**Issue: 2**

**1st July 2022**

**Introduction**

Over the last couple of months there has been a big effort by Warrington Clinical Commissioning Group, Primary Care Network (PCN) employees as well as the LiveWire Management Team to tailor the Social Prescribing Link Worker (SPLW) service based our your feedback. It should be noted this support is still ongoing but to a lesser extent. High level update below:

# June

# Throughout June the SPLW Team has reported that they are becoming settled in their roles and have begun to figure out who’s who and who does what in the primary care space. They have found being invited to PCN, MDT, ICT and practice meetings hugely beneficial with regards to being a part of it but also with regards to what services are available. Keep the invitations coming, it is appreciated by all the Team.

# With regards to case work, team members have found that after a slow start they are now busy as social prescribing is maturing within PCN’s. Currently there are four SPLW in post working with, as of today, over 200 live patients. So far a waiting list has not been required due to the appropriate turnover of case work.

# It will come as no surprise that low level mental health, isolation and housing issues are some of the main referral themes now being managed by the Link Workers. What has probably come as a surprise is the number of younger people that have come in to the service; we haven’t investigated the data in detail yet but the Team are surprised by the numbers.

# For some time we have been carrying a vacancy in Central West PCN; it is noteworthy to mention that the employment market has radically changed since the turn of the year. There are lots of reasons for this but the upshot is that it is tremendously difficult to employ and retain staff in and around this grade as there is so much competition from other industries that perhaps pay a higher salary. That said, we were delighted to interview Jon Smith in June for Central West PCN and he will be joining the Team on 11th July. Jon retrained during Covid and is genuinely passionate about supporting patients and we look forward to him becoming a key part of the Team in the weeks and months ahead.

# The Team are now fully briefed on the measures which the Clinical Directors signed off a couple of months ago. Behind the scenes we are working on populating the Performance Management Framework template that will showcase the Team’s endeavours. This is perhaps a month away from circulation.

# What we can report today is that patients are seen in a timely manner, a support plan is agreed on within a session or two and the Link Worker programme of work is complete within 4/5 sessions with the patient. Importantly patients are reporting improved health and wellbeing outcomes. The Link Worker service offers an online survey to patients as they exit the service. We received 25 responses in June, the service scored 4.9 /5 and was unanimously viewed as excellent by patients, who felt they had been listened to and that plans had been co-produced together. I’m sure you are as delighted as we are with this feedback.

# Looking ahead, there is much work to do with project asks of the Team. As you will recall, in addition to the Link Worker role we are focusing on different themes across the PCN’s e.g. loneliness, employment, addiction, self-care, health inequalities, pre- diabetes and bereavement support. We look forward to updating you on progress in these areas in the near future.

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# NEXT ISSUE: AUGUST 2022

# NEXT UPDATE August 2022