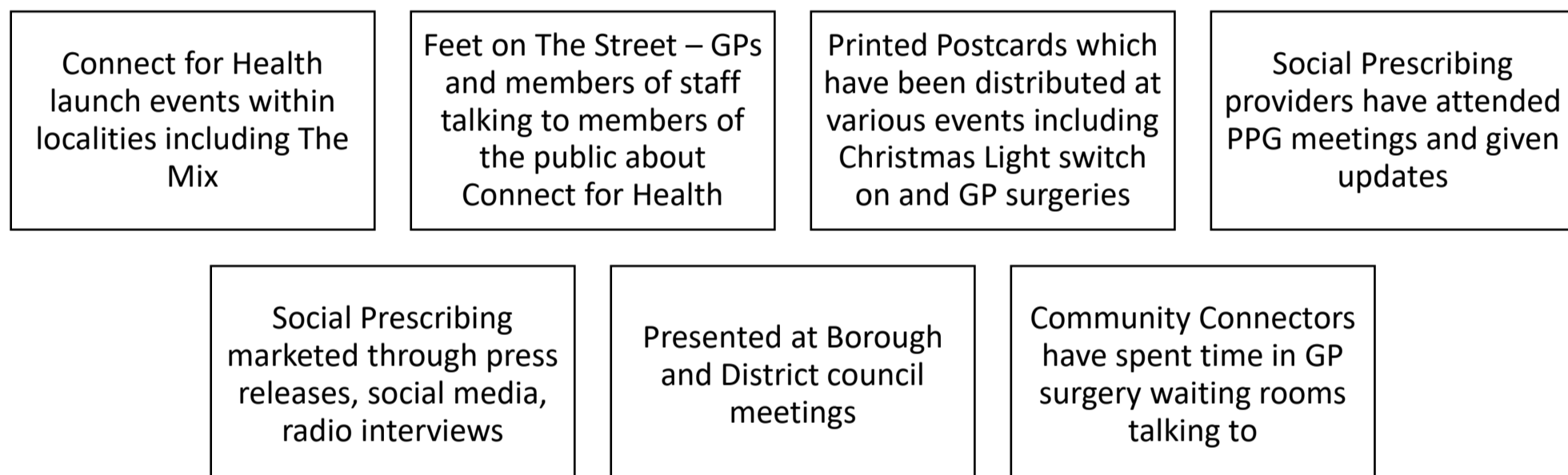


Locality: Stowmarket and surrounding

How can people find information on this? Ideas included:

- A4 sheet asking the right questions delivered to doors
- TV at GP (but there is so much information on them do they become inefficient).
- Local magazine
- Leaflets at health centres
- Someone encouraged to go to meetings who understands their disabilities and needs (communicator)
- Media campaign including social media
- Different areas using different terms and names fragmenting the message
- Village hall surgery type environments

We did.....



Questions asked:

Social Prescribing - No explanation to who or what this actually is?

- A Social Prescribing newsletter was designed working in a co-production way with patients. This was distributed to all GP practices, PPG members, Community Health teams, Borough and District Councils, Suffolk County Council, members of the public at the launch events

Should physical health checks be looked at for social prescribing?

- This is something that is within the social prescribing strategy and linked with personal health budgets

Will community connectors be able to travel to those most isolated?

- Each area has been given a budget to deliver an outreach service particularly for those living in isolated rural communities

Locality: Saxmundham and north east Suffolk

How do we find out about who our Community Connectors are?

- Via PPGs
- GP practices have been given an information pack with leaflets and posters
- Request that practices add the information to their newsletters and their website including new registration packs and noticeboards/TV screens
- Photos and names of the Community Connectors were added to the social prescribing newsletter

Is there a time limit on funding?

- Funding has been extended from June 2020 to March 2021
- National funding has been set for Social Prescribing link workers within Primary Care Networks.

How do we know how to refer to social prescribing service?

- Posters and communications have been distributed widely since the Conference
- Launch event in Sept 2019 involving other local sectors/organisations was well attended by local organisations. A further event is currently being planned for “feet on the street” within the towns of Leiston, Saxmundham, Aldeburgh and Framlingham. These are likely to be held in Spring 2020.

How is feedback recorded?

- First appointment with Community Connector – Warwick and Edinburgh survey is completed
- Follow up after 6 months
- Providers are putting together case studies of a user's journey
- An independent evaluation has been commissioned with UEA, Norwich.

What is the 'community chest'?

- The community chest is a pot of money (£20k) for each locality that Connect for Health Community providers can apply for to provide an onward signposting of the individual to a Voluntary Care Sector organisation where there is a gap in provision or service.

Locality: Woodbridge and Martlesham

Is social prescribing justified and what evidence is there for it?

- Early evidence from Kirkley Mill in Lowestoft suggest that they have seen a 24% reduction in an A&E attendance and 33% reduction in GP appointments.
- Ipswich and East Suffolk Connect for Health scheme is closely monitored by the Self Care, Prevention and Social Prescribing Board. Areas which are being evaluated include, reduction in medicines management, A&E attendances, reduction in GP appointments.

Is there a time limit on funding?

- Funding has been extended from June 2020 to March 2021
- National funding has been set for Social Prescribing link workers within Primary Care Networks.

What is the difference between Link Workers and Community Connectors?

- Community Connectors is the name given to the social prescribers as a job title. The job title was decided by a working group of patients from various PPGs. Link Workers is a national NHS England term. As a CCG we have decided to keep the title Community Connector.

Locality: Eye and North Suffolk

How can people find information on this? Ideas included:

- A4 sheet asking the right questions delivered to doors
- TV at GP (but there is so much information on them do they become inefficient).
- Local magazine
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We did.....

Connect for Health launch events within localities including The Mix

Feet on The Street – GPs and members of staff talking to members of the public about Connect for Health

Printed Postcards which have been distributed at various events including Christmas Light switch on and GP surgeries

Social Prescribing providers have attended PPG meetings and given updates

Social Prescribing marketed through press releases, social media, radio interviews

Presented at Borough and District council meetings

Community Connectors have spent time in GP surgery waiting rooms talking to patients about the service.

Locality: Ipswich West and East

Feedback:

Not all organisations will have the training and expertise to help people with specific health problems but some of them will.

- A comprehensive training package has been set up for Community Connectors which include: mental health, health coaching, suicide prevention, County Lines, social isolation and loneliness, Dementia Friends, training from McMillan

Whilst some organisations will have a duty to care to refer back, many small voluntary sector providers will not have that authority.

- All organisations have been encouraged to refer the individual either back to the Community Connector or the individual's GP.

In some rurally isolated areas, the service can simply be the postman who knocks to say hello to a lonely person.

- An outreach service has been commissioned as part of the Connect for Health service for each rural locality.
- The CCG is currently working with some local businesses to train staff in areas such as Dementia. As part of the Local Integrated Neighbourhood Teams this is an area that will be developed further over time.

Prevention is so important. It is meant to be a thread through all areas but it becomes nobody's business. It is necessary to work with Public Health. Perhaps Public Health should deliver more services.

- A Self Care, Prevention and Social Prescribing steering group has been implemented with individual membership and representation from Public Health, Secondary Care, Community Care, Borough and District Councils, Mental Health and more importantly Patient representatives.

Has Suffolk InfoLink been considered to collect information about different clubs?

- Yes – Suffolk Infolink is currently being strengthened and enhanced. The CCG is working closely with Suffolk County Council in this work to ensure that it captures local data and is the main directory of service for Connect for Health.

Locality: South Rural (Hadleigh / Holbrook)

Very concerned about the funding ceasing in June 2020

- Funding has been secured to March 2021.

We have the Befriending service and the Good Neighbour Scheme, could these be promoted to other areas?

- Information on these services have been promoted during the Connect for Health launch events and information has been shared with the Community Connectors and GP surgery Care Navigators.

Our areas need more transport to get those concerned to the suggested activities / groups / help centres.

Promotion of the service:

- A4 sheet asking the right questions delivered to doors
- TV at GP (but there is so much information on them do they become inefficient).
- Local magazine
- Leaflets at health centres
- Someone encouraged to go to meetings who understands their disabilities and needs (communicator)
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Connect for Health launch events within localities	Feet on The Street – GPs and members of staff talking to members of the public about Connect for Health	Printed Postcards which have been distributed at various events including Christmas Light switch on and GP surgeries
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