



**CONNECT
for health**

Being Well Together



**Ipswich and East Suffolk
Clinical Commissioning Group**

Social Prescribing Special edition

In this newsletter, we aim to debunk the myths and let you know what we are doing in Ipswich and east Suffolk

What is Social Prescribing?

Social prescribing enables GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services.

NHS England describes social prescribing as “enabling all local agencies to refer people to a link worker”. Link workers - known locally as Community Connectors - give people time and focus on what matters to the person as identified through shared decision making or personalised care and support planning. They connect people to community groups and agencies for practical and emotional support.

Social prescribing particularly works for a wide range of people, including those:

- with one or more long-term conditions,
- who need support with their mental health,
- who are lonely or isolated,
- who have complex social needs which affect their wellbeing.



Dr Dean says...

Dr Dean Dorsett (pictured) is the Social Prescribing lead for the NHS Ipswich & East Suffolk Clinical Commissioning Group. He explains more about what social prescribing is and the local Connect for Health scheme:



“Your GP isn’t the only person who can help you feel better. Taking care of your health involves more than just medicine, and Connect for Health can provide specialist support for non-medical issues that adversely affect people’s health.

“Our community connectors can spend time with you exploring what activities or what support could help improve your health and wellbeing.

“You can talk to them in confidence and they will be able to give practical, helpful, non-judgemental advice on a whole host of issues.

“They will be able to help you meet new people and make new friends, access new opportunities, learn new skills and lead healthier and fitter lifestyles.

“This in turn will enable our GPs to devote their time to the patients who need help with actual medical problems.”

NHS England’s Ten High Impact Actions

Social prescribing is one of the Ten High Impact Actions that has been identified by NHS England as improving quality of life for patients and carers.

The [NHS Long Term Plan](https://www.longtermplan.nhs.uk) details the NHS’ commitment to social prescribing. Over 1,000 trained social prescribing link workers will be in place by the end of 2020/21 rising further by 2023/24, with the aim that over 90,000 people are able to be referred to social prescribing schemes by then. **#NHSLongTermPlan**

**NHS Long
Term Plan**

www.longtermplan.nhs.uk

#NHSLongTermPlan



Where Ipswich and East Suffolk CCG started on the journey to social prescribing

Back in February 2018, a workshop was held, which involved amongst others, GPs, Ipswich Hospital staff, CCG staff, Suffolk Community Foundation Trust, Suffolk County Council and patient representation.

Initial conversations centred on the benefits of social prescribing in health improvement and how Ipswich could be a pilot area to implement a social prescribing programme. Discussions concentrated on the resources required, funding, monitoring and leadership and management of the programme.

Following this preliminary workshop, a social prescribing steering group was established. Stakeholders met regularly as part of this group to create a business case and plan for Ipswich. This Steering group continues and now oversees social prescribing programmes in Ipswich and east Suffolk, with representation from local councils, community health, adult social care, voluntary sector organisations, patients, GP practices as well as CCG staff.

In February 2019, the first GP Practice in Ipswich to introduce social prescribing under the Connect for Health programme started at Burlington Primary Care. By September 2019, all GP practices in Ipswich will have their own Connect for Health social prescriber.



Pictured: the team at Burlington Road Practice cutting the ribbon to commence Connect for Health in the Practice in February.

Case Study

A client was seen at Deben Road Surgery. He has dyslexia and mental health issues, which are being compounded by issues to do with access to his children, who live with their mother and who he has rarely seen since 2016.

The Community Connector discussed how to assist him and he has requested help to find a creative writing & or a basic (grammar based) English course.

The client said that since his Connect for Health appointment he feels that 'things have moved on' and that talking about his issues made him feel better and more able to start to find solutions.

He said several times how he appreciated the help he had received so far and that talking to the Community Connector helped him to somehow 'order' things and move forward.

He commented that since his Connect for health appointment he has had some very positive news and secured a research-based position with a 'well-renowned' author. This is not a paid position but it will provide invaluable experience in a field that he is interested and would like to gain future employment in.

How Patient Participation Groups have already got behind Social prescribing

Framfield House Surgery, Woodbridge
Dr Taylor & Partners, Woodbridge



Social Prescribing

Linking you with sources of non-clinical support within your community to help improve your health and well-being

Social Prescribing is designed to support you with a wide range of social, emotional or practical needs to focus on improving your mental health and physical well-being. Those who could benefit from social prescribing schemes include people with mild or long term mental health conditions, vulnerable groups, people who are socially isolated, and those who frequently attend either their GP practice or local hospital.

Check at your local library or online to find groups and activities near to you. These include:

Rambling • Photography • Painting
Book Club • allotments • Knit & Natter
Languages • Singing • Lip Reading
Sign Language • Volunteering
Luncheon Clubs • Diabetes Support
Befriending • Conservation • Yoga
Bird Watching • Using the Internet
Keep Fit • Friends of Museums
Patient Participation Group

There is such a lot on offer in and around Woodbridge.



This poster is provided by the Patient Participation Groups of:
Framfield House Surgery, Ipswich Road, Woodbridge IP12 4FD
Dr Taylor & Partners, Little St Johns Street, Woodbridge IP12 1EE
Funded from County Cllr Caroline Page's Locality Budget
Supported by NHS Ipswich and East Suffolk Clinical Commissioning Group

Back in March 2018, PPG Members at Framfield House Surgery and Little St John Street Surgery, Woodbridge created a leaflet to explain more about Social Prescribing and local groups and activities in the area (pictured, left), which was delivered to local people.

The Church Farm Surgery in Aldeburgh are involved with the 'help yourself to health group' which has been developed following conversations with a number of individuals and organisations in the area, such as Church Farm Surgery PPG, Aldeburgh Good Neighbours Scheme, the library, hospital, a gardening group and other community groups.

The informal group come together to have collaborative conversations centred on "what is needed locally?" within the diverse population of Aldeburgh and surrounding villages. There are two areas that the group are focusing on, which include social isolation and loneliness and how to support social prescribing.

The group has worked with the parish nurse in the library, who six months ago set up Friendship Fridays where residents can meet up for coffee, cake and board games. Other areas the group have been involved in include supporting healthy information for the local community and health walk training. It is hoped that health education talks can be included in the future.

Connect for Health Branding

In January 2019, CCG staff and three patient representatives came together to look at the branding of social prescribing in Ipswich and east Suffolk.

After much discussion, 'Connect for Health' was put forward as the overarching name for the programme. It was felt that this encompassed the role of the programme: to connect people with their communities and with services to help them improve their overall health and wellbeing. 'Being well together' was the strapline to reflect the new joint way of working.

Members of the social prescribing steering group agreed the name for the programme and set up a working party to develop the branding materials. These include leaflets, roll-up banners, appointment cards and postcards.

Connect for Health East Suffolk

The Connect for Health social prescribing programme funded by the CCG and Alliance partners (pictured) is taking shape in east Suffolk.

The providers of the service are currently asset mapping local clubs, societies and organisations within each Integrated Neighbourhood Team (INT) area. It is anticipated that all areas will go live for referrals in August 2019. Referrals can be made directly or via another agent such as GP or social care. The providers are:

- In Eye and North West INT, Stowmarket INT and South Rural INT – **Suffolk Family Carers**
- In Saxmundham and North East INT and Felixstowe INT – **Access Community Trust**
- In Woodbridge INT – **The Shaw Trust**

How will Connect for Health work?

Individuals referring to Connect for health can have one or more 45 minute appointments with a non-clinically trained Community Connector. They will work with each individual to create a personalised plan of support based on their skills, strengths and area of need. This may include support for loneliness and isolation and individuals may be introduced to befriending groups, clubs or activities.

Other support may include advice on welfare benefits, financial issues, employment, training or volunteering opportunities.

How do I get an appointment with a Community Connector?

There will be a community connector based in your local area.

Ipswich: contact your GP practice

Eye & North West (including Fressingfield, Debenham, Mendlesham, Ixworth, Claydon & surrounding areas): call 01473 835477

Felixstowe area: call 01502 527200

North East Suffolk (including Saxmundham, Leiston, Aldeburgh and Framlingham & surrounding area): call 01502 527200

Stowmarket & Needham Market: call 01473 835477

South Rural (including Hadleigh, East Bergholt, Shotley peninsula & surrounding areas): call 01473 835477

Woodbridge, Kesgrave, Martlesham, Alderton and Wickham Market areas: call 07967 395985 or 07790 922228



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Case Study

A client was seen at Barrack Lane Medical Centre in Ipswich who was depressed and taking medication for this. She had recently lost her job and had a great deal of debt. She has children, but only sees them at weekends.

After seeing the community connector, an appointment was made with the Citizen's Advice money team who identified her monthly deficit of total debt of approx. £20,000. They were able to help her reapply for Universal Credit, arranged a food parcel and agreed an action plan for creditors. An Energy Adviser was also able to help her to minimise her energy costs.

This casework is on-going but on a recent appointment, the client reported that she was so pleased that she had attended the Connect for Health appointment, as she wasn't going to bother. She said that she wished this service had been made available years ago, as it would have really helped her. She also reported that she was feeling really well, and that she was no longer taking any medication.

Want to know more?

Connect for Health Launch Events across the region this autumn

Throughout September and October, launch events will be taking place. Anyone is invited to attend the launch events and PPG members can play a key role at the events. There will be an opportunity to share asset mapping information, meet with Connect for Health staff and engage with members of the public and local organisations and groups.

Felixstowe

Monday 23 September 9.30am to 12.30pm
Old Felixstowe Community Centre, IP11 9NB

Eye & North West

Thursday 26 September
9.30am to 12.30pm

Michael Burke Wellbeing Centre, Hartismere Hospital, Eye

Saxmundham & North East

Tuesday 1 October 9.30am to 12.30pm
The Riverside Centre, Stratford St Andrew
IP17 1LL

South Rural

Thursday 3 October 9.30am to 12.30pm
Hadleigh Town Hall, IP7 5DN

Stowmarket

Wednesday 9 October 9.30am to 12.30pm
The Mix, Stowmarket, IP14 1BB

Woodbridge

Tuesday 22 October 9.30am to 12.30pm
Woodbridge Community Centre



**Free events open to everyone; join us to find out what Connect for Health is.
Meet your Community Connectors | Family Activities | Free Refreshments**

Meet your Community Connectors

Community connectors are based across the region. Each will undertake training and will have completed the relevant checks and privacy, consent, disclosure clearance.

Saxmundham and North East Community Connectors Access Community Trust (ACT)



Jon Evans Carole Cecil Rachel Nightingale

Felixstowe Community Connectors Access Community Trust (ACT)



Hayley Stearn Deborah Mann

Woodbridge Community Connectors Shaw Trust



Pictured above (in no particular order):
Jasmine Ross, Dominique Dale, Tess Gandy

Ipswich Community Advisors Citizens Advice Bureau



Pictured above (in no particular order) Gill West,
Nicki Durbin, Rafaela Fernandes, Debbie Smith,
Amelia Carrol, Carol Caswill, Nathalie Moir

Eye & North West, Stowmarket and South Rural Community Connectors Suffolk Family Carers

Pictured right (from left to right): Dominic
Nasmyth-Miller, Sophie Cummins, Hayley Rigby.
Pete the driver of the SFC bus, Chris Armstrong,
Mia Philips.

