

My Community Social Prescribing Evaluation Project (SPIP33) – Alexandra Norman, Ollie Shotton

(My Community Services Manager, My Community Social Prescribing Lead)

AIM: To design a process to evaluate services with SPLWs at the core in order to support recruitment & retention and demonstrate impact.

Target goals/outcomes:

1. Design an evaluation process that can be completed annually
2. Upskill SPLWs to support with the delivery of reporting and workshops

Impact:

Collected quantitative data using a survey sent to three stakeholder groups (PCN staff, Link workers and clients):

- 61% average survey response to survey (56%: SPLWs, 60%: clients, 67%: PCN staff)
- 100% of service users would recommend the service
- 83% of service users would like to attend the evaluation workshop to explore further & help shape service design
- 89% of SPLWs believe social prescribing has a positive impact, and 67% of SPLWs agree client lives are improved by engaging in SP
- Key theme from SPLWs and clients is around community hubs- a space for more activities to take place and client peer support

It was very helpful and it was nice to have a human on the other side to give a human perspective. Prior to being connected to the service it felt like a tick box exercise.

Social Prescribing
client

Service was amazing, particularly as she is not getting much support from mental health services. It was great to speak to someone connected to surgery to feel heard.

Social Prescribing
client

Highlights:

- Team are meeting weekly with the International Futures Forum to explore using Three Horizons Framework to help design current evaluation & shape workshops for clients and link workers
- Coproduction with service users and staff to improve the service for the community it serves