

# SELNASH PCN

Social Prescribing Link Worker (SPLW) Newsletter



## SPLW Update:

*Ruth Simmons and Janey Williams work with Selnash PCN. Ruth started in April 2020 based at Farley Road, Queenhill Medical Practice and Broom Road Medical Practice working full time hours. Janey started in March 2021 and is based at Addington Medical Practice (Parkway and Gravelhill) working part time hours.*

Ruth and Janey continue to remain successful in their Social Prescribing Link Worker endeavours and providing essential support to their patients and caseload. Patient referrals continue to increase post-Covid with a greater demand for face-to-face appointments for a variety of services. In particular, mental health problems (anxiety/depression), welfare issues and housing (disrepair/rehousing). In order to continue to be instrumental in promoting social prescribing as an essential service and referring and signposting patients to all relevant services within the local community, Ruth and Janey have also been contacting patients with 10+ GP appointments to make them aware of SP services available to them as well as continued partnership working with community hubs.

## PATIENT REFERRALS

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**Ruth Simmons (37.5hr pw)**  
**30/06/2022 to 14/12/2022**  
**704**

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**Janey Williams (20hr pw)**  
**30/06/2021 to 14/12/2021**  
**436**

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**Total Selnash Patient Referrals**  
**30/06/2021 to 14/12/2022**  
**1140**



**Inclusion Criteria:**

- ✓ Bereavement Services
- ✓ Addiction Support
- ✓ Anxiety Low Level Mental Health
- ✓ Befriending
- ✓ Cleanliness/Hygiene/Hoarding
- ✓ Coping with chronic illness
- ✓ Disability Support
- ✓ Falls Prevention
- ✓ Financial & Benefits Advice
- ✓ Gardening Support
- ✓ Health Anxiety
- ✓ Life Skills Development
- ✓ Loneliness and social isolation
- ✓ Low Confidence
- ✓ Physical Inactivity
- ✓ Post Cancer
- ✓ Post Stroke
- ✓ Property/Housing Support
- ✓ Volunteering
- ✓ Weight Reduction

**Exclusion Criteria:**

- ✗ Serious/unstable mental health
- ✗ Addictions requiring immediate support
- ✗ Under 18 year olds
- ✗ Has clinical needs
- ✗ Completion of benefits forms (PIP etc.)
- ✗ Blue badge applications

**Patient Support**

Social Prescribing & Health Coaching



A snapshot of Selnash PCN caseload referrals; type, frequency and actions taken.

**Welfare Advice & Benefits** ●●

Advice and signposting to welfare/benefits services. Also, assist those with urgent form completion if they are unable to read/write or have other difficulties. PIP appeals support letters.

**Housing** ●●

Housing problems including, repair/maintenance, homelessness, rehusing - involves liaising with relevant council and provision of support letters.

**New Parents** ●

Signposting new parents to local groups, health coaching for those needing extra support goal setting. Renaisi's free employability support for parents.

**Mens' Health** ●

Providing information on prostate, testicular cancer and signposting to services as required. Such as, the Barber Shop Project for Caribbean community, Men's Sheds, Man in Van etc.

**Vulnerable Patients** ●

Support for people whose circumstances may make them vulnerable - self-harm, abusive relationships and signposting to appropriate services. In addition, Age UK, PIC services.

**Social Care** ●●

Help with social care via Croydon Council and Access Croydon and local organisations such as Croydon SocialP. Also assistance with OT referrals as necessary.

**Older Generation** ●●

Friendly voice and listening ear - signposting to befriending services (Age UK, Silverlink etc), groups and activities (O50 exercise via zoom from the GP surgery, Salvation Army Pop-in. Recently retired - help seeking voluntary work.

**Long Term Health Conditions** ●

Patients helped include those with diabetes, chronic obstructive pulmonary disease, arthritis and hypertension. Providing referrals and access to support groups.

**Younger Adults** ●●

Signposting to appropriate services for young adults including, counselling, mentoring such as via, Palace for Life. Also, help with looking for work, education and training services.

**Womens' Health** ●

Provide listening ear via health coaching and signposting to services re pre/during/post menopause, breast cancer awareness.

**Families, children & young people** ●●

Connecting families to groups, activities, food banks (such as the Family Centre, Good Food Matters). Smoking Cessation, Alcohol reduction, Exercise/gym referrals, also, JustBe health programme for children and adults.

**Mental Health** ●●

Referrals to counselling services (SLAM, Talking Therapies, Centre of Change, in house use of Health Coach/CBT and newly appointed Mental Health Nurse.

**Community Involvement** ●

Family Centre monthly SP clinic, speaking at local group REMA promoting SP services at the surgery, Pathfinders Weekly Hub, Selsdon Community Hub, and faith centres (visibility for local residents and promotion of SP).

**Caseload Key:**

- High ●
- Medium ●
- Low ●



## *"Ruth's Patient Feedback"*

"Thank you so much I now feel supported and not so alone. I know that I will be able to have something hot to eat. Thank you for helping me because I didn't know what to do."

"You are like my tonic, you really pick me up!"

"Ruth is an asset to the practice."

"Ruth has supported me through a difficult family situation and I am now on the other side."

"I wouldn't be here now if it wasn't for you."

"Ruth went above and beyond to help me and even stayed on after her surgery time to ensure my form was properly completed."

"I can't thank you enough for everything you've done for me."

## *"Janey's Patient Feedback"*

"Thank you so much for all your kindness, support and reassurance today over the phone call appointment and taking my matters into your hands."

"I appreciated the way you treated me this morning, to be honest I was really stressed and depressed over what I am going through but you have taken some stress from me by your behaviour towards me."

"You have made me want to live again with the support you have shown me and how to look after myself again."

"I have had a very supportive, encouraging, compassionate and respectful understanding support since I have met my SPLW. I don't think I would have made any progress without Janey's support which has always felt more like family supporting me. Janey in my opinion goes above and beyond her actual job. I have also benefitted by attending Janey's over 50s exercise class where this has helped me with my mobility and anxieties."

"I'm very grateful to have Janey as my SPLW as she is really helping me to see things in a more positive perspective."



## COURSES

### *Continued Professional Development*

Ruth and Janey have completed the following courses, which help them to work more effectively:

- Accredited Health Coaching Training Certificate
- St Christopher's Creating Conversations in Croydon (dying well takes planning) Certificate
- Mental Health First Aid Training Certificate - Mental Health First Aider
- Samaritans - Managing Suicidal Conversations Training Certificate
- Level 3 Certificate in Social Prescribing
- Specialist Welfare Course for Social Prescribers (still attending - completion Feb 2032)

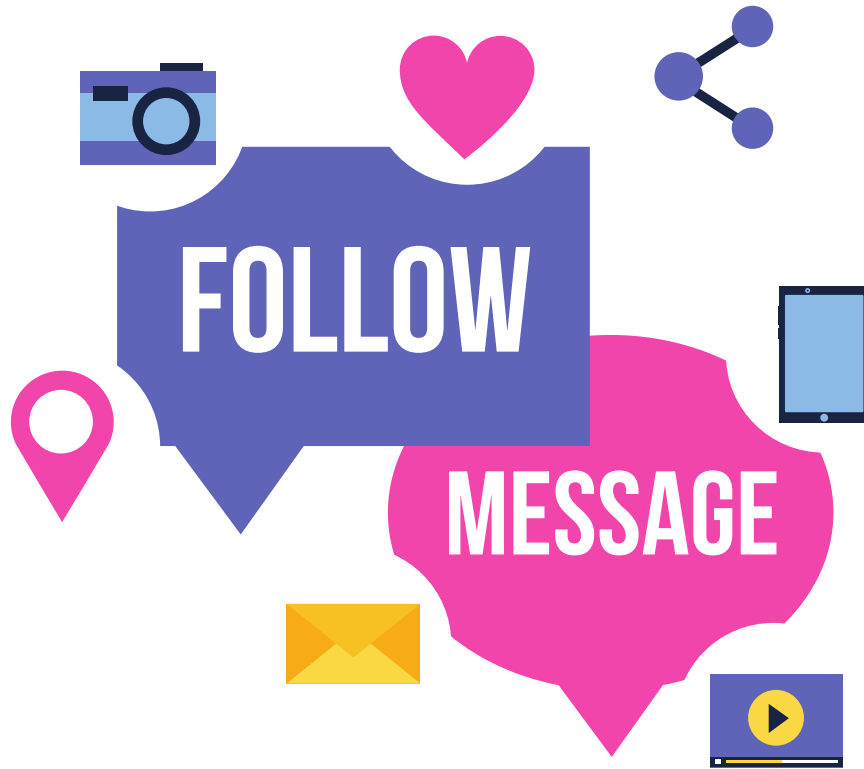
## SUCCESS STORIES

### *Positive Outcomes*

Ruth had a patient attend the GP surgery who was only receiving £308 a month Universal Credit who was struggling to feed himself and also had reduced mobility. She referred him to a local welfare advisor as he was a council tenant and has now had his PIP and capability to work applications completed. He has also in receipt of food support after being referred to a local food bank. In addition his referral to the 'Staying Put' team he now has additional rails fitted in his home.

Janey provides health coaching/CBT at the practice and one particular patient after completing 8 sessions and who's husband and childhood sweetheart had died of cancer, now runs a bereavement support group for women. Four of them travelled to Cyprus earlier this year and she spoke at a PPG meeting and now has additional support from McMillan who were also present as guests. Janey is able to signpost relevant patients to her bereavement support group.







# Join us and see what's happening in our community!

*Selnash PCN - Social Media connections for Addington Medical Practice and Farley Road Medical Practice*

@addingtonmedical 

Farley Road Medical Practice 

@AddingtonMedic1 

farleymedical 

@addingtonmedical 