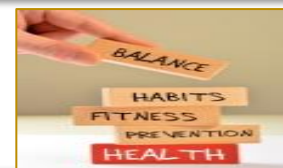
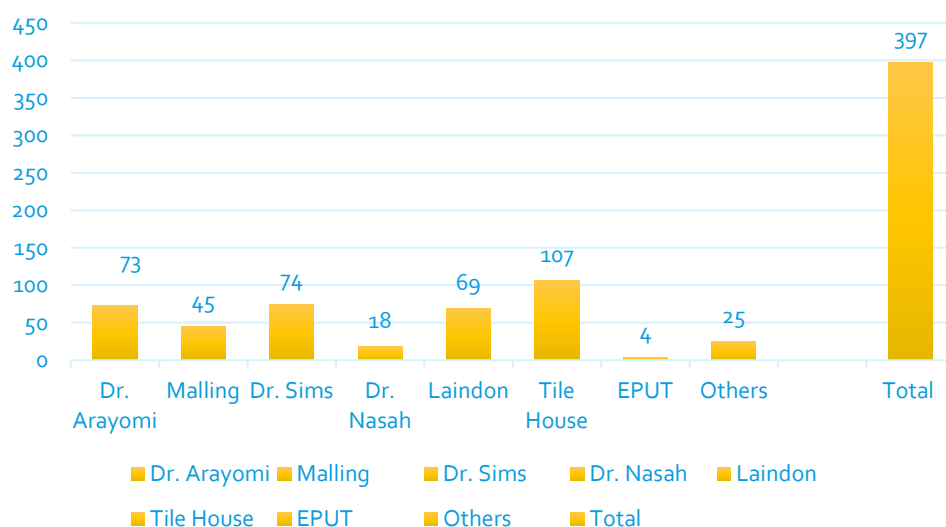


WELCOME TO THE LATEST EDITION OF OUR MONTHLY NEWSLETTER FOR THE SOCIAL PRESCRIBING PROGRAMME
ISSUE NO. 16



Referrals - August 2017



We received a positive number of referrals over the Summer months and these have increased from the same period last year.

We are working with the practices to increase uptake wherever possible by attending staff meetings at Surgeries, Patient Reference Groups as well as regular meetings with the Clinical Commissioning Group.

Introducing Care Navigators

A Care Navigation Service is being launched in Basildon and Brentwood to help navigate people to the help and support they need to live well. Many people make an appointment to see their doctor when really the GP isn't the best person to see. That's often because there are non-medical issues affecting a patient's wellbeing and health such as loneliness, bereavement, lifestyle management or a need for advice on housing, welfare benefits and statutory services.

Care Navigators who actively signpost people to sources of help and support in their local community, means patients get the right care at the right time.

There are fewer unnecessary GP appointments which helps ease the pressure on GPs and frees up more GP time for patients who really need to see their doctor.

The Basildon and Brentwood Care Navigator Partnership is commissioned by Basildon and Brentwood Clinical Commissioning Group, Public Health and Essex County Council.

It builds on the work already undertaken by the Social Prescribing Navigator Service - previously available in some GP practices – and bring the benefits and opportunities of social prescribing to the wider population of Basildon and Brentwood.

SOCIAL PRESCRIBING

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Social prescribing is non-medical advice that puts people in touch with sources of support in their communities such as exercise groups, local advice on housing, welfare and support services, social activities and volunteering opportunities.

On contacting the service, trained Care Navigators will support and guide the patient to the service/s which best suits their needs.

You can contact this service from 8am-8pm from Monday to Friday via telephone on 0300 303 9988





Many people will go to their GP at times like this, while a GP will help with their clinical needs, a patient, carer or client might also need some help with a social need and reducing social isolation.

Care navigation helps with this; finding the right route to the services and support that can help. This is sometimes referred to as 'social prescribing'.

Referrals can be made through a Health or Social Care Professional.

Each GP Practice in South West Essex has access to Care Navigation. Care Navigators and trained volunteers will:

- > meet with your patient, client or carer at their home or any other place where they feel comfortable
- > talk to your patient, client or carer about the help they need and how that can be provided.

The Basildon and Brentwood Care Navigation Partnership is a scheme commissioned by Basildon and Brentwood CCG, Public Health and Essex County Council and is a partnership with Community Agents and Provide's Lifestyle Service.








Basildon and Brentwood Care Navigation Partnership provides a free and impartial service to anyone in South West Essex (over the age of 18) looking for help with things that might be affecting their wellbeing and health.

The Service operates from 8am to 8pm five days per week

If you are a Health or Social Care Professional and this could help you please call 0300 303 9988 or email basildonbrentwood.carenavigation@nhs.net

CASE STUDY

Referred by: Dr Omani/Yvonne Care Coordinator
Referred for: LTC, Social Activities, Financial Advice
Married Female Age 61

Client has complex health issues: Insulin Dependent Type 1 Diabetes, Fibromyalgia, Multiple Sclerosis, Rheumatoid Arthritis, Spondylitis, Long Term Asthma and Cataracts. Borderline Parkinson. Prescribed Morphine for constant pain.

Client uses walking frame and wheelchair indoors. Uses electric scooter to get around outdoors.

Client's Husband is her full time Carer. Client receives support from Adult Social Care, with an individual that comes to her house to sit with her, this enables her Husband to socialise and spend some time other than caring for her.

Client has concerns about her benefits being withdrawn as the DLA she receives is now changing to Personal Independence Payment. Client's husband receives a Carers allowance.

Her husband has accrued credit card debts and this is adding worries and stress to their daily lives.

Short Term Goal: Appointment arranged with to deal with benefit application
Long Term Goal: Conclude debt situation which is dependent upon benefit decision
Risks/Barriers: Non continuation of benefits

Follow-up: Call client following appointment with DIAL and Step-Change (Debt Charity)

Outcome: Clients have appealed their PIP decision with aid of DIAL and they were granted PIP entitlement. They have engaged with Step-Change, who have approached clients debtors and agreed a payment plan which renders the clients better off financially as payments are lower than they had been making.

Clients very happy with service and have extended their thanks to Social Prescribing for the on-going support and encouragement which enabled them to face up to their financial debt, after 13 years of trying to manage it. With the PIP awarded and reduced debt payments, they say they are delighted they have extra funds each month to have a day out either with family or friends and enjoy getting out and the change of scenery/environment.



Essex residents can learn how to better understand and manage their long term health conditions by reading books endorsed by medical experts, rather than turning to Google. Essex Libraries, working in partnership with the Reading Agency and Society of Chief Librarians, has launched a new strand of the acclaimed Reading Well Books on Prescription programme. The books will help support people living with long term conditions such as arthritis, bowel conditions, diabetes, heart disease, asthma and stroke, as well as common symptoms including pain and fatigue.

Backed by Public Health England, the Royal College of General Practitioners and the National Association of Primary Care, as well as other key partners, it is hoped the book programme will help up to 26 million in the country living with a long-term illness. Long term conditions account for 50% of GP appointments and 70% of hospital bed days.

The collections are available from Monday, 3 July from Basildon, Billericay and Wickford Libraries. For more information, visit readingagency.org.uk

Need help and information managing Type 2 diabetes?

Free one day event run by Diabetes UK at
Basildon Sporting Village, Gloucester Park North, Cranes Farm Road, Basildon SS14 3GR
29 September 2017, 9.30am–4pm
Book today – places are limited.
01268 594350
bbccg.contact@nhs.net
www.eventbrite.co.uk/e/basildon-living-with-diabetes-day-tickets-36712778910



As most of you are aware DIAL was forced to move from their offices in Basildon in April due to a lack of funding and relocated to Crown House in Grays where they offered a reduced service. Due to lack of space and the demand for the service growing they have moved again. From 1st August DIAL is now located in Grays although help people from all areas of South Essex.

DIAL is an information and advice line for disabled people and anybody with a problem connected to disability. They advise on aspects of disability related problems, conduct benefit checks, help people to complete benefit application forms and advise and help with challenging benefit decisions including Mandatory Reconsiderations and Appeals.

Opening hours: 10am to 3pm Monday, Tuesday, Wednesday and Friday - closed to the public on Thursdays. Please note that at this time they can no longer conduct home visits or hold outreach surgeries.

They have been awarded funding for two new projects which start in September: Project One involves holding specialist workshops alternating between Money Management/Debt, Online Benefit Applications, IT for health, appointments and internet use and Developing CV's and Job Search online. Drop in sessions will be held at various locations to use computers for those people who do not have one or are unsure how to use a computer to make benefit claims/access the internet, with support when necessary, and to receive general advice.

Project Two is called "Coming Together" and will engage volunteers to deliver social activities which will facilitate access to advice, information, training, social networking and community support. "Coming Together" begins as a social activity which acts as a 'gateway' to access formal support. The aim is to get people to support each other in their own local community with back up from DIAL as and when required.

If you would like to volunteer for DIAL either in the office or on one of the above projects please contact DIAL:

Tel: 0333 366 1045

Mobile/Text: 07786 088538/07826 902087

Email: enquiries@dialbasildon.co.uk

Web: www.dialbasildon.co.uk



