

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) working part time hours.

Ruth and Janey manage a varied caseload and continue to provide a great deal of continued support to their patients - often requiring follow-up consultations with patients often self-referring back to them. GP's book direct patient referrals, with a mix of telephone and face to face appointments.

Collaboration with local community organisations continues to grow including work with the Selsdon Centre for the Retired to start up a carers cafe to support local unpaid carers in the area once a month and a monthly social prescribers clinic is held at the Family Centre, New Addington. This means patients can be referred to and make use of essential services free of charge.

DIRECT PATIENT REFERRALS

Ruth Simmons (37.5hr pw)

03/06/2024 - 16/12/2024

400

Janey Williams (14hr pw)

03/06/2024 - 16/12/2024

200

Total Selnash Patient Referrals

03/06/2024 - 16/12/2024

600



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, rehousing - 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. Renais'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"

"My mental health has improved so much since I've been coming to see you."

"I'm so grateful."

"The service you provide is amazing."

"Thank you so much, I didn't know this service existed."

"Thank you for signposting me to a social group, I feel so much better."

"It's nice to know someone cares."

"I don't feel as lonely."

"Janey's Patient Feedback"

"Thank you doesn't seem enough."

"It's nice to be listened to for once."

"Thank you so much for your help."

"I've really managed to turn my life around, thank you."

"Your service is brilliant."

"Thank you for not making me feel judged."

"I don't know what I would have done without your help."



WELLBEING

Champions

Both Ruth and Janey are Wellbeing Champions for the PCN.

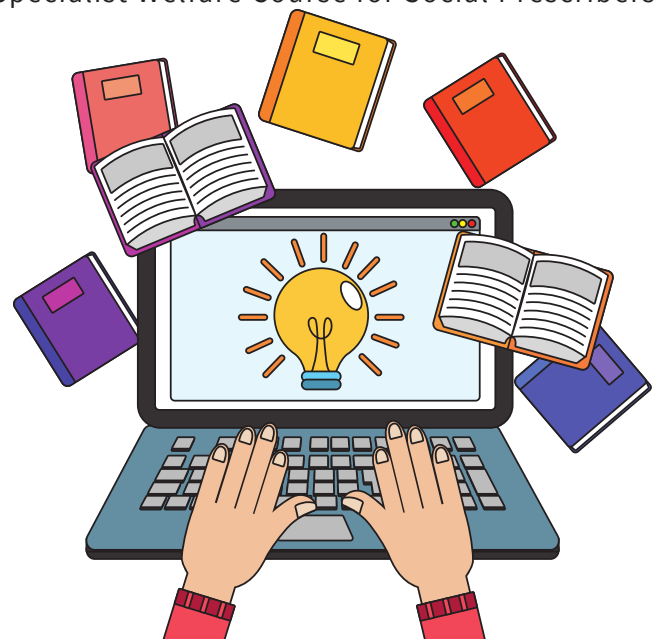
Wellbeing boards can be seen in the practices and staff know to go to them if needed.

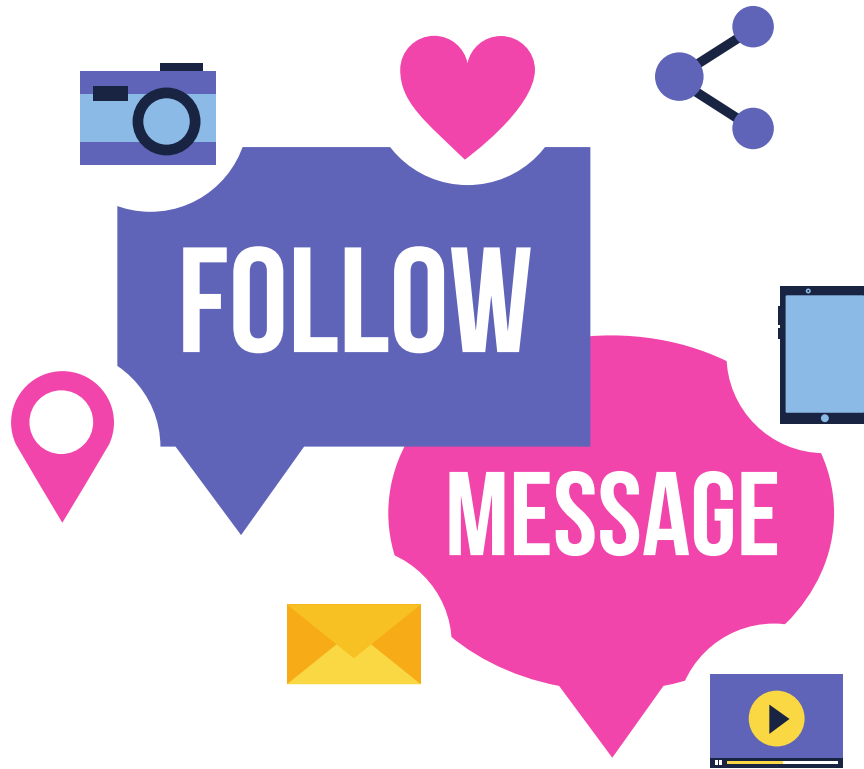
COURSES

Continued Professional Development

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


- Autism Awareness Course
- IRIS Training Clinical 1 & 2 - Domestic Violence
- 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 - 3yr refresher completed 2024
- Samaritans - Managing Suicidal Conversations Training Certificate
- Level 3 Certificate in Social Prescribing
- Specialist Welfare Course for Social Prescribers






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 

@AddingtonMedic1 

@addingtonmedical 

Farley Road Medical Practice 

farleymedical 