

Camden Care Navigation and Social Prescribing Service (SPIP13) - Katalin Swann & Donna Turnbull (SP service manager, Community Development Manager)

AIM: to tackle recruitment and retention through the development of a voluntary role to support SPLWs with admin & transactions around referrals.

Target goals/outcomes:

1. **Recruitment of 10 volunteers** to test and learn approach with assisting social prescribers and taking on transactions.
2. **Training and skills development** on the job to develop pool of future SPLWs
3. **Retention** of social prescribers.

Highlights:

- Good promotion of initiative
- Successful recruitment of volunteers
- Team working well together

Impact so far:

- ✓ By having volunteers in the service supporting Social Prescribing Link workers, there was **90% retention of the team** as opposed to the 53% experienced in the last 3 years.
- ✓ 7 out of the target 10 **volunteers successfully recruited** in the last 6 months

Benefits voiced by the team:

- Time freed up to spend with more complex cases

Benefits voiced by clients:

- Stress taken out of attending GP and hospital appointments
- Being able to exercise and being connected
- Receiving regular welfare calls and having someone to call when needing to complete forms