



St Helens South
PCN LTD

Presentation

Wellbeing Wednesday

Patient Education

Group Evaluation





Welcome

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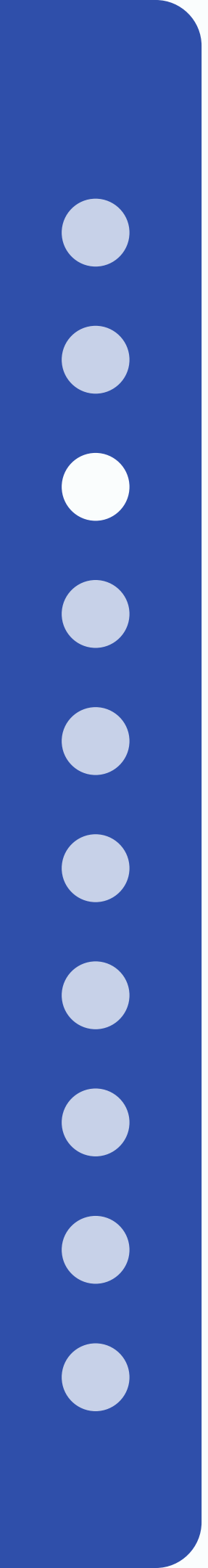
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Introduction and Background

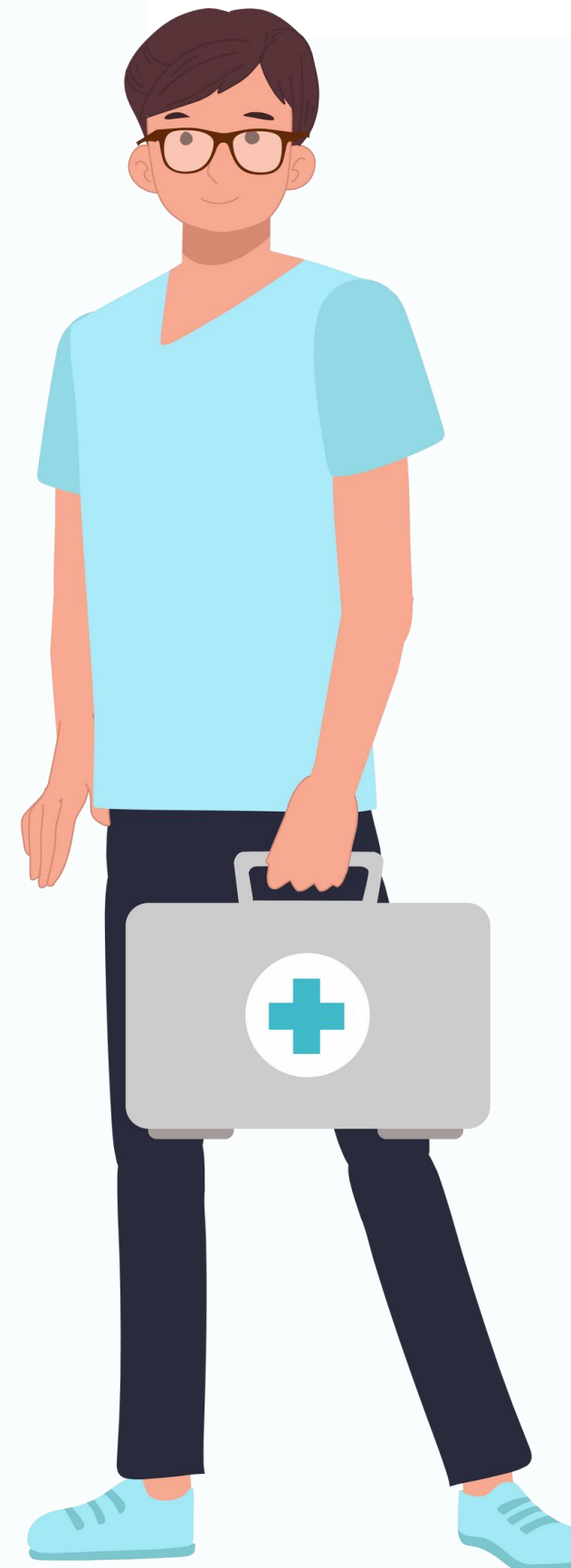
- ❖ The Wellbeing Wednesday patient group was established in May 2024 as a collaborative initiative within the South Primary Care Network (PCN) in St Helens. Our dedicated Social Prescribing team were tasked to develop, promote, and facilitate the group.
- ❖ This program was designed to address several key issues faced by patients, including social isolation, lack of awareness about available services, and over-reliance on GP appointments for non-medical issues.
- ❖ By bringing together patients from various practices and providing them with access to a range of community and voluntary services, the group aims to empower patients and improve their overall wellbeing.

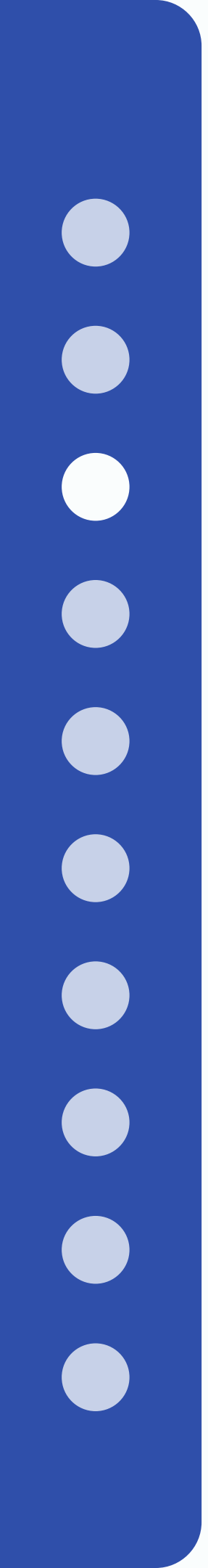




Aims of the group

- ❖ Increase patient confidence and empower patients to help themselves, reducing reliance on unnecessary GP appointments.
- ❖ Reduce social isolation.
- ❖ Educate patients on available services within the GP practice and community.





Group Format

The Wellbeing Wednesday group meets monthly. Each session runs from 10:00 am to 12:00 pm and features guest speakers from the Additional Roles Reimbursement Scheme (ARRS) teams and various community and voluntary services. These sessions have included speakers from Talking Therapies, Chrysalis Centre, Live Well Directory, St Helens Home Improvement Agency, St Helens Library Service, Council for Voluntary Services, PCN Pharmacist, Occupational Therapist, and Physiotherapist. More recently the group have a tabletop activity to build confidence in participating in the group and speaking out.

Patients are invited by Link Workers and text are sent as a reminder. The group have set up a WhatsApp group to support each other outside of the sessions.

FEEDBACK SUMMARY

1. How did you hear about the group?

- 8 patients heard about the group through their Social Prescriber.

2. Was the timing of the group convenient?

- All 8 patients confirmed the timing was convenient.

3. What was the most useful aspect of the group?

- Patients appreciated discovering new community resources and understanding the services available within the surgery.
- The social aspect and the helpfulness of the guest speakers were highly valued.
- Increased confidence and knowledge about different services were frequently mentioned.

4. What was the least useful aspect of the group?

- All feedback was positive, with no significant criticisms or suggestions for improvement.

5. Did the group meet your expectations?

- All 8 patients said yes, with one noting that the group exceeded their expectations.

6. Are there other topics/issues that would have been useful?

- Suggestions included tips on positive thinking, coping methods for low mood, healthy eating, and more information on benefits.

7. How has the group benefited you as a patient?

- Patients reported improvements in mental health, increased confidence, and better understanding of the roles within the surgery.
- Some patients accessed services directly without needing a GP appointment.
- The group provided a valuable social outlet and encouraged participation in community activities.

8. Has the group programme made any difference to your confidence?

- 7 patients responded positively, with one unsure.

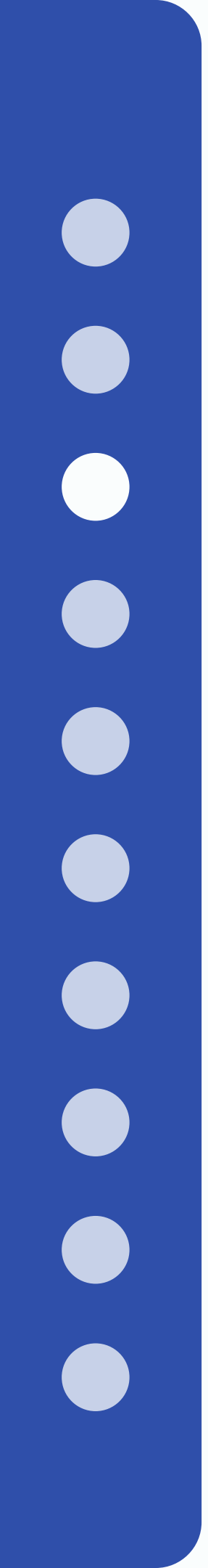
9. Has the group programme made any difference to your expectations of your GP?

- All 8 patients said yes.

10. What was your best moment in the group?

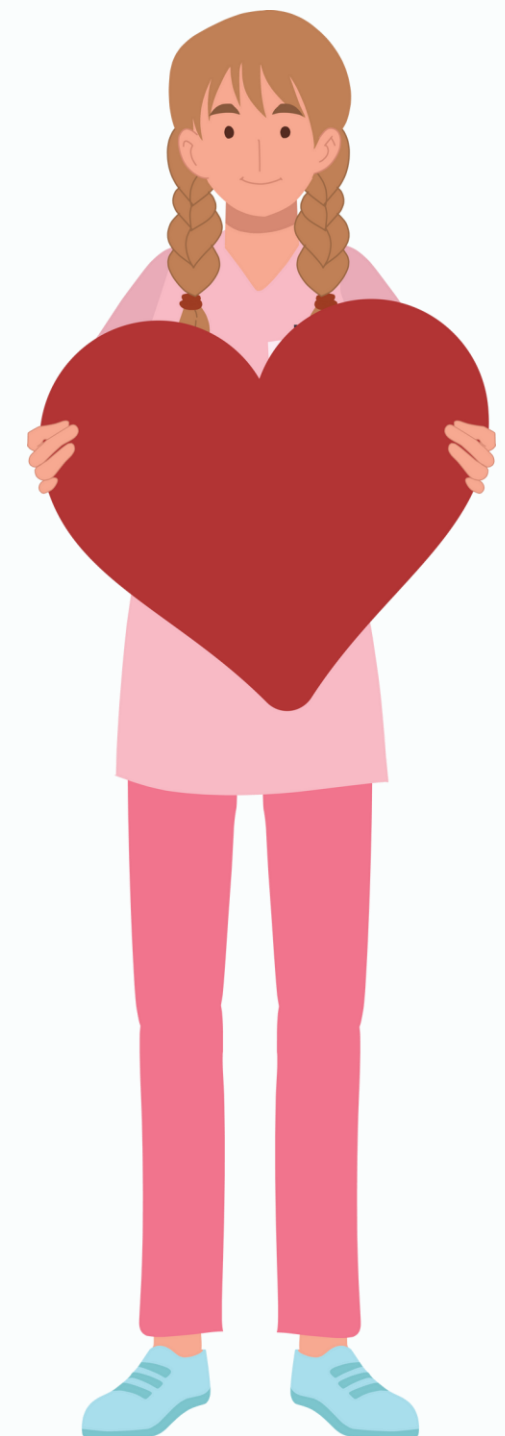
- Patients highlighted the informative talks from various organisations and the opportunity to meet and interact with others.





Conclusion

The Wellbeing Wednesday patient group has proven to be a highly effective initiative, achieving its aims of increasing patient confidence, reducing social isolation, and educating patients about available resources. The positive feedback from participants underscores the program's success and highlights its potential as a model for similar initiatives borough wide.



Case Study

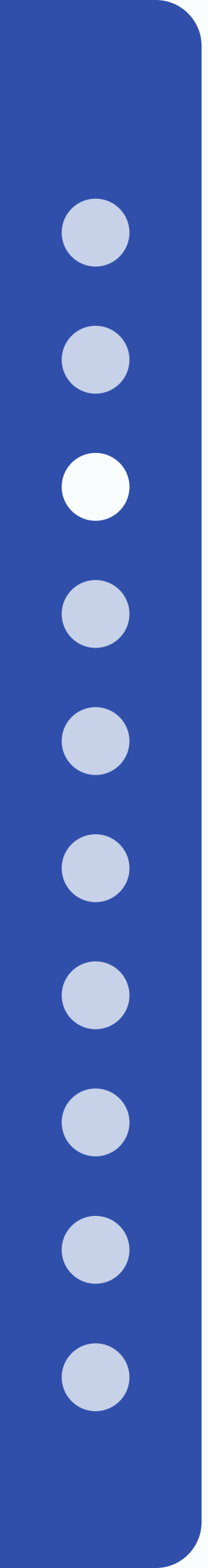
A patient was referred to the Social Prescriber within one of the local GP Surgeries. The patient was living in a private rented property and had been issued with a Section 21 notice by her landlord and she had nowhere to move to.

The patient registered with the local housing organisation and had been placed in a low banded points system, which meant that they had deemed that she was not in priority need, despite having several significant medical conditions. Karl, our Social Prescriber, wrote to the local housing organisation, explaining the situation and within weeks, the patient was offered suitable accommodation. Our patient was over the moon as she potentially could have been homeless over the Christmas period.

Our patient was invited to the Wellbeing Wednesday patients' group, which she has found useful and wrote to the Surgery with some excellent feedback (see below).

At one of the sessions, staff from our very own Occupational Therapy team, attended and gave a presentation on how patients can access and benefit from there services. With consent from the patient, our Social Prescriber referred the patient to the team and within the of just over a week, they had been out to assess our patients needs, and established and recommended several aids and adaptations to the new property that would enable our patient to remain independent in her own home.





Patient Feedback

'I would just like to send some positive feedback regarding the wellbeing meetings held by the social prescribing team on the last Wednesday of each month. I have attended three meetings now and I have found them extremely informative and helpful. I feel there is something for everyone at every meeting.

At each meeting I have learned of something new and extremely beneficial for my health both mental and physical. I feel it could well ease the burden of additional pressures on the GP's.

For example, I have suffered 4 bereavements in the last 2 months. I had very close relationships with all four of these people and in particular, my brother who passed away a few days ago. I can feel myself sinking and do not want to end up having another breakdown, but I have been referred on for bereavement counselling through these meetings, so I do not need to see a doctor.

There are all kinds of services out there, but most people know nothing about them, and these meetings really do raise awareness of what help is available.

I would also just like to say that our social prescriber, Karl has been absolutely fantastic. So kind and caring and he does his absolute best to help people.'





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Discussion: A Model for Borough Wide Implementation

The success of the Wellbeing Wednesday patient group in St Helens South provides a compelling case for its implementation across the borough. Here are several reasons why this model should be considered for local adoption:

- 1. Addressing Common Issues:** Many patients across St Helens face similar challenges, such as social isolation, lack of awareness about available services, and over-reliance on GP appointments. This program effectively addresses these issues by providing a supportive environment where patients can learn and connect with others.
- 2. Empowering Patients:** By educating patients about the resources available within their GP practice and the wider community, the program empowers them to take control of their health and wellbeing. This can lead to a reduction in unnecessary GP appointments, freeing up valuable time for healthcare providers.



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3. **Building Community Connections:** The program fosters a sense of community among participants, helping to reduce social isolation and build supportive networks. This is particularly important for vulnerable populations, such as the elderly or those with chronic health conditions.
4. **Scalability:** The structure of the Wellbeing Wednesday group is simple and scalable. With the right support and coordination, similar groups could be established in PCNs across the town, tailored to meet the specific needs of local populations.
5. **Positive Feedback:** The overwhelmingly positive feedback from participants in St Helens South demonstrates the program's effectiveness and the high level of satisfaction among patients. This provides a strong foundation for advocating for its wider adoption.







Thank You

