me’ and take a holistic approach to an individual’s health and wellbeing, connecting people to diverse community groups and statutory services for practical and emotional support. Link workers also support existing groups to be accessible and sustainable and help people to start new community groups, working collaboratively with all local diverse partners.



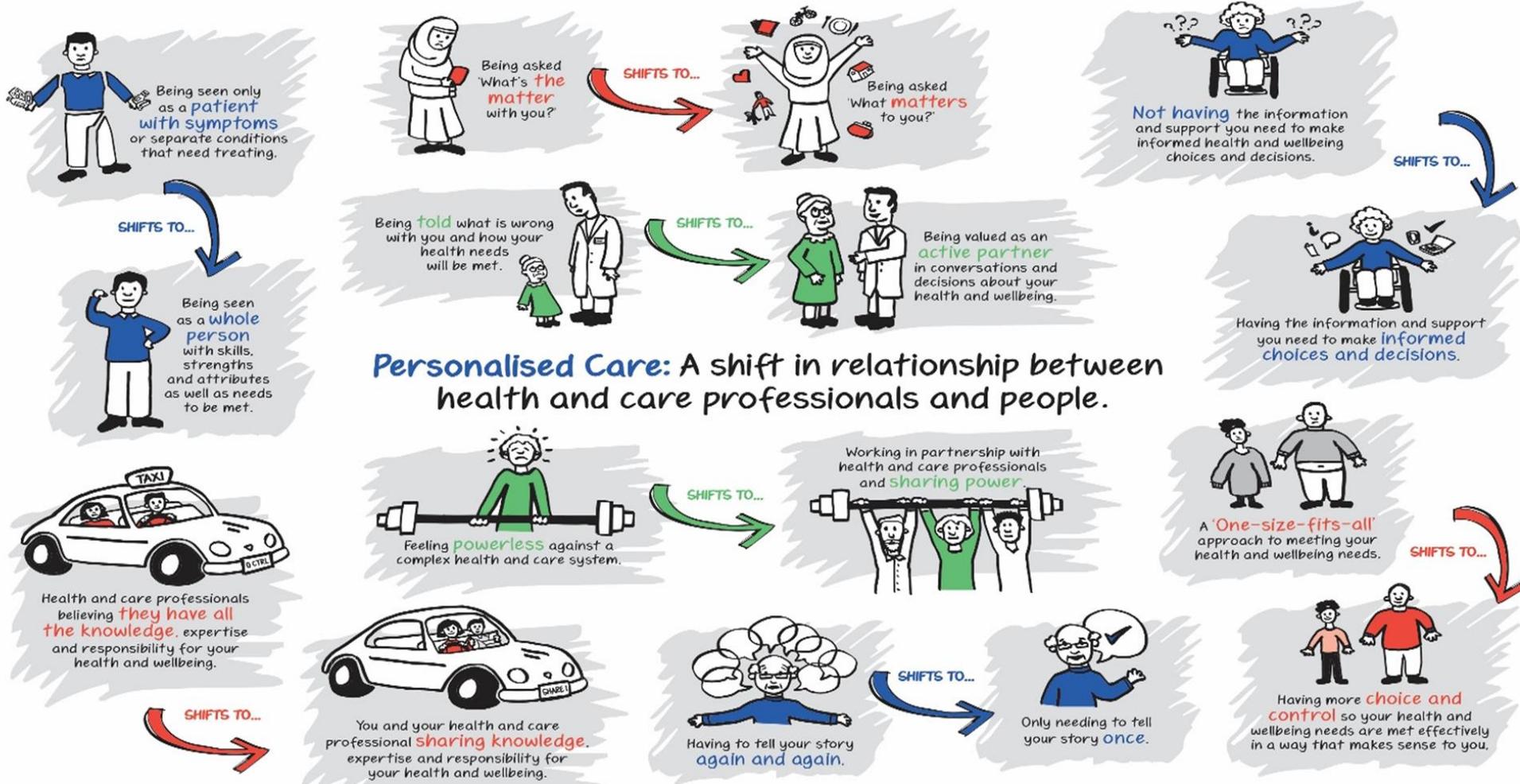
Reimbursable roles in Social Prescribing landscape

2020 Health & Wellbeing Coach (up to Band 5) - support people to take pro-active steps to improve the way they manage their physical and mental health conditions, based on what matters to them. They support people to develop their knowledge, skills and confidence – or to build their “patient activation” - in managing their health and care, to improve their health outcomes and quality of life. Health coaches do this by coaching and motivating patients through multiple sessions to identify their needs, set goals, and supporting patients to achieve their personalised health and care plan objectives and providing interventions such as self-management education and peer support.

2020 Care Coordinator – Band 4 - proactively identify and work with people, including the frail/elderly and those with long-term conditions, to provide coordination and navigation of care and support across health and care services.



Increased SP Workforce driving culture shift to personalised care approach



Personalised Care: A shift in relationship between health and care professionals and people.

Training available for ALL staff from the Personalised Care Institute

This illustration was developed by the Personalised Care Strategic Coproduction group.



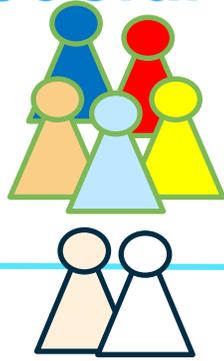
- Wider determinants of health are predominant drivers of health outcomes, service demand and system cost e.g. isolation, loneliness, debt and benefit problems, diet, exercise, confidence, personal relationships, work, and housing.
- Health inequalities magnify the effect of these.
- At least **30%-50%** of demand on Primary Care each day is estimated to be driven by issues that do not require a medical solution (LSBU, 2019).
- For long term conditions such as cardiovascular disease, reductions in avoidable harm and cost is dependent on people changing or being supported to change their health behaviours.
- The Somerset Model of Social prescribing will ensure the system has capacity to:
 - provide essential support around behavioural change *and*
 - identify non-medical solutions where appropriate such as community based support



The Somerset Social Prescribing Model



1 - All of us being neighbourly and sharing knowledge



2 - People making or supported to make meaningful connections with one or more people



3 - Essential support in the community
Debt, benefits, housing, mental health



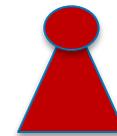
4 - Community led organisations, infrastructure and volunteer support e.g. Spark Somerset



A. Health Coaches
(improving people's knowledge, confidence motivation to change)



B. Link workers
(Support directed outside of healthcare, where solutions to wider determinants lie).



C. Care Coordinators
(provide coordination and navigation of care and support across health and care services.)

The Somerset NHS funded Social Prescribing Workforce



Case example: Health Coaching

- Patient diagnosed with prediabetes, high cholesterol, and obesity, offered statin but refused, offered to see a health coach to discuss a life style changes.
- **Initial Activation score: 63.1 Initial Activation level: 3**
- Regular appointments with health coach, goal setting, motivational interviews, discussing healthy habits and its impact on overall health. Patient wanted to lose weight to avoid taking medication but during the appointments with health coach discovered and discussed other incentives to maintain healthy lifestyle.
- Over 6 months. Patient weight has dropped from 132 kg in March to 111.2 kg in October, serum cholesterol from 5.6 mmol/L to 5.2mmol/L, serum LDL cholesterol level from 4.0 mmol/L to 3.4 mmol/L. Patient more aware of the benefits of healthy lifestyle, started being more active, attending Zumba classes, walking a lot, cycling, motivated to keep going. Struggled at first with a knee pain, could not exercise a lot but made tremendous progress. **New Activation score: 67.80 New Activation level: 3**

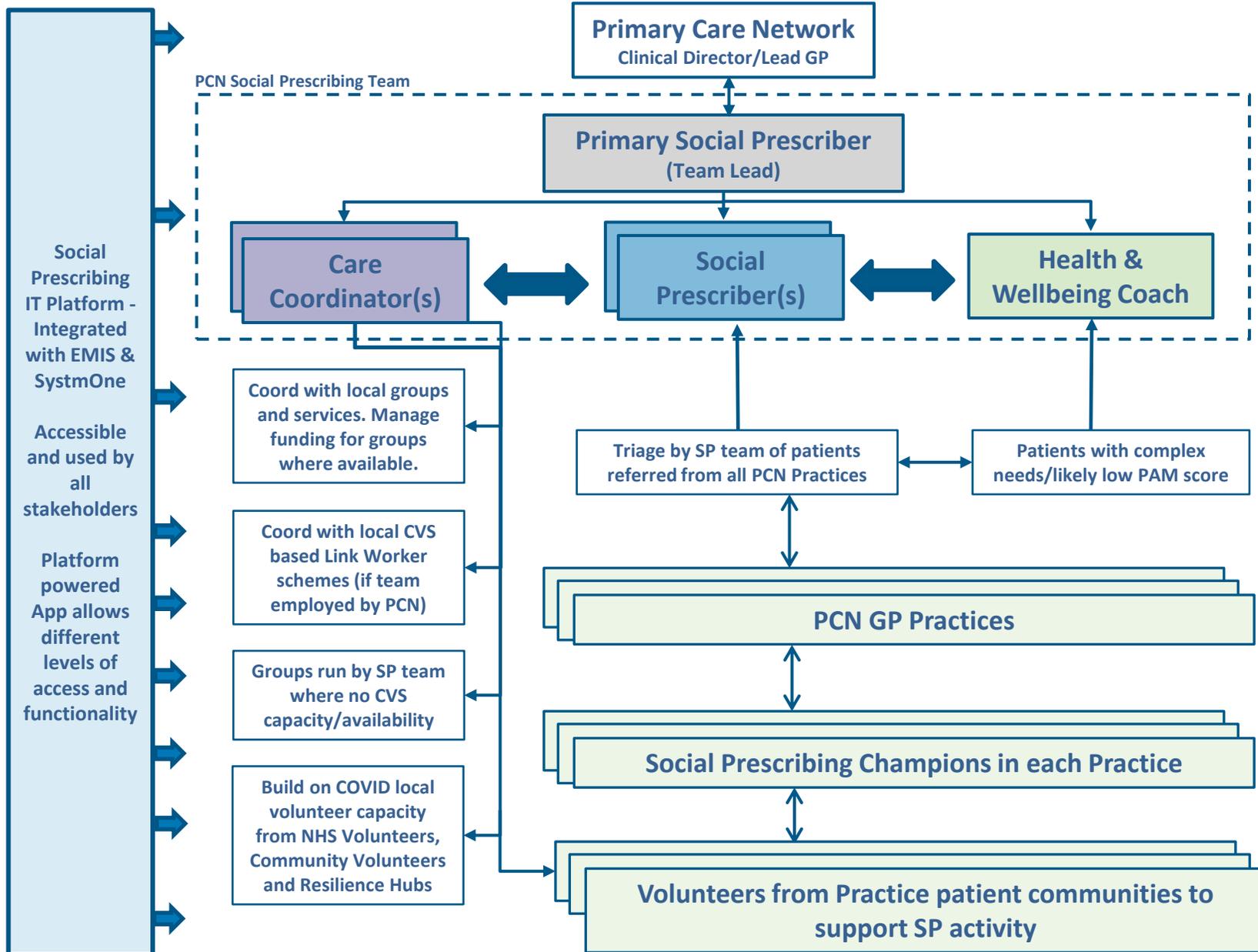


Case examples – Social Prescribing

- A man in his 60's wanted to lose weight and become fitter. SP made a lifestyle referral to a local sports centre - he attends a swimming group three times a week - increased his fitness, lost weight and made new friends.
- A woman had completed cancer treatment and was referred to Stoke Hill Farm's 'Moving Forward' course for people living with and beyond cancer treatment. She enjoyed the course, making new friends. She was keen on art and crafts and was asked to become a volunteer and help out with and lead the craft workshops at the farm.
- A woman had dysphasia and mobility problems. To take pressure off herself and family members, a befriender was found who visited weekly to help with the gardening and share a cup of tea and a chat. This really supported her general health and well-being.



A Comprehensive PCN-wide Social Prescribing (SP) Service for the 2020 Network DES

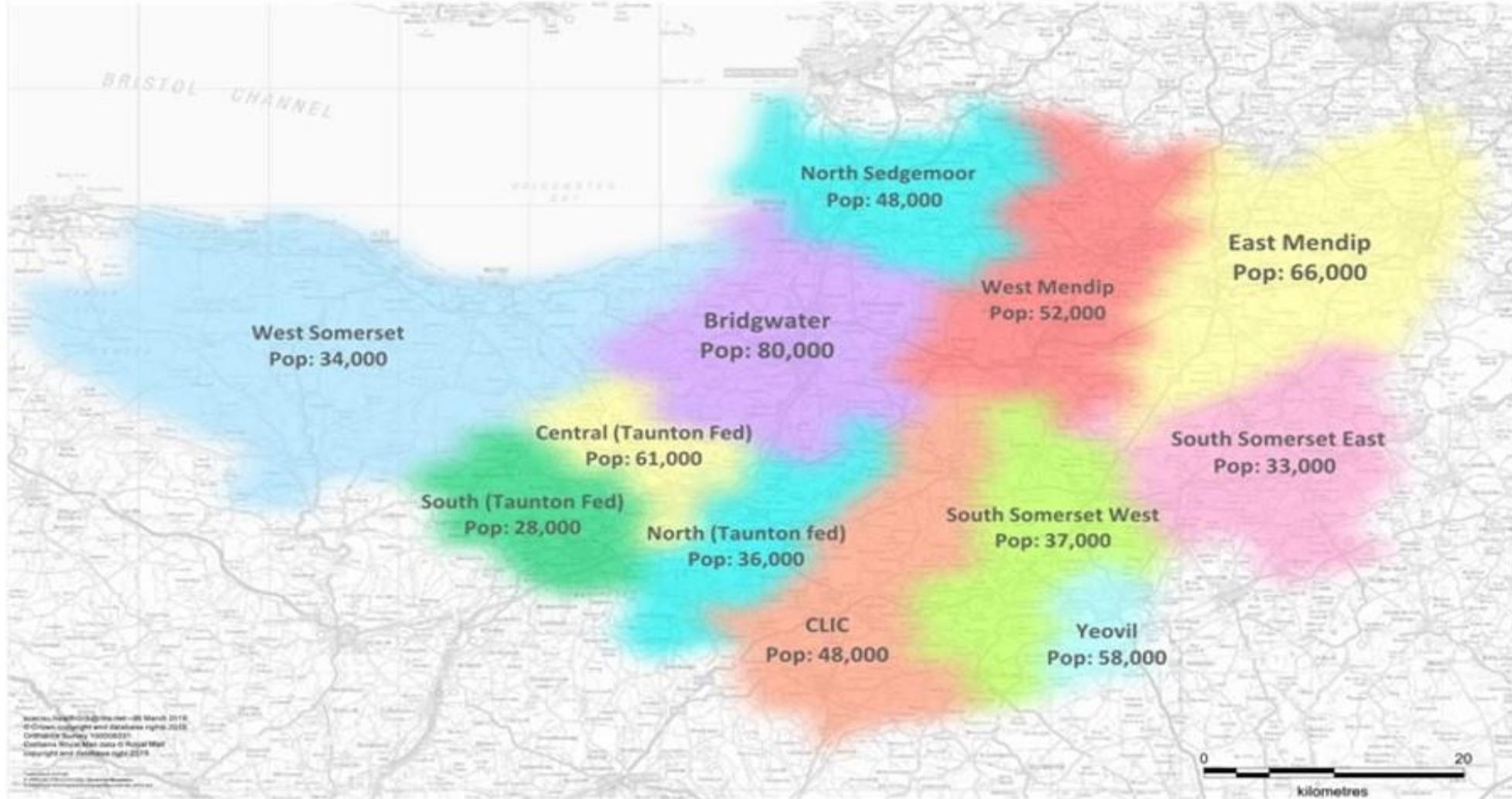


Social Prescribing Link Worker, South Somerset West PCN



SPARK SOMERSET

INSPIRING COMMUNITIES





Actions to promote **health equity** and tackle **health inequalities** across **the life course**







Health Walks



Could you help someone in South Petherton?



Get to know a neighbour!

We're looking for friendly people to visit a local person at home, or help someone to do something they enjoy.

You'll get to meet new and interesting people and full support is provided.

Travel expenses can be covered.

Interested? Call 01460 202970



WELLBEING DIRECTORY



Looking for activities, groups or services that could help improve your health and wellbeing? Check out the Directory.

[Read more](#)

1-2-1 SUPPORT



Get support to improve your health & wellbeing from a Health Coach.

[Read more](#)

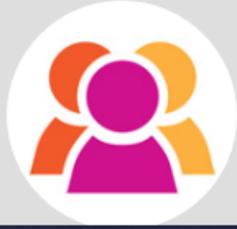
PHONE & ONLINE SUPPORT AVAILABLE DURING COVID-19



Phone and online support available during this phase of the pandemic.

[Read more](#)

HELP OTHERS - BECOME A COMMUNITY CONNECTOR



5 WAYS TO WELLBEING



VOLUNTEER - #BEASPARK





Friendly phone calls

If you are feeling lonely or a bit isolated and feel that a chat would help, get in touch! **We have started a new Friendly Phone calls service which is just that!**

Sign up and you will receive a phone call from one of our friendly members of staff.

Call 01823 345610 to register

Please leave a message including your name and number

or email

lauren.foyle@ageuksomerset.org.uk





Being connected with other people matters for your health

Research shows that **lacking social connections** is bad for our mental and physical health



Loneliness increases the likelihood of premature mortality

by **26%**



Social isolation



Maria – Experienced health coach



Maria – Experienced health coach



Somerset Social Prescribing workforce education & training framework



- The Social Prescribing Workforce roles are pulling people new to NHS – varied background and qualifications.
- Need for competency framework, education & support package that incorporates
 1. Local PCN based induction (e.g. EMIS, SNOMED codes, supervision arrangements, huddles / meetings, appraisal, policies and procedures e.g. lone working, practice, PCN & wider neighbourhood team, MDT roles, mandatory training, use of PAM / ONS4)
 2. Local training tailored to local provision & need combined with relationship building – this may be delivered by primary care training hub, SPARK, NHS provider staff etc (Health coaching skills, Diabetes update, Safeguarding, Community Connector training, On-line Directories, Mental Health)
 3. Relevant national, regional or local on-line training that meets identified needs (e.g. Future NHS platform - Social Prescribing, South West regional personalisation collaborative, Peer support forum organised by Regional SP Learning coordinator, Primary care webinars)
 4. National formal / accredited training i.e. transferable qualifications to allow entry into or progression within the Social Prescribing Workforce *or* a pipeline into registered Health & Social Care professions *or* other roles in the NHS / Social Care / VCSE organisations. (e.g. Apprenticeship in Community Health & Wellbeing Worker, Care certificate, NVQ Level 3 / 'A' levels or equivalent)
 5. National mandated training under DES (e.g. Personalised Care Institute, NHS e-learning for Health)



Social Prescribing Link Worker

The Network Contract DES Specification 2020/21 sets out the requirements where a PCN employs or engages a Social Prescribing Link Worker under the Additional Roles Reimbursement Scheme, the PCN must ensure that the Social Prescribing Link Worker:

- a. has completed the NHS England and NHS Improvement online learning programme .
<https://www.e-lfh.org.uk/programmes/social-prescribing/>
- b. is enrolled in, undertaking or qualified from appropriate training as set out by the Personalised Care Institute; <https://www.personalisedcareinstitute.org.uk/>
- c. attends the peer support networks run by NHS England and NHS Improvement at ICS and/or STP level; Rhian Loughlin, the NHS E & I regional learning coordinator will be setting these networks up.



Health and Wellbeing coach

Where a PCN employs or engages a Health and Wellbeing Coach under the Additional Roles Reimbursement Scheme, the PCN must ensure that the Health and Wellbeing Coach:

- is enrolled in, undertaking or qualified from appropriate health coaching training covering topics outlined in the NHS England and NHS Improvement Implementation and Quality Summary Guide, <https://www.england.nhs.uk/wp-content/uploads/2020/03/health-coaching-implementation-and-quality-summary-guide.pdf> with the training delivered by a training organisation listed by the Personalised Care Institute <https://www.personalisedcareinstitute.org.uk/> (e.g. TPC Health Coaching course)
- adheres to a code of ethics and conduct in line with the NHS England and NHS Improvement Health coaching Implementation and Quality Summary Guide;
- has formal individual and group coaching supervision which must come from a suitably qualified or experienced individual;
- Is working closely in partnership with the Social Prescribing Link Worker(s) or social prescribing service provider to identify and work alongside people who may need additional support, but are not yet ready to benefit fully from social prescribing



Care Coordinator

The Network Contract DES Specification 2020/21 sets out the requirements where a PCN employs or engages a Care Coordinator under the Additional Roles Reimbursement Scheme, the PCN must ensure that the Care Coordinator:

- is enrolled in, undertaking or qualified from appropriate training as set out by the Personalised Care Institute <https://www.personalisedcareinstitute.org.uk/>
- works closely and in partnership with the Social Prescribing Link Worker(s) or social prescribing service provider and Health and Wellbeing Coach(es),
- One key skill for Care Coordinators is Shared Decision Making. <https://www.e-lfh.org.uk/programmes/shared-decision-making/>. This e-learning resource provides guidance on what Shared Decision Making (SDM) is and how to implement it in practice. The e-learning sessions include films to illustrate examples of good and bad consultations and prompts, along with resources to aid health professionals with their work.
- Another key area is Personal Health Budgets. An e-learning resource on Personal Health Budgets <https://www.e-lfh.org.uk/programmes/personal-health-budgets/>



— Competency Frameworks & Links

- **Person-Centred Approaches: a core skills education and training framework**, Health Education England, Skills for Health and Skills for Care, 2017, addendum 2020. <https://www.skillsforhealth.org.uk/services/item/575-person-centred-approaches-cstf-download>
- **Curriculum for Personalised Care Institute** Personalised Care Institute, August 2020. https://www.personalisedcareinstitute.org.uk/pluginfile.php/133/mod_page/content/28/PCI-Curriculum.pdf
- **Social Prescribing Link Workers: Reference Guide for Primary Care Networks** – Technical Annex, Annex D – A framework for social prescribing link workers NHS England and NHS Improvement, 2019. Updated 2020. <https://www.england.nhs.uk/wp-content/uploads/2020/06/pcn-reference-guide-for-social-prescribing-technical-annex-june-20.pdf>
- **Health Coaching: Implementation and Quality Summary Guide**: Technical Annexes, Annex C – Minimum Standards for training health, social care and voluntary sector staff to use health coaching skills. NHS England and NHS Improvement, 2020. <https://www.england.nhs.uk/wp-content/uploads/2020/03/health-coach>
- **Care Navigation: A Competency Framework** Health Education England, 2016. https://www.hee.nhs.uk/sites/default/files/documents/Care%20Navigation%20Competency%20Framework_Final.pdf
- **Community and Healthcare Link Worker Competency Framework**, Northumbria University, Commissioned and funded by Health Education England and Public Health England North, 2017. <https://www.healthcareers.nhs.uk/career-planning/developing-your-health-career/career-and-competency-frameworks>



— Competency Frameworks & Links

- **Maternity Support Worker: Competency, Education and Career Development Framework**, Health Education England, University of West of England, 2018.
https://www.hee.nhs.uk/sites/default/files/document/MSW_Framework_MayUpdate.pdf#ing-implementation-and-quality-summary-guide.pdf
- **Level 3 Certificate in Social Prescribing**, Skills & Education Group (SEG) Awards Certa, v1.3, 2019.
http://skillsandeducationgroupawards.co.uk/wp-content/uploads/Qualifications/2085-TOP-3_Qualification%20Guide.pdf
- **Code of Practice for Employers of Social Prescribing Link Workers and Social Prescribing Link Workers**, National Association of Link Workers, 2019. <https://www.nalw.org.uk/>
- **Non-Clinical Link Worker Professional Learning Syllabus**, National Association of Link Workers.
<https://www.nalw.org.uk/>
- **Welcome and induction pack for link workers in PCNs**. <https://www.england.nhs.uk/wp-content/uploads/2019/09/social-prescribing-link-worker-welcome-pack-web-2.pdf>
- **Social prescribing and community support summary guide**, NHS England and NHS Improvement, 2020.
<https://www.england.nhs.uk/wp-content/uploads/2020/06/social-prescribing-summary-guide-updated-june-20.pdf>
- **Social prescribing handout for Primary care staff**. <https://www.england.nhs.uk/wp-content/uploads/2019/09/social-prescribing-link-worker-A5.pdf>
- **Social Prescribing e-learning**. Health Education England. <https://www.e-lfh.org.uk/programmes/social-prescribing/>



Any questions?

- Deborah.lane7@nhs.net
- 07824378046

