

Social Prescribing in Hertfordshire

Connecting People
for Health and Wellbeing

Tim Anfilogoff
Dr Marie-Anne Essam
Paul O'Hare

What problems were we trying to solve?

- 2011 ***HertsHelp*** commissioned – to improve information and advice (quality and accessibility)
- 2014 ***HertsHelp*** wanting ‘local face’
 - ‘*Reverse care law*’ (most accessible to people with least need)
 - GPs wanting ‘fixers’ to reduce pressure
 - Commissioners wanting more integration (Better Care Fund)
 - Public Health commissioning local arts and exercise pilots
 - Carers’ champions in primary care

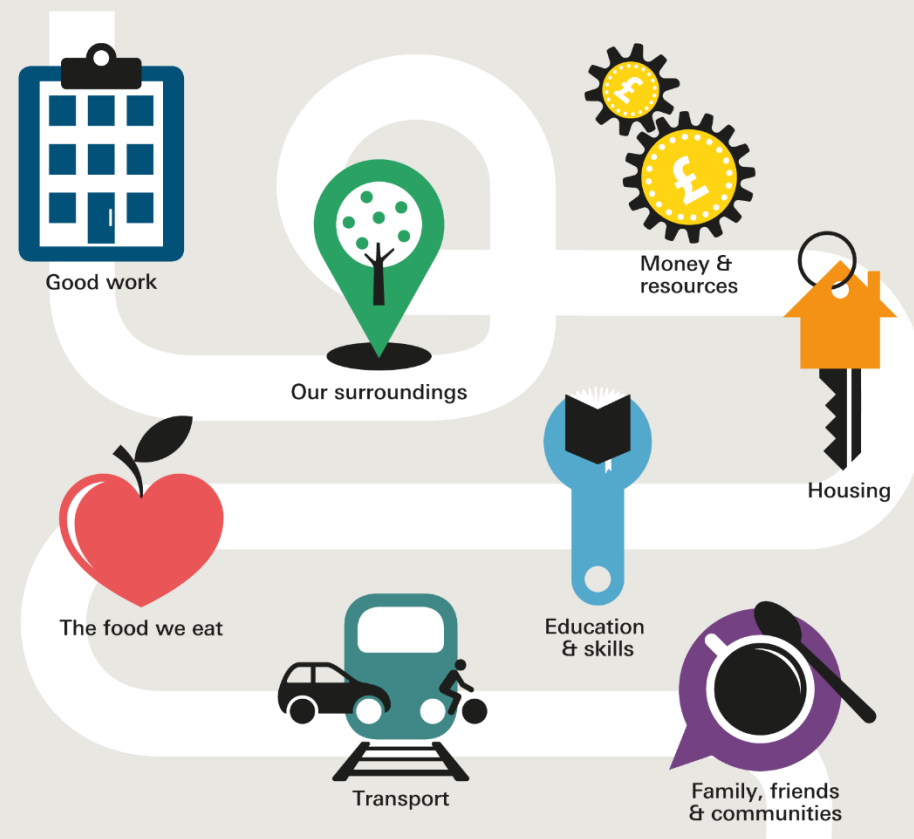
- 20% of GP face to Face time spent on non-medical issues...
- NHS small player in determining health...
- **NB:** We didn't know language of SP – but we were doing it...

What makes us healthy?

AS LITTLE AS

10% of a population's health and wellbeing is linked to access to health care.

We need to look at the bigger picture:

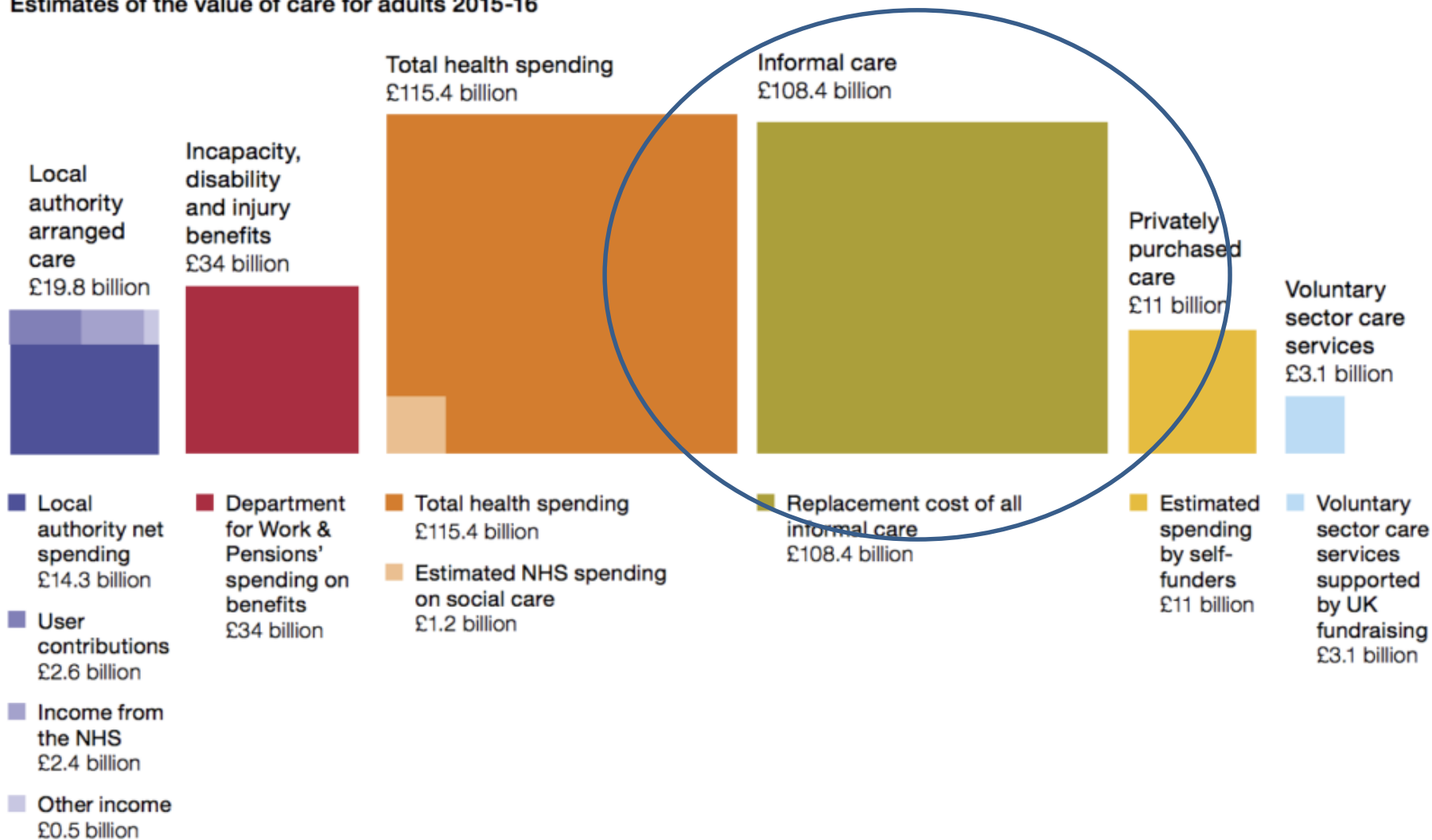


But the picture isn't the same for everyone.

The healthy life expectancy gap between the most and least deprived areas in the UK is: **19** YEARS

How big is formal care?

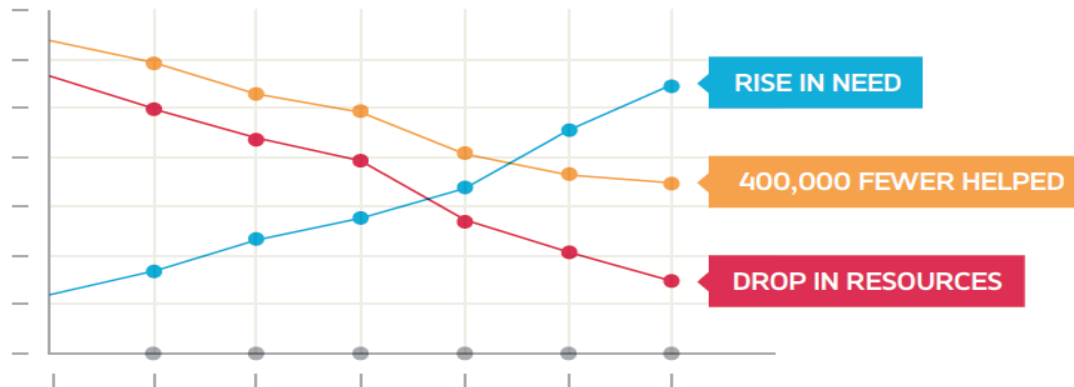
Estimates of the value of care for adults 2015-16



How does carer health compare to general population?

- **2 x** as likely to suffer poor health (NHS Plan 2019)
- **7 x** as lonely <https://inews.co.uk/news/uk/carers-week-2019-unpaid-carers-suffering-loneliness-epidemic/>
- Carers (aged 25 – 34) **2 x** as likely to have severe or extreme anxiety/depression; carers (45 – 54) **2 x** as likely to be in pain/discomfort (National GP Survey 2018)
- Strained carers more likely to die than non-carers
- 23% ↑ risk of stroke in spousal carers experiencing strain
- Self-identified health problems (HVCCG primary care survey, 2016): musculoskeletal (53%) stress (41%) depression (35%)
- Caring linked to ↑ risk of depressive and anxiety disorders and suicidal ideation *independent* of other life stressors

Association of Directors of Adults Social Services



Fall in Resources

As we all live longer - more people need care and support but resources have fallen by 26% since 2010. As a result social care helps 400,000 fewer people and only those with substantial and critical need.

Engaging the Voluntary Sector

- Build on ***HertsHelp*** infrastructure
- Navigators will not do anyone else's job
- They would support and co-ordinate, engaging the community - and 'experts' if needed
- 4 West Herts events to discuss model (April 2014)
- 4 local events across West Herts (June 2014)
- Following engagement published specification and invited bids (July 2014)
- First cases, November 2014

So how did it work?

HertsHelp Offer

- ✓ **Web** – Hertshelp.net
- ✓ **Text** – HertsHelp to 81025
- ✓ **Email** – info@hertshelp.net
- ✓ **Skype** - HertsHelp
- ✓ **Minicom** on 0300 456 2364
- ✓ **Fax** 0300 456 2365
- ✓ **Telephone** 0300 1234 044 or **Text** HertsHelp to 81025
- ✓ **Face to Face advice** – arrange on 0300 1234 044
- ✓ **Advocacy** – via professional referral
- ✓ **Communication Toolkit** - BSL, Makaton, Braille Service



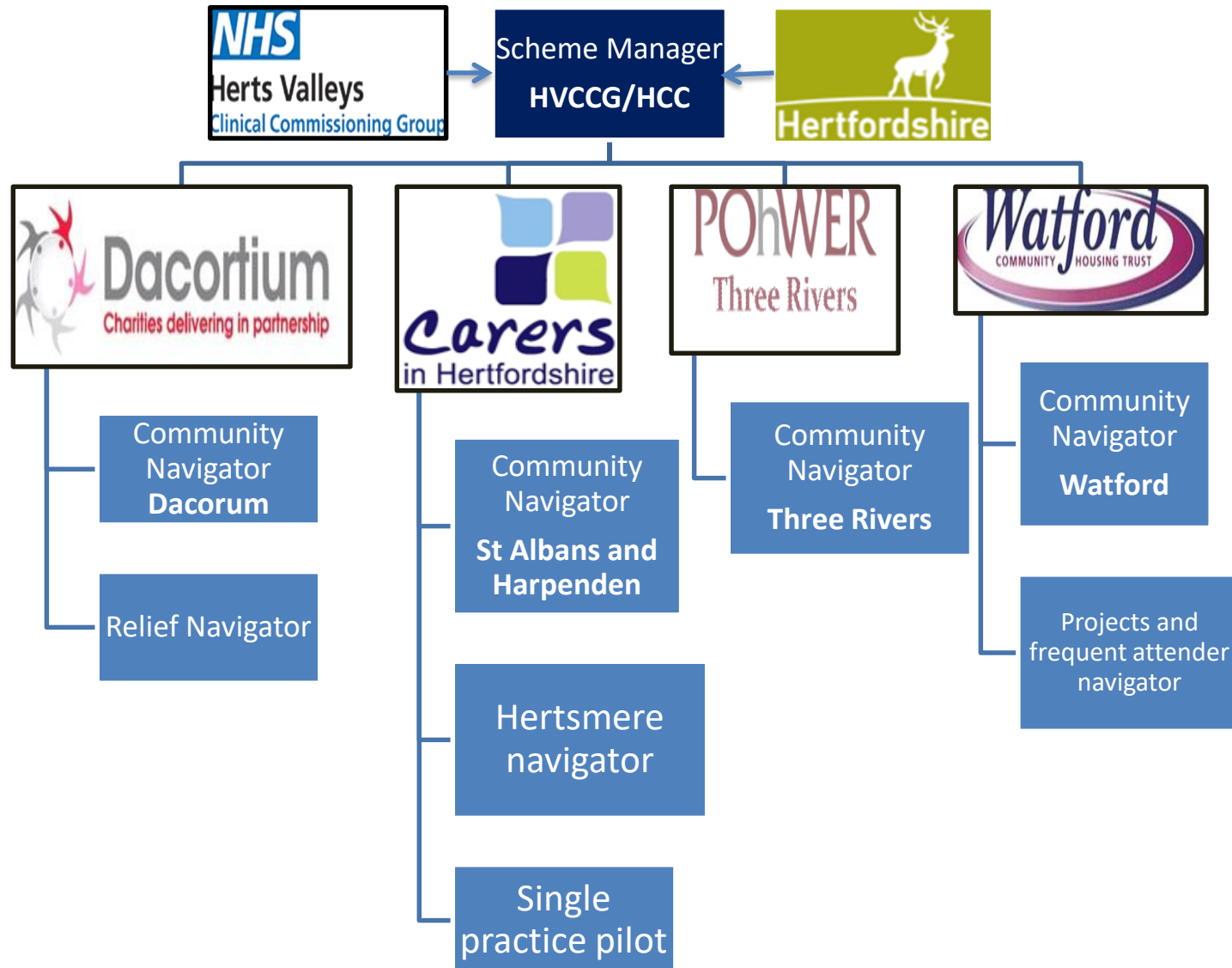
0300 1234 044



Easy to read



Scheme (as at September 2016)



The Good News (Hertfordshire)

- There *is* support out there
- It is getting easier to find
www.hertsdirect.org
- **3,662** contacts per month
- *In September 2018 triaged people to **149 different organisations***
- *Community Navigators provide **HertsHelp** information face to face to people who need more support/motivation (nudge?)*



Role in Integration

Community Navigator Scheme, April 2016 – Feb 2017

- **1,978** referrals
- 52% from GP surgeries
- 24% from Social Care
- 7% from *Herts**Help*** (ie clear they need face to face support)
- Also: voluntaries, housing services, neighbourhood policing, rapid response, Community NHS Trust....
- **NB Navigator role on Multi-Specialty Teams**



Joining the National Debate

- Presented to RCGP conference (October 2015) on community navigators – met with SP Network
- Joined national SP Steering Group January 2016
- *Highly Commended, HSJ Awards (Community Health Services Redesign) 2016*
- *High Sheriff's Award (Partnership Working), 2017*

Making sense of Social Prescribing



This document is only compatible with adobe acrobat and some elements will not display/function correctly whilst using other pdf views



[Click here to download the latest version](#)

The document has been designed to be viewed electronically and may not print out correctly. If you would like a plain text version please visit the [University of Westminster's website](#)

<http://westminsterresearch.wmin.ac.uk/19629/>

Evaluation Data

A review of the evidence assessing impact of social prescribing on healthcare demand and cost implications

Polley, M., Bertotti, M., Kimberlee, R., Pilkington, K., and Refsum, C.

[**http://westminsterresearch.wmin.ac.uk/19629/**](http://westminsterresearch.wmin.ac.uk/19629/)



Integrating and Forming the Hospital and Community Navigation Service (HCNS)

A County-wide Hospital Discharge &
Social Prescribing Service



What is the service?

- Funded by Herts County Council, East and North CCG and Herts Valleys CCG
- Integration of three pre-existing services
 - Home and Hospital Support
 - Community Navigators
 - Herts Help in the Home
- Being delivered in partnership by seven voluntary sector organisations
- Service to work with 750 - 1000 service users per month

Challenges & Solutions

- Joint commissioning
- Forming a new partnership - Trust
- Staff Buy-In – Change Management
- Structure - Forming locality Teams/Matrix management
- Spreading the message - Comms
- 3 Referral Routes – HertsHelp/Urgent
- 3 Systems & 3 way Reporting – shared system
- Key – Joined up Vision, shared values, clear operating models

Presence

- Hospital Based Teams
- Community Navigator clinics in GP surgeries
- Community Navigator clinics for social work teams
- Mental Health Projects
- MST'S. MDT's
- Health & Wellbeing Board Meetings
- Housing
- Building on community partnerships

Scheme as at May 2019



The NHS Plan

Personalised care and
social prescribing in the
NHS Long Term Plan



- Part of ‘personalisation’ agenda
- 1,000+ new (and ‘additional’) SP workers for England, funded at 100% for 5 years
- One per Primary Care Network (exist from **mid May**)
- Plan (in partnership with LA and volsec) led by CCG must be in place by **end June**
- Money on stream from **1 July**
- BMA and NHSE agree: *‘Emerging practice suggests that many networks may choose to fund a local voluntary sector organisation to employ the link workers and run the service of behalf of the network.’*

HVCCG Strategy

- **March** spoke at target events with GPs about NHSE Summary Guide and our intentions
- **April** engagements (x 2) with Voluntary Sector (60+ volorgs attended)
- **May** wrote to PCNs with offer of strategic support
- **As at 23 June** 13/16 PCNs interested in working with volorgs as hosts of their LWs (only one definitely 'going it alone')
- Volorgs applying to take part by **end June**
- Meanwhile, STP has adopted a vision and the *Hospital and Community Navigator scheme* has designed new operating model which allows full integration

NO WRONG DOOR

C
O
M
P
L
E
X
I
T
Y



Skilled Triage

**Holistic Face to Face
Link Worker Social Prescribing
(Community Navigators)**

Light to Medium SP
(Supported signposting, volunteer
social prescribing, complex end of
HertsHelp telephone service)

Signposting (Active Signposting in primary
care, direct access to ***HertsHelp***,
HertsDirect, Libraries, voluntary groups,
District Council front of house... - for those
who can manage themselves)

