Transformation Partners in Health and Care

Social Prescribing Innovators Graduate Pack

Purpose of the pack

The Social Prescribing Innovators Graduate Pack has been developed for all participants to refer back to any resources used or produced throughout the Social Prescribing Innovators Programme (SPIP).

In this pack you can find:
- Slides and resources shared in programme meetings
- Session recordings
- Workbooks, included various exercises completed by projects
- Interactive feedback, summaries or themes pulled out from discussions
- Project specific documents or resources developed for sharing with wider stakeholders
- Additional resources to support further development, in project management, evaluation, innovation, coaching and Quality Improvement
- Other opportunities to get involved in following the close of the programme

Programme Meetings

Kick off session: September 2022

The purpose of this session was to introduce participants to programme peers, provide an overview of the programme and key dates, understand and address any questions or concerns, and support with preparing for the first Quality Improvement training session. Finally the session aimed to foster excitement and motivation to get started!

- Slides
- Project slides
- Support questionnaire

Quality Improvement training

Four sessions to support you to develop your skills in quality/continuous improvement. It enabled taking a problem-based approach to your projects, understanding the problem, thereby being better able to develop a strategy to overcome the barrier/challenge. The training also aimed to support you to test, implement and sustain your potential solution/project idea.

Project Lead & deputy expected to attend.

Session 1 October 2022: Scoping and planning

- HLP Jamboard QI Training
- HLP QI Quiz
- Session recording: Minutes breakdown below:
  - 18:05 - 32:28: Overview of the training and designing team alliance
  - 33:00 - 55:36: What is QI and why do we do it? And QI Quiz
  - 55:36 - 1:12:52: QI/Project Readiness
  - 1:12:52 - 1:25:14: Identification of the quality issue
  - 1:27:29 - 1:40:50: Understanding the Problem using a Fishbone Diagram
  - 1:40:50 - 1:51:22: Process Mapping
  - 1:52:38 - 1:57:01: Feedback on the session
- Slides Days 1-4
- Workbook Days 1-4

Session 2 November 2022: Project aims and change ideas + testing

- Slides starting from Day 2 (slide 43)
- Workbook Days 1-4

Session 3 December 2022: Tracking tests of change and refining

- Session recording: Minute breakdown below:
  - 0:00 - 5:30: PDSA cycles
  - 5:30 - 41:03: Breakout rooms
  - 41:03 - 54:48: Feedback from PDSA cycles in breakouts
  - 54:58 - 1:09:31: Measurement and data collection
  - 1:09:31 - 1:48:53: Breakout exercise on project measures

- 1:48:53 - 1:55:00: Feedback from exercise on project measures
- 1:55:00 - 2:01:59: Coaching 'The Taxi driver'
- 2:01:59 - 2:14:25: Breakout on Coaching
- 2:14:25 - 2:20:31: Feedback on breakout coaching exercise
- [Slides starting from Day 3](#) (slide 102)
- [Workbook Day 3](#) (slide 28)
  Skip following times (participants in breakouts):
    - 08:20 – 39:22
    - 1:13:28 – 1:48:51
    - 2:02:47 – 2:14:24

Session 4 January 2023: Measuring outcomes' success and evaluation

- [Session recording](#): Minutes breakdown below:
    - 9:29 - 29:41: Measures, data and charts
    - 29:41 - 58:58: Breakout room exercise on 'sharing successes'
    - 58:58 -1:24:54: Feedback on breakout room exercises
    - 1:24:54 - 1:34:44: Implementation & Communication Plans
    - 1:34:44 - 2:03:26: Breakout room exercise on 'implementation plans'
    - 2:03:26 - 2:09:20: Feedback on breakout room exercise
    - 2:09:20 - 2:11:51: Force Field Analysis
- [Slides starting from Day 4](#) (slide 143)
- [Workbook Day 4](#) (slide 59)
- [Quotes from participants on the QI training](#)

'They've been one of the best groups I've ever worked with – they've worked very hard, learned lots and done their homework. You chose them well.'

Charlie Kennedy Scott, Quality Improvement Coach & Programme Lead, NEL NHS Digital Accelerator Change Team

Coaching

Each project lead had the opportunity to be assigned to a coaching expert who was able to provide tailored support to empower the individual to problem solve and achieve their intended outcomes. The aim of this was to help with personal effectiveness, project goals, relationship building and leadership.

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There were two separate opportunities for coaching, the first session will be offered between November to January, and the second offered between February to the end of March 2023.

Coach Feedback

"Coaching the programme participants has been really inspiring and an insightful window into the challenges of the Social Prescribing role. The individuals who took up the coaching role were overwhelmingly appreciative of the programme and fed back how supporting and encompassing the training and surrounding support has been.

I was hearing that the SP role is a really giving role and that it was interesting that so many of the projects were also so giving. I heard that the programme was an opportunity for the participants to receive, an opportunity to learn, and for development, and I heard loudly that this was much needed given the demands of the role.

My main take-away is that I really felt the want of the coachee's to succeed in fulfilling the aims of their project proposals."

Anna Smith, Improvement Advisor, SPIP Coach

HLP drop-ins

The monthly drop-in sessions were a chance for all project participants to ask questions related to their projects to the TPHC team, access further support and network with fellow programme peers.

See below for key themes or feedback highlighted in some of the sessions.

Session feedback:
- Helpful to have space for open discussion
- Valued informal structure
- Suggestion for future sessions to include an option to move some people to a breakout room to discuss specific topics/challenges

Key themes

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Challenges	Suggested solutions
Housing e.g. for students who aren't on benefits	- Network of people for 18-25 yr olds - Centrepoint Homeless charity - offer support to young people to find permanent accommodation - Dele Ryder can provide contacts and guidance
Ownership & sticking to timetable for project	- Create a live doc google sheets / tracker / action log with accountability - Regular meetings and summarise actions with accountability at the start - Whatsapp groups
GDPR issues, how to send referrals over secure pathway & time to set up another platform e.g. Joy	- GDPR managed by Joy: case management and referrals all done through Joy system - Newham and Barking & Dagenham are currently working to get Joy - should be live in the new year - Referral form embedded in EMIS - Ask for consent and log in EMIS - Password protected referral form for time being
Contacting the patients / engagement & attendance at the events or session	- Leaflets about the session for PCN staff to hand to patients - Batch messages to all patients
Buy in from GPs, convincing colleagues of the time required for project, time management & capacity	- Involve PCNs Care Coordinators - Speak to PCN pharmacists - Training/PCN meetings where PCN staff are all together to promote - Present in PTI

	● Run session at the surgery or community centre nearby
Limited time and capacity to project manage, stick to short timelines and evaluate the project	● It was not expected that projects need to be completed by March 2023. By this time projects will have completed the programme of support which should have provided the foundation to stand up projects that are scalable & sustainable, enabling further progression and continued innovation outside of the programme. ● The QI training and additional support aimed to provide insight and learnings into flexing project approach, timeline & milestones according to project priorities, as well as managing risks
Concerns with funding	● Invoices were sent to the main organisation leading on the project and then distributed to services as part of project ● Funding should be received ~1-2 days after sending the invoice for payment

In order to ensure the Graduation Event 31st March was most valued by participants, we wanted to hear your thoughts on what you would most like to see out of an in-person graduation event. Thanks to all those who shared their feedback in this drop-in session.
- Jamboard used to collate ideas. Themes discussed:
    - To have posters/stalls for each project where participants can share what they think best and answer questions about their projects
    - TPHC to share a snapshot of each project (short summary) as opposed to participants presenting on their projects or a related topic – opportunity to include videos, pictures celebrating key achievements
    - To break the day up into sections, including time for presentations by TPHC, collaborative discussion/workshops e.g. around programme reflection/challenges, and networking opportunities
    - Feedback on the event to be collected at the end using simple form/mentimeter questions
- Slides presented

Skills-share & Peer Co-consult

The aim of these sessions was to share learnings and skills across common themes relevant for innovation and project development to support you as a changemaker. These included one hour of delivered content and exercises, followed by an hour of peer discussion. Topics were decided based on the breadth of successful applicants and themes identified in project ideas. Some of our colleagues, partners and stakeholders supported these sessions with their areas of expertise.

Find out what Co-Consulting is [here](). You can also watch an example [here]().

September 2022: Visioning for your project

- Session objectives:
    - Use an informal method to define the future you want to help create
    - Use a formal method to identify what you need to get there
    - Share, reflect, support and discuss!
- [Recording]()
- [Slides for Steve's skills share on Visioning & Theory of Change]()
- [Slides for the Introduction to Peer Co-consulting]()
- [Miro PDF - Future news template]()
- [Miro PDF - Theory of change template]()

December 2022: Evaluating your project

- Session objectives:
    - Understand how you might evaluate your project
    - Have a go at mapping out some measures you might use
    - Feel equipped to create a plan to evaluate with your team and share at the next board meet in January
    - Have time to work through issues through peer co-consulting
- [Recording]()
- [Slides]()

February 2023: Sustaining your project

- Session objectives:
    - Understand how to access areas of further support, training and funding
    - Explore how best to make the case for your project continuing

- Understand how to design a business case that will influence decision makers and what works for who
- Feel confident to communicate the impact of your projects targeted to key stakeholders
- Be able to develop a short impact summary of your project for the March Board Meet and sharing with your networks

● Recording
● Slides - you can find resources around business cases here
● **What was covered?**
  - Funding opportunities and capacity – what matters? [min 2.50 – 4.32]
  - How to write a business case, top tips [min 4.32 – 24.10]
  - Presenting impact [min 24.10 – 29.09]
  - Communicating impact and influencing – how to target your audience [min 29.09 – 38.46]
  - **Guidance around developing a short impact summary of your project for the March Board Meet and sharing with your networks** [min 38.46 – 43.08]

Peer Co-Consulting

This is a structured, collaborative way of thinking about solutions to a problem through guidance and coaching from members of the group. Although similar to Action Learning Sets, this process differs as participants discuss the challenge without participation from the project owner, who sits as a spectator during this section. It is important to follow the structure of the process in order to allow space for the problem owner to openly share their challenge without input from others before offering solutions.

● Slides

Board check-ins

Each project presented their progress and updates to receive support and guidance from members of the programme board. This included a panel of experts we have convened across a range of expertise from within academia, Social Prescribing, innovation and much more.

Group 1	Group 2
Project 23: A2Dominion Community Link Worker	Project 33: My Community

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(Social Prescribing)	
Project 28: The Confederation, Hillingdon CIC	Project 12: Barking and Dagenham SP Innovators
Project 13: Camden Care Navigation and Social Prescribing Service	Project 31: Hounslow Social Prescribing
Project 16: Men's Project	Project 7: Walthamstow West PCN
Project 25: WCPCN Wellbeing Partnership	Project 10: Feel Good Now CIC
Project 26: Brondesbury Medical Centre	Project 40: HBD Women's Health Network

November 2022: Project Planning

- Session objectives:
    - Projects present on the challenge they're aiming to tackle, target goals/outcomes, progress, timelines & activities, and any current challenges
    - Board members feedback or ask questions
- [Slides for review and completion - group 1](#)
- [Slides for review and completion - group 2](#)
- [Themes & actions](#)
- [SPIP Projects](#)

January 2023: Evaluation Planning

- Session objectives:
    - Projects present on the impact they're aiming to achieve, plans to measure activity, and any current challenges
    - Board members feedback or ask questions
- [Slides for review and completion - group 1](#)
- [Slides for review and completion - group 2](#)
- [Themes & actions](#)

March 2023: Sharing Project Impact

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Projects	Canva links
SPIP33: Social Prescribing Evaluation Project	Canva link
SPIP13: SOCIAL PRESCRIBING SUPPORT VOLUNTEERS	Canva link
SPIP12: Barking & Dagenham Innovators Project 2022 - 2023	Canva link
SPIP16: Men's Engagement in Social Prescribing in Tower Hamlets	Canva link
SPIP25: WCPCN WELLBEING PARTNERSHIP	Canva link
SPIP31: Health Innovators Pilot project: Hounslow Asylum Seekers and Refugees	Canva link
SPIP7: Walthamstow Central Primary Care Network (WCPCN) Wellbeing Cafe	Canva link
SPIP26: SPLW TARGETING ETHNIC MINORITIES	Canva link
SPIP10: Project Feel Good Now	Canva link
SPIP40: HBD Women's Health Network	Canva link
SPIP28: Social Prescribers with Special Interest in Mental Health & Challenging Behaviours	Canva link
SPIP23: Reducing social isolation in older minority ethnic patients in Ealing	Canva link

- Session objectives:
  - Projects present to impact summaries developed in Canva, plans for next steps and any current challenges
  - Board members feedback or ask questions
- Slides
- Themes & actions

Programme Graduation

- Graduation slides presented on the day, including snapshots of projects and ongoing support on slide 14
- Responses to the question on Mentimeter: *What have you heard or learnt about today which you have found inspiring?*

Resources for Project Management

What is project management - a 5 minute video

Starting a project: Resources for before starting or kicking off your project.

Business case: A document to demonstrate the purpose of a project, why it is necessary. It highlights the original issue, the options that could be taken forward to tackle this and proposes one or several as the best ways forward, usually based on cost, feasibility and effectiveness.

Business case Guidance
Business case Word template
Business case Powerpoint template

Project Initiation Document (PID): A summary document used to kickstart a project. It contains all the necessary details for people to understand what the project is, when it is happening, how it is happening, why it is happening.

PID word template

Timeline/Gantt chart: A way to map out all the necessary activities for a project broadly, to understand when things need to be done by, highlighting interdependencies.

Gantt Excel template

Governance structure: A diagram showing the governance structure for the project, this can help define roles and agree accountabilities at the beginning as well as being a good reference point throughout.

Governance Excel template

Monitoring a project: Resources for tracking progress and managing set-backs.

Action log: A way to keep track of actions, who is accountable and when they should be completed by.

Action log Excel template

Risk register: A log of potential risks, which can usually be quantified, this can be filled at the beginning of the project to enable these to be mitigated and monitored throughout.

Risk Register Excel template

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Issue and decision log: A way to track issues as they arise and any decisions that need to be made. Issues are things that come up as the project progresses and may not be easily quantified.

Issue and Decision log Excel template

Learning from a project: Resources for reflection and improvement.

Lessons learnt log: This can be used to track learnings throughout the project by all those involved, this can be useful for evaluations or when presenting updates to stakeholders

Lessons learnt Excel template

After Action Review structure: A way to structure meetings and conversations after an activity to reflect on how it went, take learnings forwards, understand what went well and where there is room for improvement.

AAR Guidance

Resources for evaluation

- ● [Recording](of evaluation skills share)of evaluation skills share
- ● [Slides](from evaluation skills share)from evaluation skills share

Better evaluation - guide to evaluation
[Better evaluation - choose methods and processes](#)
[The Magenta Book: Guidance for evaluation](#)

Resources for Innovation

[Talking Systems - Innovation as business as usual - Webinar recording](#)

Resources for Quality Improvement

The Health Foundation: [Effective networks for improvement](#)
- [Recording from sustaining your project skills share](#)
- [Slides from sustaining your project skills share](#)

Resources for Coaching

Finding a coach or mentor:
- [Regional and National offers for NHS staff](#)

Recommended courses if you'd like to learn how to coach:
- [MOE Coaching Foundation](#)
- [NHS Professionals Academy Coaching](#)

Resources/guidance:
- [NHS Elect Coaching resources (tutorials, guides and articles)](#)
- [Guide to TGROW model](#)

Social Prescribing Innovators Evaluation

The impact of the Social Prescribing Innovators Programme in enabling quality improvement in primary care: A mixed methods evaluation.

Throughout the evaluation we'll be adding further resources here, as well as the final outputs once ready.

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Read the proposal here!

More information about the evaluation and interviews can be found in the information sheet. Please review this before booking an interview slot.

If you are a project lead/co-lead please book an interview slot to share your experiences here. Then please fill in a consent form. You will have been emailed your participant ID, or ask Jenny.