

Transformation Partners

in Health and Care

**Social Prescribing Innovators
Programme Showcase**

May 2023

Social Prescribing & Community Based Prevention,
Transformation Partners in Health and Care

Why are we all here today?

- You're passionate about Social Prescribing improving and evolving
- You care about health care evolving to meet the needs of communities in a proactive, population driven way
- You want to understand how people on the frontline can be supported and empowered to carry out change
- You want to know how pilots can be started, ran and evaluated in a bottom up way

Aims

1. Demonstrate the importance of driving innovation in social prescribing and empowering the frontline to solve their own challenges
2. Share widely the impact the programme and individual projects have had on those involved and the communities they serve
3. Scale learnings from the approach and provide guidance on it can be applied

What?

Time? (1.5 hr)

Welcome & housekeeping

12:00 – 12:05

The value of the approach in driving improvement in transformation – Katie Coleman, TPHC Community Based Prevention Clinical Director

12:05 – 12:10

Social Prescribing Innovators Programme Pilot

12:10 - 12:20

Hear more from some projects!

12:20 – 12:40

Innovation in Social Prescribing: Panel Discussion

12:40 – 13:20

Next steps: How we are sharing with the system and scaling

13:20 – 13:25

Close & thank you!

13:25 – 13:30

This event will showcase **The Social Prescribing Innovators Programme**, a pilot programme aiming to drive **sustainable innovation and improvement in social prescribing**, as well as the impacts on communities and health inequalities.



Join at [slido.com](https://www.slido.com) using code: **#5585 893**

Access via this link or scan QR:

<https://app.sli.do/event/ewQHdPU5TiLH4chT6Frg4r>



The value of the approach in driving improvement in transformation

**Katie Coleman, North London Partners clinical lead in Primary care and TPHC
Clinical Director**

Why invest in bottom-up change?

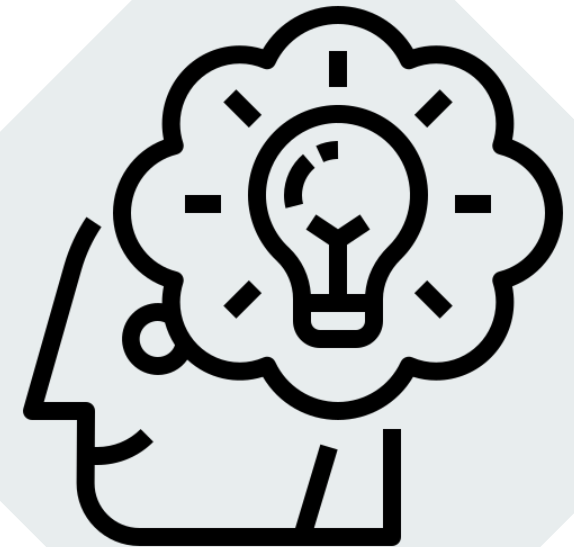
- **Enabling capacity and capability** for locally led innovation
- **Building stronger networks** and partnerships across different sectors, localities or specialisms
- **Upskilling the workforce** to develop meaningful solutions to challenges they face
- **Empowering the frontline** of SP to work with their local community to transform services for their patients
- **Developing skills, supporting career development, retention and leadership**, equipping systems with skills needed to transform services collaboratively



The Social Prescribing Innovators Programme (SPIP) is a replicable approach driving sustainable change in systems through empowering and upskilling those on the frontline to lead local transformation of services, maximising impact for the communities they serve.

Social Prescribing Innovators Programme

- 6 month pilot programme of support and funding to test what happens when you create space for, and invest in the frontline to solve the challenges they face
- Enabling 12 project teams or individual social prescribing link workers to innovate within their service
- Creating a blueprint we hope to re-run and share with others keen to run something similar



Background

The **Social Prescribing Innovators Programme (SPIP)** aims to support Social Prescribing services and individual Social Prescribing Link Workers across London to **mitigate challenges** they face in delivering social prescribing in primary care by **testing and sharing innovative** ways of working.

Social prescribing has evolved rapidly in recent years and there has been amazing achievements across London in embedding social prescribing.

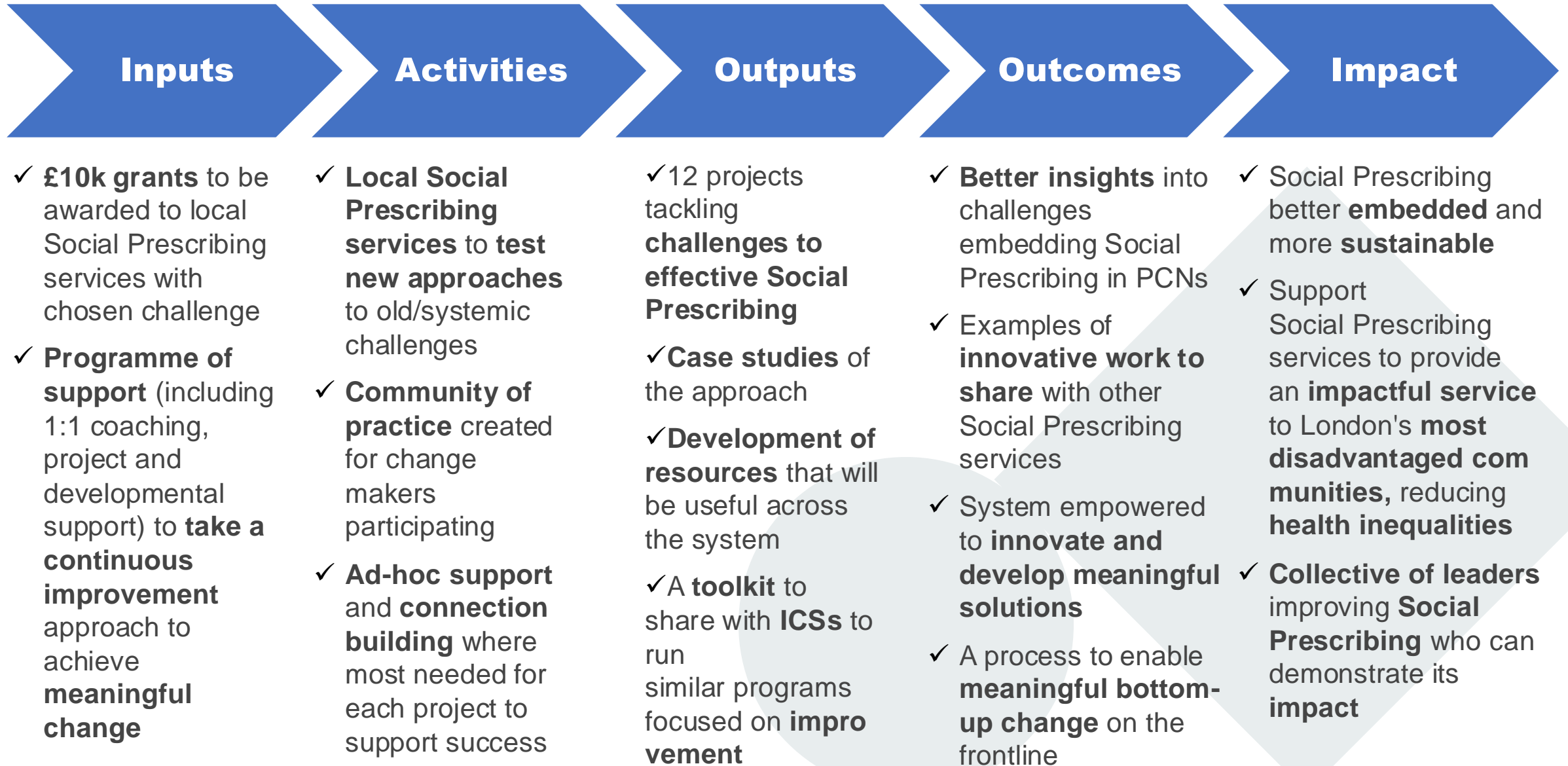
However, we know that there are still many challenges to delivering an impactful service, in particular within:

- **Recruitment and retention** of Social Prescribing Link Workers (SPLWs) due to limited opportunities for progression in the SP service leading to well embedded SPLWs moving onto other roles
- **Improving access and uptake** of Social Prescribing among specific cohorts of people who need it the most
- **Demonstrating the impact** and benefit of Social Prescribing on individuals, communities and the healthcare system

Front line Social Prescribing Link Workers have the **insights** into what might make their services and local health systems work better for the people they are supporting, and are best placed to **tackle** these challenges.

Through sharing the insights, learnings and resources developed, building strong networks, developing a collective of innovators and providing a blueprint for how this can be done with future cohorts, we hope to enable continued support of improvement work in social prescribing going forward.

Target Impact



What is it?

The **Social Prescribing Innovators Programme (SPIP)** aims to support Social Prescribing services and individual Social Prescribing Link Workers across London to **mitigate challenges** they face in delivering social prescribing in primary care by **testing and sharing innovative** ways of working.

- A **pilot fund** with a 6 month project lifecycle from **Oct 22- Mar 23**
- A thorough application process where small groups distributed across **London SP services**, including PCNs, GP practices, VCSE organisations, could propose a solution to their **specified ‘challenge’**
- **12 successful projects** have received **six months QI training, coaching and support**, as well as a share of **£120,000** in funding to find innovative solutions for using Social Prescribing to **improve people’s health and wellbeing and tackle health inequalities**

Why this approach was unique?

- **Empowering, upskilling and connecting** 12 projects on the front line of social prescribing (SP) to tackle some of their greatest challenges
- Golden threads throughout the programme are **coproduction & partnership** working, and **continuous improvement** to support sustainable change
- Approach is **bottom-up & challenge led**, as well as practical & flexible
- Projects supported that are uniquely placed to **tackle health inequalities at a local level**

Six months wraparound support programme:

- 4x monthly Quality Improvement training
- 3x Bi-monthly Skills Share and Peer Co-consult
- 3x Bi-monthly 1:1 Coaching sessions
- 3x Bi-monthly Board check-in, support and feedback
- Monthly drop in sessions
- Additional support

Social Prescribing Innovators Programme

Evaluation with UCL

Aims

Understand the perceived impact of the programme, through the eyes of participants, on:

1. Access to social prescribing services among specific groups impacted by health inequalities
2. The experience of social prescribing services among specific groups impacted by health inequalities
3. The ability of participants to improve access and experience of social prescribing services among specific groups impacted by health inequalities

How?

1. Questionnaire (before and after) to assess changes in skills, confidence and ability to implement change in SP services as well as gather high level feedback
2. In-depth interviews with project leads to understand perceived impact

What we'll gain

- Understanding what the impacts were on participants, communities and SP services
- Understand what worked and what didn't
- Have recommendations for the system in how to encourage improvement in this way

There's been impacts on:

On patients and communities....

- People accessing SP who haven't before, including migrants and refugees in Hounslow, people from an ethnic minority background in Camden and Ealing, men in Tower Hamlets



On Social Prescribing link workers....

- They are better equipped to support people with mental health issues in Hillingdon, have greater capacity to work with complex patients leading to better job satisfaction and retention in Camden

On the system....

- GP appointments have been saved by using community hubs in Barking and Dagenham, and a process to evaluate the SP service with SPLWs at the core has been developed in Lambeth



[See more about the initial impacts of each project here](#)

Participants felt like the programme:

- Was a lifeline in a role where you may only be working with your case load of patients
- Changed the services way of thinking about what was possible and how improvement should happen
- Brought them closer to their peers, feeling supported and better able to solve their challenges

They felt some of the challenges are:

- Getting buy in from others around the project approach, and use of quality improvement tools
- Finding the time to properly engage with the programme and attend sessions
- Knowing how to continue the work from the project, without more funding

“I feel like this is one of the most important things I have done in my career” – SPIP Project Lead

“We have been able to look at the challenges in our own projects and implement practical ideas to be tested – great peer support” – SPIP Project Lead

‘It has allowed us to shape the service in a way that before would have always been like a bit of a pipe dream’ – SPIP project lead

[See more about the initial impacts of each project here](#)



Hear from some projects!

12:20 – 12:40

(Care Coordinator East One, Relationship Manager and Link Worker East One)

Summary of project: Running pop up clinics in community venues across five PCN areas, working in collaboration with third sector organisations to create an alternative referral pathway improving access to SP services for vulnerable patient groups in the community.

What is the problem we are trying to solve?

- To embed Social Prescribing services within 5 PCN's across Barking and Dagenham.
- Empower patients to feel confident about making the right choices for them and taking ownership over their health and wellbeing.
- Create alternative and easier referral pathway, in a relaxed and welcoming environment.
- Reduce number of Non medical GP appointments.

What we did?

- Run pop up clinics in community venues across five PCN areas.
- Third sector organisations invited to share services and speak directly to patients.
- 19,000 patients invited from different cohorts on different days including Mental Health, Carer, over 75's, LD patients, frequent attenders, families with children under 5.

What difference has the programme made and what has been the impact?

- Proactively targeting 'at risk' cohorts of patients meant we could provide a wrap around service to our most vulnerable patients, providing better personalised care.
- Providing safe space to meet in a community setting, allowing for more time to sit with patients, understand needs and support immediate referrals.
- Developed **stronger relationships between third sector services** in local area and SPLWs
- **399 patients** attended which was estimated to **save £15,960 in reduced GP appointments**
- 87% of patients received Social Prescribing support or signposting with Link Workers and Care Coordinators
- Housing was the main area of concern for patients (53% needed housing support) closely followed by Money & Debt, Family Support and Healthy Lifestyles

(MYcommunity Services Manager)

Summary of project: Designing a process to evaluate services with Social Prescribing Link Workers at the core in order to support recruitment and retention of the workforce, and demonstrate impact of the service.

What is the problem we are trying to solve?

- Social Prescribing Link Workers, (SPLWs) aren't consulted for service development.
- Our service has evolved, but the PCNs, and NHS data requirements, drive changes.
- Our aim is to design an evaluation process with SPLWs at the core in order to support recruitment & retention and demonstrate impact.

What we did?

- Identified three key stakeholders
- Survey Feedback
- Focused workshops
- Review and design
- Training opportunities

What difference has the programme made and what has been the impact?

- Gained wealth of knowledge and relevant experience from our SPLWs.
- Improved consultation is having a positive impact on SPLW wellbeing and job satisfaction.
- The client/ patients voice is heard and involved in shaping service design.
- Key themes identified- community hubs, peer support.
- Innovators Programme allowed space and funding to complete this piece of work.
- Resources to support development of toolkit/ embed evaluation work.

Innovation in Social Prescribing: Panel Discussion

12:40 – 13:20



Dr Jagan John: GP and GPWSI in Cardiology in NEL., Primary care board member for NEL ICB and Clinical Director for Personalisation for NHSE (London) and senior clinical lead for TPHC). He is a strong advocate of proactive personalised holistic multidisciplinary care to support residents and patients & leadership development at all levels



Dr Katie Coleman
NCL ICB Clinical Director for Primary care and Clinical Director for Social Prescribing and Community-based prevention (TPHC), London



Lucy Walsh - Care Coordinator- facilitating communication between patients & GP service, empowering patients to deliver personalised care. Lucy has worked actively within Police station / Courts and Prisons, supporting people with Mental health conditions in this system for 15 years. Her passion is ensuring everyone is treated fairly, given respect and has access to Safety / Health care / Shelter / food.



Emma Gillan - Relationship manager for Barking and Dagenham Social Prescribing

Emma has worked in Barking and Dagenham for 25 years. She is passionate about physical activities, creating better access for the local communities, particularly those less able to engage.

Her underlying day to day role is 'Supporting residents across Barking and Dagenham to have a fuller life'



Charles Kennedy Scott: Working in primary and secondary care for 20 years, including:

Digital Accelerator Change Team Programme Lead – NEL ICB

Quality Improvement trainer and coach - over 1000 hours of QI coaching delivery in NHS and training.



Ceri Durham

Ceri is the CEO of east London charity, Social Action for Health. The charity has worked for over 35 years with multi-ethnic communities to provides services and support to people most affected by health inequalities, and to champion the case for wider structural and societal change.



Frank Hamilton: Head of Transformation, The Confederation, Hillingdon CIC

Significant experience of delivering transformation across Health and Social Care and the wider system. Promoting workforce development, developing career pathways for SPLWs & supporting with working with complex patients



Alex Norman- MY community Services Manager

Oversee MYcommunity at Age UK Lambeth. Working with a large team , delivering a variety of projects across Lambeth. Projects range from Social Prescribing support within Primary Care to providing helpline support to Adult Social Care to Hospital Services supporting with discharge and beyond.

Next Steps: How we are sharing with the system and scaling

13:20 – 13:25

Social Prescribing Innovators Programme

Next steps - How we are sharing with the system and scaling

In person SPIP Graduation 31st March

- Bringing together stakeholders from around the social prescribing system to celebrate projects achievements, reflect on the programme and build connections, conversations & spark ideas

Toolkit for the system

- A resource guiding people through the approach, process, learnings and potential ways to carry out similar programmes. More information on next slide

Engaging those interested to run similar programmes

- We will be happy to have calls with anyone interested to run something similar in their area. Please reach out to us if interested to explore how the approach can applied in your work!

Evaluation

- We are undertaking an evaluation with UCL department of health informatics, the proposal can be found [here](#)

Three layers of ongoing support for participants

1:1 post programme support

- Meetings with the team in May to plan and problem solve to support you and your project

Guidance information and resources

- SPIP Programme Graduate Pack

Space to connect, share learnings and problem solve

- Peer projects session drop ins

Contact us to find out more:

Social Prescribing Innovators Programme

Next steps - A Toolkit to Share and Scale with the System

What is it?

- A resource guiding people through the approach, process, learnings and potential ways to carry out similar programmes.
- A simple document with top tips for delivering a programme of this nature across different topics, specialisms or sectors.

Who is it for?

- Useful for anyone interested in enabling bottom-up change & system transformation in health and social care.
- This could include ICS leads, PCN or frontline staff working across primary & secondary care, National & Regional organisations, or local VCSE / grass-roots organisations driving community led development.

Timeline?

- The toolkit will be shared in June

The Approach

The approach taken was first of its kind in driving sustainable change in Social Prescribing



Upskilling

Upskilling & connecting workforce to assets, training and resources to develop meaningful projects



Coproduction

Enabling coproduction and partnership working across sectors



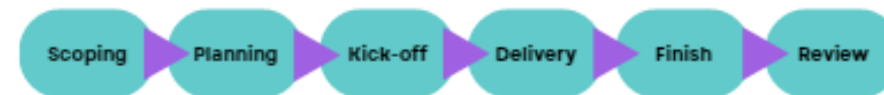
Bottom up

Listening to & developing a bottom up approach to frontline challenges pan London



Health inequalities

Enabling systems to proactively target cohorts facing inequalities at a local level



Social Prescribing Innovators Programme

Next steps - A Toolkit to Share and Scale with the System

The Resource will Include:

- A background to the approach, why investing in the frontline is so important to transforming SP services.
- Golden threads of the programme and how we ground this in the approach, including:
 - ❖ Partnership & collaboration
 - ❖ Quality improvement and Co-production
 - ❖ Flexibility and continuous improvement
 - ❖ Strong vision to rally around
- Resources, time, tools and assets required to drive this work, as well as who can deliver and benefit from the approach.

Key guiding principles

The Social Prescribing Innovators programme can be adapted across settings, contexts and geographies, however there are some ingredients that are important not to miss!

Partnership and collaboration



Ensuring a range of people are involved in the genesis, development and evolution of both the programme and each project.

Quality improvement and Co-production



Utilising the strengths of quality improvement approaches and community development, ensuring beneficiaries of change see the impact they'd like.

Flexibility and continuous improvement



Leading by example, adapting the programme as feedback is gathered and sharing this openly, to encourage a culture of flexibility.


Strong vision to rally around



Our vision is to tackle health inequalities and enable people in social prescribing services to do so, through project themes of Access, Impact, Recruitment & Retention.

Social Prescribing Innovators Programme

Find out more!

 [About](#) ▾ [Our work](#) ▾ [Consulting Services](#) ▾ [Resources](#) [News](#) [Podcast](#)

[Transformation Partners in Health and Care](#) > [Our work](#) > [Personalised care](#) > [Current projects](#) > [Social Prescribing](#)

Social Prescribing Innovators Programme

The challenge:

- Social prescribing services face several challenges, these are common across geographies and various NHS services.
- There is potential for innovative approaches to tackle challenges and deliver more impact than traditional top down transformation.
- There is currently not a scalable process to support and empower Social Prescribing Services to carry out meaningful bottom up change.



- Contact us at rf-tr.socialprescribing@nhs.net
- Read our project page to find out more about the Social Prescribing Innovators Programme!

[Online here](#)