



Social Prescribing - Connecting to the right support across

Hastings and St Leonards

One of eight Locality Networks supporting community resilience across East Sussex

25th January 2019

Activity 1 (where there is no clear separation between discussion points the comments have been combined)

Table:	What is your understanding of Social Prescribing?	What do you think the benefits might be in Hastings and St Leonards?
1	<p>Maximising community connections</p> <p>Reducing duplication</p> <p>Collaborative services</p> <p>Pathway of support that's right for the individual (person in control)</p> <p>Strengths based practice</p>	<p>Lots of opportunities in Hastings</p> <p>Increasing referrals from GPs - connection missing</p> <p>Lots of volunteers in Hastings</p> <p>Focus support to engage men</p> <p>Community engagement</p>
2	<p>A directory/awareness of different services available</p> <p>GP and wellbeing centre based specialists</p> <p>Do services need to be signed up?</p> <p>Self-refer option for social prescribing service</p> <p>Medication prescriptions are free- should all prescriptions be free?</p> <p>Need to ensure service is safe/effective</p>	<p>Identifying need and best fit support</p> <p>Treats problem not just symptoms</p> <p>Ensuring all providers/ services can reach people</p> <p>Need to assure quality</p> <p>£ credits paid to organisations</p>
3	<p>Overall wellbeing for individuals</p> <p>Link to other services</p> <p>Personally tailored</p> <p>Change of focus away from medical solution to issues such as isolation</p> <p>Encouraging elf help and resilience</p> <p>Changes in personal behaviour</p> <p>New term to describe types of interventions that have existed for some time</p> <p>Term 'prescription ' is well regarded</p>	<p>Improve health and wellbeing (mental and physical)</p> <p>Reduced medication</p> <p>Pressure on other services</p> <p>Reduces social isolation</p> <p>Empowering</p> <p>Wider community benefits and pride</p> <p>Less expensive than medication</p> <p>Future proofing</p>
4	<p>Alternative/compliment to medication for mental health</p> <p>Holistic approach to tackle problems</p> <p>Signposting people towards facilities to tackle mental health issues, loneliness – provides a next step – people know where they can go</p>	

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	Provisioning of activities - improve health and nutrition, gyms/sports, physical health Courses – carers wellbeing, dementia Networking and relationship building –charities, nurses, doctors Council – vetting and approving people to provide services improving mental and physical health Self-referral by individuals University of Brighton - helping students with mental health HCN – at end of therapy/counselling – next steps. Reliable in knowledge they have somewhere to go	
5	What GPs should do for people needing non-medical solution Social support needed Trained receptionists in GP's For people with long term conditions - people with experience share Mentoring to help people make a plan - find out needs – Community Connectors Somebody to take people places GPs having more awareness of other services to avoid giving out medications Wider needs - underlying needs Idea has been around a long time! Change or chance to learn from the past Tying services together Fear from service users – they may lose support Its community work Signposting Individual support Should run alongside statutory services Person centred – dementia Can work for groups (in homes) There are costs involved resilience (benefit) Empowering people to help themselves Community	
6	Supporting people to help themselves Reducing social isolation Tapping into local community links Signposting from ASC and others People often don't know what they want or need or what services are available Many GPs have a database to refer to <ul style="list-style-type: none"> - not enough time to use - getting right referrals to the right place (fit) - have to know the links 	Volunteering and job access Up skills and confidence Reduce GP time Increased resources Improves mental health, physical and emotional health.
7	Reduction of medication /non clinical intervention – relieve pressure on NHS Including social interaction	

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	<p>Taking yourself back from the clinic</p> <p>Empowerment</p> <p>Holistic</p> <p>Something that has always been done</p> <p>Social rather than medical/clinical</p> <p>Prevention</p> <p>Investing in community assets to address socio economic issues to improve Mental health, wellbeing</p> <p>Activation of patients in their own health care</p> <p>Communication between statutory and community organisations</p> <p>Effective use of resources (especially in times of austerity)</p> <p>Reduce 'silo' working</p> <p>Individual needs are met</p> <p>Long term, sustainable investment</p> <p>Giving back to the community by creating networks – increasing social inclusion</p> <p>Ownership of individuals future</p> <p>Pressure reduced on NHS, reduced cost to the state</p> <p>Parity of esteem – physical/mental health and its impact</p> <p>Time to explore options</p> <p>Reduction of frequent attendees at GP surgeries giving purpose</p> <p>Reduction in homelessness/substance misuse</p> <p>Upskills people</p> <p>Builds self-confidence and self esteem</p>	
8	<p>Things outside of medication</p> <p>Community groups for isolated people</p> <p>Improving wellbeing</p> <p>Needs better connections and pathways</p> <p>Physical connections -transport, barriers to access support to engage</p> <p>How do people access if they can't afford it. Can it work like medical prescriptions (NHS funded)?</p> <p>Central resource and mapping would be useful</p> <p>Are we in completion for funding for delivery?</p> <p>Accreditation of services when working with the vulnerable</p> <p>H&SL has lots of services. How do we know what's out there?</p> <p>Do the GPs know what's out there?</p> <p>Personal connections are so valuable</p> <p>Do the wider medical team know how to link people to services? GPs are too busy!</p> <p>GPs are very hard to engage with. Hard to 'market' local services! Hard to get info onto GP screens.</p> <p>Social Prescribing needs to be the conduit for information to GP patients</p> <p>Need to train around info, advice and guidance – risk, choice and accountability of the Social Prescriber.</p>	
9	<p>Putting the power and initiative in patients' hands rather than GP only</p> <p>A network of support (a physical place</p>	<p>Using what is already there</p> <p>Make it a more stable network</p> <p>Making more connections</p>

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	and/or a dedicated person helps!) Signposting An infrastructure of information about resources available Not just medical but holistic	
10	Community based non-medical health intervention 'Prescription' as a term is useful/helpful – giving someone something to take away (but medical from a medical point of view) cultural shift Lack of social interaction – gives GPS something to do/respond with. But perception or fear of risk /liability. Part of a 'self-care' approach – range of options not just GP Resistance for patients - feeling of being 'fobbed off'	Be used as a cascading offer - lots of points in the community can 'socially prescribe' opportunistic and offer lots of opportunities –stealth/secondary benefits Strengthen communities – combating fear of getting involved

Activity 2

Table:	What strengths/ assets do we have in Hastings and St Leonards that will support this way of working (specific examples when possible) (What can we contribute to this way of working in Hastings and St Leonards (Specific examples when possible of individual, groups or organisations).
1	Nice place to live Lots of community venues Lots of services Very caring town and community Local identity 'proud to be a part of something' Strong voluntary sector Inclusive 'anything goes' attitude Funding opportunities and support	Working together in the community Sharing knowledge and skills across services Increase referring people onto other services to increase opportunities Be brave and not afraid to try something new Be reflective together Voice of people using local services
2	Lots of organisations Strong creative/arts sector Good existing networks/network forums Providers value the approach Developing local ethos to empower people to access wider range of services i.e. ESCC Motivation to support people not compete between providers Less capacity in social care increases referrals	Active Hastings could be an activity social prescriber as they carry all the knowledge for free , low cost and standard cost provision Could develop a credit system - Crawley service Steering group to share up to date information More joined up working

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	<p>to VCS and may strengthen their provision</p> <p>Need for really good communication about this kind of work on ground and strategically – capacity building</p>	
3	<p>Lots of different opportunities already</p> <p>Good networking in place (groups, emails, Facebook)</p> <p>ESCIS Directory – Events</p> <p>Hastings has a ‘can do’ attitude – adaptable/responds to feedback</p> <p>Large number of community centres</p> <p>Passionate people</p> <p>Development of Health and Wellbeing Hubs</p>	<p>Work Together for simple referral system</p> <p>Warm handover through referral</p> <p>Handholding service – peer support</p> <p>Outreach</p> <p>Collaborative working</p> <p>Locality based awareness of where people will actually travel</p>
4	<p>Flexible pilot project in St Leonards – Warrior Square GP’s</p> <p>Collaboration with other organisations.</p> <p>Develop relationships</p> <p>Great number of organisations and groups</p> <p>Local knowledge base</p> <p>Great local connections</p> <p>Well –established organisations/individuals</p> <p>Experienced, committed people/community</p>	<p>Importance of long term projects not just six months</p> <p>Easy and reliable access to social prescribing –online directory</p> <p>Focus groups – recommendations</p> <p>Keep up to date about local events –ESCIS (East Sussex Community Information service), 1Space, local directories, Southdown - Triage services</p> <p>Clear communication between organisations</p>
5	<p>GP’s on Board</p> <p>Walk-in to stay at Station Plaza!</p> <p>Navigators</p> <p>Fairly accessible Geography and services</p> <p>Lots of Community positive energy – volunteers/creative thinking (eccentric, bohemian, talented)</p> <p>Resilient as a town</p> <p>Sea air and countryside accessible</p> <p>Parks –Park Run and active Hastings</p> <p>Community flexibility</p> <p>Unrestricted funding (sometimes!)</p>	<p>Be responsible to follow ideas up</p> <p>Keep ‘on’ at GP to think holistically</p> <p>Increase discussions with service users about social prescribing needs- co-design –what do you need?</p> <p>Ensuring good ideas/ projects last - are sustainable</p> <p>Lead from the front –share ideas</p> <p>Volunteers</p> <p>Improve partnerships and pathways with CAMHS backup</p> <p>Access to ‘wider’ funding ‘power to change’ funding</p>

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6	<p>Lots of varied experience/resourceful Person centred Amazing quantity of voluntary organisations Good network – opportunities and good attendance! And well organised Volunteers - biggest asset Commitment all levels to support collaborative working Varied open space (Beach, healthy walk...) Physical resources and lots of opportunities Funding available</p> <p>Funding the biggest challenge</p>	<p>Share best practice Support small organisations Good partnership working Good communication and information sharing Keeping current/acknowledge updates Longevity of funding Relationship maintenance Raising awareness Sustainability Promote change Willing to engage Open minded Being involved Insight (case studies/service users voice) Referring appropriately</p>
7	<p>Family connections Community Centres Local people working in area =local knowledge ‘what you know – who you know’ Strong community culture Active borough council Local champions Tourism Pride in local community and area Breadth of services available Diverse demographic Open to working I different ways Useable community spaces – sea front, walled garden, woodland walk etc. East Hill Improved local transport links (some!)</p>	<p>Partnership working More trust from statutory sector in voluntary services Community Connectors Make journey more sustainable – community sustainability Local Champions</p>
8	<p>H&SL have a lot of services H&SL is a giving and supportive community H&SL is innovative anarchic and creative Huge amount of potential service users Entrepreneurial attitude ‘have a go’ at new services A willingness to work together (except in</p>	<p>Bohemia Walled Garden – venue Southdown –knowing what is out there Thyme to Transform – Knowledge and experience Education Futures Trust – Tree Felling Association of Carers - Lunch and Supper Clubs</p>

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	<p>funding/tendering) Potential for consortium – a critical role for HVA The new social prescribing Project will really help Micro businesses and home grown initiatives Good physical health information – not so good mental health info and services Limited time and funds to dig into core mental health challenges. Partnership may help with this. Building confidence at wellbeing centres helps them engage better in the community.</p>	
9	<p>Vibrant voluntary and community sector Pool of creative and innovative people Good connections and communication between communities? Partnership working Children’s Services got outstanding award form OFSTED HVA and HCN actively promoting connections between statutory, local authority and voluntary sector COLOCATION Good background of cooperation between different agencies and opportunities for services working together “The walls are coming down” “Shabby Chic” Resilient communities – tolerant –</p>	<p>Huge amount of untapped resources Space, skills sets, experience, available in individuals, groups and communities to contribute to boosting impact, particularly in areas of deprivation. positive can do attitude towards health and wellbeing At a National level investment from existing resources across the spectrum of social, environmental and economic strands.</p>
10	<p>Community Pharmacy -promote and signpost and access to a lot of people I Rock – Age group and tackling social exclusion – support there and signpost HVA – leadership and connecting communities and groups Strong and vibrant arts and culture Strong and vibrant VCS- innovative, energetic, lots to offer Engaged VCS community that want to improve things a for local community through supporting and enabling Health and wellbeing Hubs</p>	<p>Smile and say hello Be a welcoming organisation/group Building on Health and Wellbeing Hubs – make the most of them! Helping people know what’s out there . Use Social Media to make people know what’s available and how much – press and Facebook - reflecting positive message about Hastings Don’t underestimate the power of the individual and there is a role for everyone There is not only one way to get the message out there</p>

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Evaluation forms

57 evaluation forms completed and the data is compiled in a separate document.