

Year One of Social Prescription (Westminster)

April 2020 – March 2021



In partnership with:



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Contents:

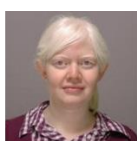
1. Why One Westminster	Page 2
2. The One Westminster Social Prescription Team	Page 2/3
3. The Service	Page 3
4. Delivery Model Overview	Page 4/5
5. Monitoring and Evaluation	Page 5
6. How we developed and embedded the Service	Page 5/6
7. Link worker – Health and Well-Being	Page 6/7
8. Facts and Figures	Page 7
9. Example messages from Health Professionals to Social Prescribers	Page 7/8
10. Patient Case-Studies	Page 8/9
11. Recommendations from One Westminster	Page 10
<i>Appendix 1: List of organisations used by one Westminster</i>	<i>Page 11</i>
<i>Appendix 2: Imperial Student Research October 2020</i>	<i>Page 12/14</i>
<i>Appendix 3: Social Prescriber Profiles</i>	<i>Page 17/19</i>

1. Why One Westminster?

‘Solutions for improving the health and well-being of people from marginalised and disadvantaged groups that place greater emphasis on preventative interventions have become increasingly common in public policy. It links patients and their carers with non-medical sources of support within the community. It is tailor-made for Voluntary and Community Sector (VCS) led interventions and can result in - better social and clinical outcomes for people with LTCs and their carers; more cost efficient and effective use of NHS and social care resources; a wider, more diverse and responsive local provider base.’ (Rotherham CCG)

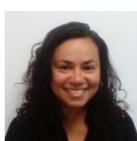
Research shows that where social prescribing has worked well in the UK, the Social Prescribing Link Workers were hosted by a lead voluntary sector organisation who has the reach and know the voluntary sector in that area. In Westminster, the PCN's agreed that One Westminster was best placed to develop and lead the service.

2. The One Westminster Social Prescription Team



ESHITA

WEST END & MARYLEBONE PCN



KATERYN

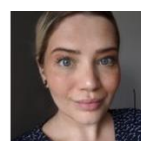


AMINA

REGENTS HEALTH PCN

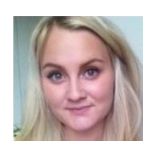


NAJLA



GRACE

MENTAL HEALTH SOUTH HUB / MENTAL HEALTH NORTH HUB



SARAH



DELPHINE

ST JOHNS WOOD & MAIDA VALE PCN



LORRAINE



ALEXANDRA

SOUTH WESTMINSTER PCN



CONCIA

HEAD OF SOCIAL
PRESCRIBING



VIVIEN

RESOURCES SOCIAL
PRESCRIBING OFFICER

Westminster Social Prescription Team

1 x Head of Social Prescribing – Trains and Manages the team and service. Oversees the programme of Social Prescribing in the borough. Promotes the service and engages the wider voluntary and statutory sector locally and nationally.

7 x SPLW's – linked to PCN's (*The Regent Health, St Johns Wood & Maida Vale and West End & Marylebone PCNs each have 2 full-time Social Prescribers. The South Westminster PCN has 1 full-time Social Prescriber. This is in line with the PCN workforce plans*)

2 x Mental Health SPLW's (1 – linked to North Westminster Community Mental Health Hub and 1 – linked to South Westminster Community Mental Health Hub)

1 x Social Prescribing Resources Officer (Part-time) – ensures the VCS offers are live and up to date and supports the team to find opportunities for patients

The team is strengthened by Social Prescribers' fluency in key languages spoken in Westminster including Spanish, French, Arabic Bengali, Hindi and Gujarati. The staff team are co-located to the PCN's with the population of the language needs they meet. Key competencies to enable a strong person-centred team includes, a nurse associate, social worker, health and wellbeing coach, youth worker, sociologist, teacher, psychologist trainee. They had all worked or volunteered in the voluntary sector previous to taking up this role. Full Social Prescribing Link Worker profiles can be seen in Appendix 2 to this report.

3. The Service

April 2020 – September 2020 – Coinciding with the beginning of the pandemic meant that the social prescribers were not able to engage immediately with their relevant GP practices.

Working alongside Westminster Connects (a new service established by Westminster City Council, to respond to the pandemic) we established a Wellbeing Check-in and Chat Service delivered by our Social Prescription team alongside other voluntary sector partners.

June 2020 – September 2020 – delivered a hybrid service supporting clients referred through Westminster Connects and gradually developing links and transitioning to receiving clients via the PCN's and Mental Health Hubs.

September 2020 – end March 2021 – full social prescription service delivery with Check in and Chat delivered separately by One Westminster and available as a referral pathway.

Age Requirements for clients

Mental Health Social Prescribers - Ages 18 +

Regents Health, St Johns Wood & Maida Vale, West End & Marylebone

June 2020 – December 2020 - Ages 35 – 70

January 2021 onwards - Ages 18 -70 with team expansion

South Westminster – Ages 35 – 70 - PCN cap on expanding the offer further

4. Delivery Model Overview

The team takes on referrals of patients whose health conditions are caused or worsened by social needs such as isolation, loneliness, social anxiety, inactivity, debt, food poverty, unemployment, depression, impact of unsuitable housing, digital poverty, domestic violence and a host of other needs. The referrals are directly from the health professionals in the GP practice or through the Mental Health Hub.

The Social Prescriber meets the referred patient and works with them to assess and define their needs. This can be done both virtually or face to face, dependant on the need of the patient. The patient is then supported to access and make full use of the services available to meet those needs.

Key to success includes giving patients quality time to explore “what matter to them” and working with them to achieve the best outcome through an ongoing committed professional relationship with them, to support them to access and make good use of services, information and activities available to them. Often this involves handholding patients through a process which can be difficult due to a number of factors including, a lack of motivation, inaccessible services, lack of knowledge and services needing to be joined up to better serve the patients’ needs.

The Social Prescriber sits in the middle of the interactions, with the patients consent - often bringing together statutory sector, voluntary sector and NHS services to act as one on behalf of the patient.

The One Westminster Social Prescription service also works to identify gaps in need and feed these back to the One Westminster CVS team who are able to work with others across the sector and with statutory partners, to identify strategies and hopefully funding, to fill those gaps. The Social Prescription team have innovated when there is the space to do so, for example, establishing walking groups for patients with mental health challenges who were isolated. The team has also developed two pilots with professionals in “Health Coaching” and another in “Cognitive Behavioural Therapy”. The Health Coaching Pilot lasted for 6 months. The CBT pilot is ongoing and will last 1 year.

Patient support plans are individual to each patient and their needs, though each follows a pattern to ensure consistency throughout the service.

Consented patients are referred by the health professional – patient is accepted in to the service if it is an appropriate referral – and then contacted within a week of the referral being received. Within 3 weeks the patient is called and triaged (a phone call lasting between 1 hour and 1 hour 30 minutes) – The patient is either accepted into the service or referred back to the original referrer if their needs cannot be met by Social Prescription.

Once accepted into the service, patients consent to a support plan being built. The Social Prescriber and the patient work together to co-produce outcomes that support them to stand tall without a social prescriber and to empower them to use the tools they have learned during their time in the service going forward.

Patients are exited from the service with a clear plan of what they have achieved together and information they can fall back on if some of the issues they have worked on begin to reoccur. They now have the tools to reach out for intervention at the preventative stage of the process instead of at crisis point. Patients can be re-referred to the service by a health professional if this is necessary.

The entire process is overseen by the Social Prescription Manager with the Resources Officer overseeing the quality of the activity & services available to ensure patients are getting access to live services matching their needs.

5. Monitoring and Evaluation

The Social Prescribers who are linked to the PCNs use the ONS4 tool as part of the monitoring and evaluation process. The Social Prescribers linked to the Mental Health hubs began by using the ONS4 tool. However, it became apparent that the tool was not suitable for patients in this pathway. In co-production with the Head of Social Prescribing, the Social Prescribers therefore developed a tool which better supported the monitoring of the service in the Mental Health pathway.

Facts and figures on the delivery over the past year appear in section 8 of this report.

6. How we developed and embedded the Service

Each GP practice and Mental Health Hub were offered a presentation on the Social Prescribing service. Where presentations were given, the health care team in the practice made more referrals to Social Prescription and the referrals became more appropriate.

The Health and Wellbeing Network which brings together the VCS organisations in the borough who have a health and wellbeing remit has become the host for the Social Prescription service to feed into the organisations and for the organisations to feed into the service. It works as a mutual space where both can stay abreast of each other's needs and inform the other of changes and where things are. The Health and Wellbeing Network also invites statutory partners and NHS partners which creates a holistic environment.

The Social Prescription Service has also presented directly to VC organisations in their own settings and in meetings hosted by other organisations, Including the South Westminster Action Network, Healthwatch and Carers' Network meetings.

The social Prescription team invites organisations to its team meetings every 6 weeks for a 15 minute bite size presentation on their service. This gives the Social Prescribing Link Workers and the management infrastructure team a chance to ask questions of the organisations directly and for the organisations to expand and speak about the services they run beyond the e-leaflets. These also serve as introduction to relationship strengthening between the SPLW team and the VCS organisations.

One Westminster is the leading organisation for the NWL on the Thriving Communities Programme delivered with London Plus on behalf of the Academy for Social Prescription.

The Social Prescription service has actively sought to grow in value by being a part of the PAN London network for Social Prescription and presenting in these networks about the Westminster offer as well as adding value to work the PAN London team are doing by being open for collaborations on research projects, videos about social prescription and speaking as a panel member.

Concia has spoken on various social prescription platforms in the year. To speak further about the Westminster offer and as a panelist being available for question and answers about Social Prescription and its future. Similar opportunities have arisen the statutory sector in Westminster. This includes a recent presentation to the Westminster Council Housing options team.

Throughout the pandemic, the Social Prescribing Link Workers adjusted to new ways of building relationships remotely by calling the surgeries to speak with teams members, occasionally going in and when necessary meeting patients in surgery where a space could be found.

The Social Prescription team worked with 4th year medical students from Imperial college to review the service after 6 months. These findings helped to support the service to plan the next 6 months ahead by looking at what worked well and what could work better.

Patient feedback is collected throughout the service. This helps to support the wider narrative of the service and to ensure the patients are on track to meet the goals they identified.

The Social Prescription team have spent 2/5 of their time in the Vaccination hubs which helped to broker relationships with other health professionals and to support the vaccination programme as admin staff and marshals.

7. Link Worker Health and Wellbeing

In recognition of the mental health challenges that staff in these roles might face, it was a priority to build in mechanisms to support the people in the role to deliver the best service whilst taking good care of themselves.

To this end, a number of interventions were put in place including:

- Monthly meetings with a Clinical Psychologist for the Social Prescribers
- Building in 1 day a week for admin tasks
- Regular staff meetings
- Operating an open-door accessible manager policy
- Creating clear points of contact for management and case discussions

- Building a team case tracking system
- Training and setting realistic expectations for each Social Prescriber
- Recruiting a clinical lead for the PCN based Social Prescribers and clarifying of remits with the Clinical supervisors in the Mental Health Hub Pathway
- Clarity in remit and boundaries of the social prescription offer
- Ensuring we are working with multiple partners adequately – but managing the team and offer from the One Westminster base.
- Supportive work environment from the wider One Westminster team
- Creating peer to peer support groups and a buddying system

8. Facts and Figures – April 2020 – March 2021

Individual clients seen remotely and/or face to face	1094 people
Hours offering direct support to patients / residents	22,592 hours

- 50% of patients are in the service for 3 months to 6 months
- 10% of patients are in the service for 6 months plus
- 40% of patients are in the service for 1 – 3 months
- Patient satisfaction after being Social Prescribed is high
- Referrals from GP Practices and Mental Health Hubs where a presentation on Social Prescription is given see an upward trend in appropriate referrals.
- Two themes underline most of our patients –housing access and suitability and mental health.

9. Example messages from Health Professionals to Social Prescribers

- *“This lady has it really tough with a son with severe autism and behavioural needs, she struggles with anxiety and feels that none of her friends understand. She has a very supportive husband. Do you know of any parent support groups for families dealing with an autistic child as I think she could do with talking with other mum's who understand what she is feeling.”*
- *“She is a 40-year-old local resident who has a long-standing issue with low mood. More recently due to covid she has been placed on furlough and is now unsure if she will be made redundant. This has obviously made her feel in limbo and has some financial implications which are impacted on her mood. In*

addition, the lack of work has meant she has lost all structure and routine to her days with loss of motivation.”

- *“Victim of torture but has gone from being very wealthy and able to after torture and escape and helping family members start a new life, seeing his physical and mental health suffer and financially now crippled. Feels like he wants to die. He is under psychology. We need to find something that he will engage with used to love singing. If we can help with the legal stuff that would be a start.”*
- *“Bengali speaker + High Anxiety & Worsening BP + Struggling to engage with work, finding suitable Bengali psychological support”*
- *“Two parent family with 4 children age 8, 2 and 8 months and 11 months old twins. 1 bed flat. Children have no bedroom room of their own to sleep in or space for play and stimulation. In the past, I referred to a Charity where they were allocated an outreach worker, but somehow father informed me that he only made contact once or twice. Their father has significant health problems and the housing situation is adding further stress to family.”*
- *“I saw a patient today, her elderly father died recently and she is helping her mother and finding it hard. Her mother is probably low but won’t speak about it with anybody but since Delphine has been involved with her mother, the daughter tells me she is doing much better. The daughter has asked for counselling but the mother will not entertain anything to do with mental health but of course a social prescriber doesn’t have mental in the title! Thank you.”
GP in St Johns Wood and Maida Vale PCN.*

10. Patient case studies

Patient A

A is a 39-year-old asylum seeker who came to the UK from Iran. He was homeless, living in his sister's car at the time he was referred for social prescribing. The trauma service said that it would be difficult for him to engage with therapeutic support to deal with the torture he experienced due to his social stressors:

- *"Given his current social stressors, I anticipate he will struggle to engage with a) the assessment and b) the type of work we offer, which is very structured, memory-focused work. From recent notes I can see that he is highly distressed and suicidal about his homelessness, which sadly we aren't in a position to help him with. We will keep an eye on S1 notes and do our very best to engage him with assessment when the time comes, but he could certainly do with the CMHT's stabilizing support in the meantime".*

I connected A with a caseworker from the Refugee Advice Project, to help him manage the transition from having no recourse to public funds to gaining full entitlements. The

caseworker also supported him with housing and benefits issues. Together, we supported A to be placed in interim accommodation in Westminster, close to his sister. The psychologist updated that:

- *"That's excellent news on his housing! So pleased to hear it, and definitely increases the prospects of him being able to engage in some psychological work"*

Patient RJ

RJ's Progress

The Story –59 year old adult from France is an autistic person with ADHD and learning disability. Already been struggling to build meaningful relationships and the pandemic made him further go into isolation. No close family or friends around and felt lack of motivation to do anything. Has history of abuse and neglect as a child.

GP referred the patient to SP end of June 2020.

SP Initial Conversation July 2020

- *Wellbeing Chat calls from a volunteer.*
- *Walk in Regent's Park with someone.*
- *Considering volunteering again.*
- *Research about therapy dogs.*

The Outcome October 2020

- *A weekly call from a befriender on the Wellbeing Check in and Chat Service with whom RJ connected. RJ was not sure if he could build a meaningful relationship over the phone but this gave him a good experience and is willing to continue receiving calls from a befriender. He has been referred to One Westminster's Learning Disability Befriending Project.*
- *RJ was supported on a 1-1 basis by a staff member from an organisation called Sports for Confidence to walk/jog in Regent's Park. RJ is gently being introduced to other activities run by Sports for Confidence.*
- *RJ is due to start a 1-1 Health and Wellbeing Coaching offered for free by an experienced professional about to qualify. The Coach has experience of working with autistic people.*
- *RJ feels motivated to go for his volunteering at Oxfam now.*
- *Willing to support any Autism Awareness Trainings going on in the borough.*
- *Research on-going on the possibility of therapy dog.*

Current Update - RJ continues to be supported. Has a befriender who understands autism. A Needs Assessment is now being requested to Social Services and a referral to The Advocacy Project has been made for on-going support.

11. Recommendations from One Westminster

- Patients in the South Westminster PCN area are experiencing an unequal service in comparison to the rest of the borough. This is due to having the highest patient population but a PCN decision to have one Social Prescriber. A proposal to review this decision is recommended to ensure patients in the South get an equal offer as experienced by patients elsewhere.
- The VCS are champions of Social Prescriptions in the Borough and have had a positive impact on the lives of the residents who have had a social prescription. We can see the demand for the service growing and need especially from the fall out of the pandemic growing. Resourcing the VCS to ensure the funding follows the patients into the activities which prevent ill health and worsening ill health is vital. Will there be a time when there is nothing to socially prescribe patients to because the VCS has been stripped of its vital resources but not funded directly for social prescribing?
- Currently funding is only for the Social Prescribing Link Worker post. The managers post and the resources officer post is not funded through this. We would like to see this picked up and a positive change to recognise the infrastructure these posts provide within the service to ensure its viability.



Contact us:

Head of Social Prescribing

c.albert@onewestminster.org.uk

Social Prescribing Link Worker Team

<https://www.onewestminster.org.uk/contact-us>

One Westminster full team

info@onewestminster.org.uk

Website

www.onewestminster.org.uk

Appendix 1 – List of organisations used by Social Prescribers

List of Organisations used by Social Prescribers

- North Paddington Foods Bank
- Lateef Counselling
- National Careers Service
- The Abbey Centre
- Westminster Connects
- One Westminster Well Being Check in and [Chat](#)
- One Westminster Employment Support Program
- One Westminster Befriending Plus
- One Westminster Learning Disability Project
- Breathe Easy
- In Deep Community Task Force
- Age UK Westminster
- Age UK Camden
- Age UK Brent
- Open Age
- Citizens Advice Bureau Westminster
- Citizens Advice Bureau Brent
- Citizens Advice Bureau Camden
- Westminster Befriend a Family
- Family Lives
- Dementia Resource Centre
- Resonate Arts
- Asylum Aid
- Woman and Girls Network
- Mosaic Community Trust
- Shelter Westminster
- Shelter London wide
- Single Homeless Project
- Cardinal Hume Centre
- All Souls Club House
- Grand Junction
- Community Champions
- Dragon Hall in Covent Garden
- Butterfly Project – Hestia
- Sports for Confidence
- Edutain by Sport Westminster
- One You Westminster
- Green Doctor – Groundwork
- Outside Edge Theatre Company
- Westminster Libraries
- Westminster Home Library Service
- Art by Post – Southbank Centre
- Carers Network
- Brent Carers Centre
- Chinese Information Centre
- Paddington Development Trust – various projects
- Westminster Adult Education Services
- The Listening Place
- Westminster Talking Therapies
- Westbourne Park Family Centre
- Westbourne Park Food Pantry
- Abbey Centre Food Pantry
- Living Well CIC
- Everyone Active GP Referral Scheme
- Westminster Connects for Volunteering Opportunities
- The Advocacy Project
- Minds United - Football for Mental Health
- Calthorpe Community Garden
- Thrive – Therapeutic Gardening
- Good Gym
- MEWSO
- Westminster Council Local Payments
- Glasspool Charity
- Turn2Us
- Hyde Park Estate Trust Fund
- The Caravan
- Ready Tech Go
- Wavelength
- Bessborough Family Hub
- Learning Disability Network London – LDN London
- Rainbow family Centre – LDN London
- Parents Participation Group (SEN)
- Borrow a Wheelchair from British Red Cross
- Hopscotch Camden
- Greenhouse sports
- Spice London
- Al-Hassanya
- Midaye
- The Royal British Legion
- Deafplus service
- Brent Gateway Partnership
- The Ashford Place (Brent)
- The MP team (Karen Buck)
- Westminster Councilors
- Ability Net
- Westminster Chapel
- Home start Westminster
- Home start Camden
- The Passage
- Hammersmith Community Gardens Association
- The Clement James Centre
- Westminster MIND
- Food For All
- London Friends
- For Women
- BME Health Forum
- Z2K (Zacchaeus 2000 Trust)
- Blind Aid
- Royal national Institute for Blind and Partially Sighted people
- Zodiac Arts
- Trusell Trust Foodbanks
- London Writers network.
- Octavia Foundation
- Penfold Hub
- The Reader
- The Bookmark
- Christians Against Poverty
- Child Bereavement UK
- Cruse Bereavement
- Street Link
- St Mungo's
- The Choir with No Name – people affected by Homelessness
- Stonewall Housing
- Gay Outdoor Club
- Outcome – Islington Mind
- TurningPoint
- SASH – Sexual health Support In London
- Centre Point
- Mary Ward Legal Centre
- Young Westminster Foundation
- MBS
- CLYD
- Iranian Association
- The Marylebone Project
- Future Men
- KCSC
- Westend Community Trust
- Listening Books
- London Jesus Centre
- St Paul's Church Marylebone

Appendix 2: Imperial Student Research – October 2020

Service Users understanding of Social Prescribing and services offered.

Based on sample patients & sample organisations and full Social Prescription link Worker team

Social prescribing helped with:

- Mental health and wellbeing (e.g. depression and loneliness)
- Vulnerability to COVID
- Financial (benefits, debt, council tax)

Main services provided:

- Debt support
- Technology and communications support
- Social engagement (e.g. phone calls)
- Food support (bank and delivery)
- Mental health and therapy

Statistics

91% of service users had never heard of social prescribing before they were referred

100% of service users felt listened to and that their social prescriber looked into their concerns

100% of service users were surprised about the services available to the community

73% found services available to meet their specific needs

Service Users: overall impression

- **100%** would recommend social prescribing to another person in their position
- **64%** feel better able to cope with their situation after social prescribing
- The remaining **36%** feel somewhat better able to deal with their situation after social prescribing



Social Prescribers: attitudes toward social prescribing

- **+ves:**
 - Great connections between One Westminster and services and within the team
 - Fulfilling gaps within the community
 - Manager very supportive and involved
 - Great teamwork within SPs
 - “Best employers ever”
- **-ves:**
 - Relationship with primary care could be improved
 - More SPs & volunteers
 - More funding

awareness
community
funding
teamwork
network
connection

Community Entities – Areas for Improvement

Lack of Awareness	Each way between entities and Social Prescribers
Funding	Funding constraints still stand in the way of sustainable service provision in Westminster
Bureaucracy	Deters / prevents some patient engagement
Ideas about Social Prescribing	Sometimes “sold as the solution to everything”

Appendix 3: Social Prescriber profiles

Concia Albert – Head of Social Prescribing

Concia has a wealth of experience in the voluntary and community sector in Westminster and is rooted in both infrastructure organisations and delivery VCS organisations.

Concia has worked in the borough of Westminster as a volunteer and employee for 15 years. She is committed to seeing residents in the borough reduce their health inequalities and given the opportunity to be active citizens in their life choices regardless of their starting point in life. She has served in many different capacities including, trusteeships, school boards, active political party campaigning and embedded herself in to community life, whether it is serving on a community fair stall or litter picking along the canal. Concia has a degree in Social Policy with Sociology. This was inclusive of an Erasmus student exchange in and a yearlong placement shadowing the CEO of a Tenants management organisation in Hackney.

Her commitment to the resident's health and wellbeing in the borough of Westminster is unwavering. Two years ahead of Social Prescribing arriving in the borough of Westminster, Concia was instrumental in the setup of its structure and advocating for One Westminster to be in the best position to host the Social Prescribing offer with a clear plan on what an exceptional service to Westminster residents should look like. These were both achieved and with foresight the aim is to continue to strengthen the team using servant leadership skills to ensure they are empowered to give patients the best service when they approach. One of her proudest moments in the past year is to set up and run the initial Wellbeing Check-in and Chat service which meant a pivot from all of the plans which were laid out for social prescription as the service began at the beginning of the pandemic. Training a team, building a service and supporting 100's of Westminster residents who were experiencing different aspects of vulnerabilities as a direct relation to the pandemic.

Her previous Health and Wellbeing role in the Organisation support team meant Concia entered the role as Head of Social Prescribing with the additional benefit of knowing and understanding the VCS in Westminster through the work she did in the team. These included capacity building, running and setting up the Health and Wellbeing Network and being part of the voice and vehicle for the VCS in Westminster in the statutory sector and NHS.

Kateryn Florez – West End and Marylebone PCN

Kat has found in Social Prescribing the opportunity to pursue a vocation where she can use her passion for making a difference in people's lives as well as her skills and qualifications. She is at her best when having coaching conversations with people to help them have insight about a better life and support them to create action plans to work towards a more fulfilled version of themselves. Kat has a BSc in Psychology and a MSc in Transcultural Mental Health Care. She is also a certified Personal Performance Coach, Neuro Linguistic Practitioner and have recently acquired a professional diploma in Systemic Family Psychotherapy. She has 15 years of experience working in the charity sector, managing programs to support vulnerable

children and their families; coaching young people, people with learning disabilities and coordinating projects and activities for the benefit of the local community. Kat enjoys working with patients, offering them the time to think and talk about what matters to them and supporting them to create and achieve their outcomes to improve their health and well-being. In her free time Kat reads, sings, dances and bakes.

Eshita Unadkat – West End & Marylebone PCN

Eshita is a gentle soul. However, when her passions for fairness is ignited, she defaults to thoughtful assertive empathy as she connects with the hearts of others in the midst of their difficulty. Her career started as Job Coach, supporting and empowering people with Learning Disabilities/Difficulties into Employment. She devised an award-winning supported employment programme called ‘Mini Jobs’ which is successfully running for 9 years at City of Westminster College.

This was opened up avenues which lead to her teaching career in Further Education where she qualified as a Maths Subject Specialist, based on her Masters Qualification in Financial Economics. Her keen interest in dyscalculia led her to develop her action research on using competitive and interactive Maths Games in the classroom for a year. This was a great success and turned into one of the College’s Support Experiments.

After 9 years of classroom teaching, Eshita moved into tutoring on a one-to-one basis but her passion for getting involved in the wider aspects of society saw Eshita take on a part-time job as DBS Project Officer in the Charity Sector alongside her tutoring, completely oblivious where this path would lead her next. DBS has always been a complicated and uninteresting subject to many but Eshita’s way of turning a difficulty in to an opportunity took flight as she turned the DBS into an interactive and exciting opportunity for participants. One participant wrote, ‘I was nervous before coming to this training. You made it so simple that I now feel confident to carry out checks for my organisation’.

A second part-time role was opened up for her in the team that supports Corporates with employee-volunteering. Her role was to connect with charities and collate information regarding volunteering or sponsorship support. This was shared with the Corporate Partners.

Regents Health PCN

Amina Begum

Amina is deeply passion about advocating for community cohesion and empowering people to bring about positive changes wherever they are. She is qualified in Advice and Community Development at degree level and is currently undertaking a Community Development and Public Policy degree in the evenings. Amina takes a particular interest in nature and likes to understand how people interact with the space they have around them. The focus of Amina’s working career has been in community work in the voluntary sector. Amina’s aim is to deepen these roots in her role as a Social Prescribing Link Worker.

Najla El-Busefi

Najla has obtained AAT (Association of Accounting Technicians) qualification in Professional Diploma in Accounting Full member (MAAT)

Although her qualification is in finance, she has always enjoyed meeting and connecting with people from different walks of life. Living and working in Westminster for many years experiencing diversity through different cultures has enriched her life and has given her the opportunity to create fun-filled experiences working in supporting Adults with Learning Disabilities volunteering in their community, who have complex social needs and more vulnerable as a result of disability and exclusion.

She receives job satisfaction from empowering others. Her overriding strengths are problem solving, being an active team player, passionate and driven by set goals and she has a strong sense of empathy. Najla spends her free time reading and meditating.

South Westminster PCN

Alexandra Hernandez

Alexandra spent several years working within the borough's VCS delivering front line work, brokering and managing relationships in corporate volunteering and dealing directly with the community.

After being part of the Covid-19 emergency response service and discovering how rewarding it feels to directly support someone and oversee the outcome, she embarked on the journey to become a Social Prescribing Link Worker. Alexandra finds the reward in getting the opportunity to interact and make a difference to someone else's wellbeing through social prescribing interventions.

Alexandra's degree is in Business and Tourism management. She chose this field because she saw it as an opportunity to make people happy and is thrilled the transferable skills from this field coupled with her work in corporate volunteering in Westminster made her a suitable candidate for the role. Alexandra is a natural critical thinker and problem solver; she is empathetic and isn't easily phased by difficulties. Her emotional intelligence and adaptability were also draws which made her stand out in the pursuit to become a Social Prescribing Link Worker. In her down time Alexandra enjoys reading books that feed her soul and have a focus on wellbeing.

St. John's Wood & Maida Vale PCN

Delphine Bernede

Eight years ago, Delphine arrived in London from France to spend one month, she was so drawn to the city, she didn't return to France as she had found a new place to call home. Delphine loves a challenge and courage is the virtue that she values the most in life. Delphine is passionate about people, and it is from this passion she combined a degree in Special Educational Needs (SEN) and a diploma in Therapeutic

Counselling. Delphine champions the positive effects of Yoga and meditation, as well as exploring alternative plant-based remedies. She finds these bring joy and clarity to her life, whilst connecting with others and supporting people brings her meaning to life.

Delphine worked as a qualified Social Worker whilst living in France.

Lorraine Johnson

Lorraine joined the Social Prescribing team in February 2021.

After qualifying as a Nursing Associate in the NHS, she gained clinical nursing skills and decided to focus on addressing health inequalities and health improvement.

Prior to nursing, Lorraine had an extensive history supporting homeless people in Westminster where she was able to use her skills to form trusting relationships where vulnerable people could transition from chaotic periods in their life to a life of stability and hope.

She brings to the role passion for making change, addressing health inequalities and empowering people to take charge of their own health. Past experiences have taught her that a person's environment and surroundings have a great impact on a person's health.

With a deep belief that mind, body and spirit relate to health, she recognises the importance of establishing human connection and exploring nature.

Lorraine is excited to work in Social Prescription and sees this as a real chance to work together as part of a multi-disciplinary team within the PCNs to offer patients holistic care, leading to improvement in population health. She believes Westminster has wonderful resources available to reach all areas of the community, including those living in deprived conditions within the borough.

She strongly believes health should be equal for all.

Vivien Davidhazy – Social Prescribing Resources Officer

Vivien has over 13 years' experience volunteering and working in the community particularly with migrant and refugee communities in Westminster. She will be joining the Westminster Social Prescribing team alongside her communications role at the BME Health Forum and hopes to bring her wealth of experience and links to all the community has to offer residents to support their health and wellbeing in her role as the Social Prescribing Resources Officer.

Vivien worked for a few months as a Social Prescriber providing cover during the covid 19 pandemic which puts her at a great understanding in being a good support to the resources the team needs and upkeep the quality of these because she has some insight of the Social Prescribing Link Worker role on the inside.

Grace Thomas – Mental Health Social Prescriber South Westminster Hub

Grace graduated with first class honours in BA Sociology. During her time at university, she undertook a year-long volunteering role as Disability Coordinator specialising in Disability and Mental Health, which involved advocating for students as well as empowering them to improve their university experience. Grace has a special interest

in mental health and chronic illness and is passionate about preventative and trauma-informed approaches which help people feel empowered when it comes to their health care.

Sarah Jowett - Mental Health Social Prescriber North Westminster Hub

Sarah is passionate about challenging inequality and has dedicated her career to supporting the practical and emotional needs of others; empowering people to lead happy, healthy and fulfilling lives. She has a wealth of experience in the voluntary and community sector and has supported communities across London and the North of England in various professional and voluntary roles. Her professional experience includes assisting a multidisciplinary team of social workers and psychologists at the NSPCC and working to support judges and legal professionals in the Family Court. Working as a Research Assistant to support charities in Yorkshire, Sarah has gained experience conducting qualitative research into the mental and physical health of communities; organising and conducting interviews for various projects, including research commissioned by Wakefield Public Health. Sarah has also dedicated her time to a number of voluntary roles and has provided one-to-one support and group work with a diverse range of individuals in relation to health, employment and education. Her roles include working as a Creative Writing Mentor with The Ministry of Stories, a Young Adult's HIV Programme volunteer with Body and Soul Charity, and an online Crisis Counsellor for SHOUT. She has also had the opportunity to coordinate and assist other volunteers; determining and communicating roles, updating schedules and keeping track of attendance and training. Supplementing her professional experience, Sarah has achieved a Master of Science Degree in Psychology. This academic grounding provides her with an invaluable theoretical understanding of the relationship between the social, economic and environmental factors which impact on people's health. Moreover, Sarah has gained a Foundation in Counselling Skills and Studies which has equipped her with the skills to listen and attend the needs of individuals. Sarah believes in a holistic approach to health and wellbeing and believes that we are better able to empower people when we have a genuine understanding of their individual needs, experiences and interests, as well as their wider networks and communities.