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For happy, healthier communities.

Not for profit.

Personalised Care Service

Social Prescribing

Social Prescribing



The story so far

- Launched in November 2019
- Based in 5 PCN's n Wandsworth
- Won NALW Social Prescribing Programme of the year in 2021
- 11,012 referrals received
- 12,546 onward referrals and sign postings made
- 282 onward referral partners
- 71 visits from referral partners to present about their service

CrossLight - Financial Advice Age UK Wandsworth - Hospital Discharge Service
Thinking works Katherine Low - ESOL Courses MAGGIES CENTRES
Family Action - Well Family Keeping Families Together
Talk Wandsworth - Cognitive Behavioural Therapy
Pauls Centre - Massage Katherine Low - 60+ Activites Merton Uplift Little Village
Wandsworth Community Drug and Alcohol Service - Alcohol and Drug Services
Choice Support Age UK Wandsworth - Be a Friend Service The Well Centre
Furzedown Project Wandsworth Your Way GoodGym Little Village
Mind 2 Health Talk Wandsworth - Counselling Turn up Join In
Katherine Low - Advice Wandsworth Law Centre - Casework Srvices
Citizens Advice Wandsworth - Macmillan Benefits Advice Service
Youth Legal DONS Local Action Group Storm Mentoring
Rethink - Advocacy Hestia Age Well Health and Wellbeing Coach SIDE BY SIDE
Putney School of Art and Design CAB Advice service Merton Carers Support
Mushkil Aasaan Wandsworth Council - Social Services Thrive - Gardening
Katherine Low - Love to Learn Battersea Befriending Network - Befriending
Regenerate Rise TAXICARD The Listening Place Age UK Active Chats
Be On Hand Wandsworth Adult Social Care Alzheimers Society
Wandsworth Your Way South London Relief in Sickness Fund The Listening Place
Macmillan Community Cancer Link Worker- Wandsworth

Client Journey

- Referral from a clinician
- Initial call from a link worker with offer of up to six appointments
- Concentrating on ‘what matters to them’
- Using motivational interviewing techniques the link worker supports the person to prioritise issues and identify solutions

Client Journey

- **Link worker supports to identify a service and makes referral or signposts the person**
- **Follow up to ensure the referral has helped**
- **Case closed**
- **Person can come back to the service if needed**

Client stories

- **Typical issues**
 - Low level mental health issues such as anxiety
 - Financial/benefits
 - Long term health conditions
 - Isolation
 - Housing issues
 - Cost of living
 - Neighbour disputes, transport, caring responsibilities, digital exclusion, employment, substance misuse,

Outcomes

- **Use ONS4 to measure wellbeing outcomes**
 - How satisfied are you with your life nowadays?
 - How worthwhile do you find the things you do in your life?
 - How happy did you feel yesterday?
 - How anxious were you yesterday?
- **Increase of 64% on average overall**

Specialist Services

- **Health and Wellbeing Coaching - Supporting behaviour change**
- **Social Prescribing in Adult Social Care**
- **Children and Young Person Social Prescribing**
- **Macmillan Social Prescribing**
- **Menopause Health Coaching**

Trends

- Increase in housing – related referrals
- Social isolation
- Domestic support
- Foodbanks and Energy advice and support
- PCNs increasing social prescribing provision
- PCNs introducing Health & Wellbeing Coaching

Feedback

- **Referrers**

- *"So great to have another social prescriber from Enable and all the work you do and the added service you can offer to patients is fantastic."*
- *"I have spoken to a couple of my patients that you are supporting, and they have found your service really helpful and supportive, so thank you".*
- *"Social prescribing is immensely helpful in filling the gap".*

Feedback

- **Clients**
 - "You've been fantastic, incredibly helpful and human, some call it professional. I would go beyond that, you are a light and my English vocabulary is probably not good enough to describe in full".
 - "Thanks for your help, I feel privileged to have you as my Social Prescriber, simple as that".

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Thank You

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