

Barnet Social Prescribing Service Annual Report

1st April 2023- 31st of March 2024



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Barnet Social Prescribing Link Worker Management Team

Data Extracted: Elemental Case Management System: April 2024

Contents

- Overall Summary
- Referral Totals (per month and PCN split)
- Referral by GP Practice
- Age and Gender of Total Referrals made
- Appointment Total vs Referral made.
- Increase Shown for Referrals/ Appointment and SPLW's Over 20-21 and 21-22.
- Contact Types of Appointments made.
- Contact Times of Appointments made.
- Most Common Referral Reasons for the Service Identified.
- Referral Reasons within Patient Demographics.
- Most common Signposting and Referrals made by SPLW.
- Outcome Data ONS and GP Attendance records.
- Feedback Survey Results.
- Additional Information for the SP Service.
- Gaps.
- Successes and Service Developments.



Overall Summary

Utilisation:

- Total number of referrals across the service: 8029
- 13% of increase from last year's referrals.
- Females was the most common gender referred.
- Most common age groups referred were 35-44 year olds.

Outcomes:

Patient feedback reveals that 97% would recommend this service to a friend.

- 79% of participants stated their wellbeing improved after using this service.
- ONS4 reveals anxiety levels significantly decreased and the sense of happiness, worthwhile and satisfaction increased after the SP intervention.
- GP attendance reduced by 70% for patients once referred.

Service Activity:

- Total number of appointments made: 36, 225
- 15% increase from previous years appointment total.
- Most common appointment duration was 0-15 mins, followed by 16-30 mins.
- Most common appointment type was telephone.
- Most common referrals reasons were for Anxiety and Depression, Emotional Wellbeing and Housing information.
- Most common referrals made by the SP team was to Barnet Adult Social Care and IAPT.
- Most common signposting by the SP team was to Age UK Barnet and Mind in Barnet.

“My SP really helped me see the challenges I was facing in a new light, encouraged me to be kinder to myself, recognising the strain illness had put on me physically and mentally.”

Patient quote from this year

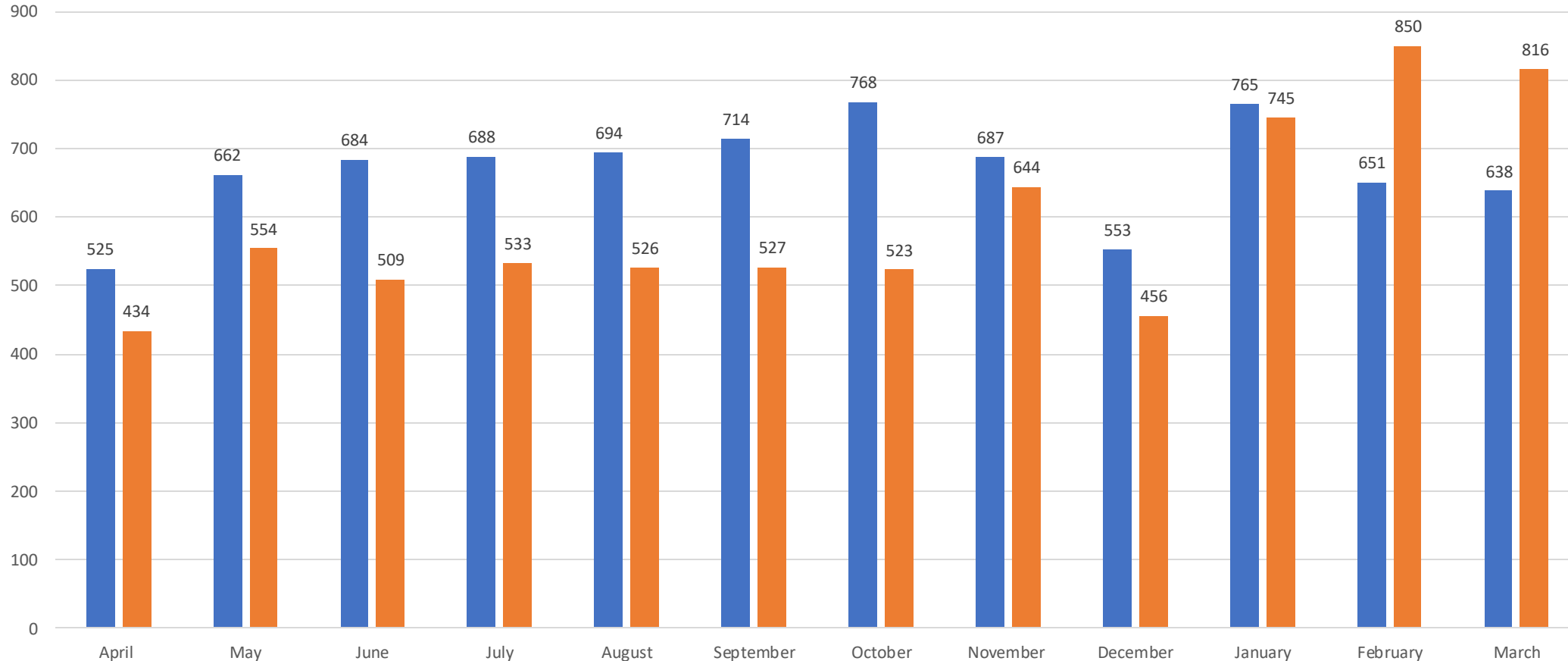
Referrals Per Month Comparison (22-23 to 23-24)

Total Referrals 22-23: 7117

Total Referrals 23-24: **8029**

There has been a 13% increase in referrals from the previous year.

Referrals Per Month

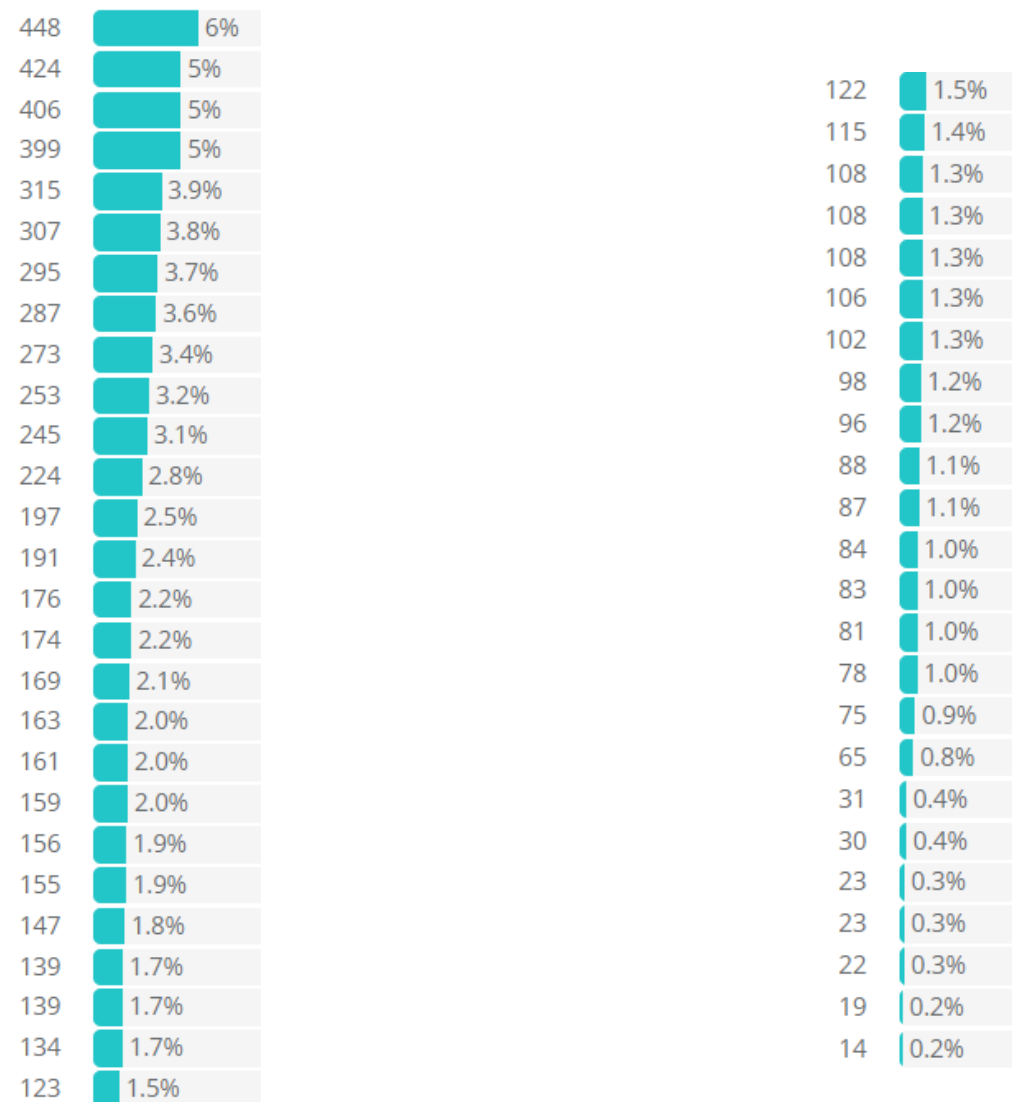


Key:
23-24
22-23

Referrals by Practices

Total number of Referrals and percentage of total referrals made

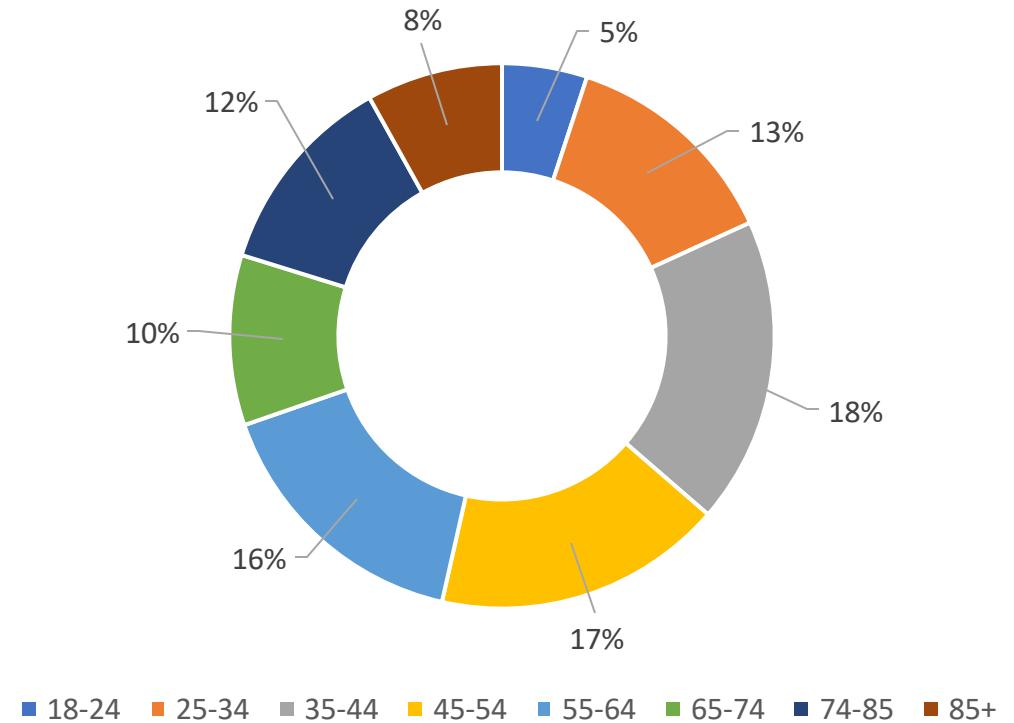
DATA REMOVED DUE TO PRACTICE IDENTIFICATION



Referral Total: Gender and Age Demographics

Gender	Referral Total	Percentage
Male	2902	36%
Female	4964	62%
Trangender	2	0%
Other	4	0%
Non-binary	3	0%
Prefer not to say	3	0%

Age Groups Percentage of Total Referrals Made



Females were more commonly referred than any other gender demographic.

The highest referring age was for 35- to 44-year-olds, with 1475 patients, followed by 45- to 54-year-olds (1325 patients) and 55- to 64-year-olds (1247 patients).

Ethnicity Recorded for 23-24

Ethnicity

White - British	628	8%
White - Irish	34	0.4%
White - Welsh	3	0%
White - Scottish	2	0%
White - Gypsy or Irish traveller	1	0%
White - Eastern European	104	1.3%
Other White Background (please specify*)	148	1.8%
African	142	1.7%
Caribbean	28	0.3%
Other Black or Black British Background (please specify*)	40	0.5%
Indian	124	1.5%
Pakistani	36	0.4%
Bangladeshi	5	0.1%
Chinese	19	0.2%
Other Asian Background (please specify*)	71	0.9%
White / Black Caribbean	13	0.2%
White / Black African	15	0.2%
White / Asian	31	0.4%
Other Mixed Background (please specify*)	36	0.4%
Arab - North African/Middle Eastern/Western	72	0.9%
Other Ethnic Background (please specify*)	163	2.0%
Prefer not to say	57	0.7%
Declined	12	0.1%

Ethnicity is a new recording process on Elemental since June 23.

Data on the left has been captured during Q1-Q4 for the whole SP service.

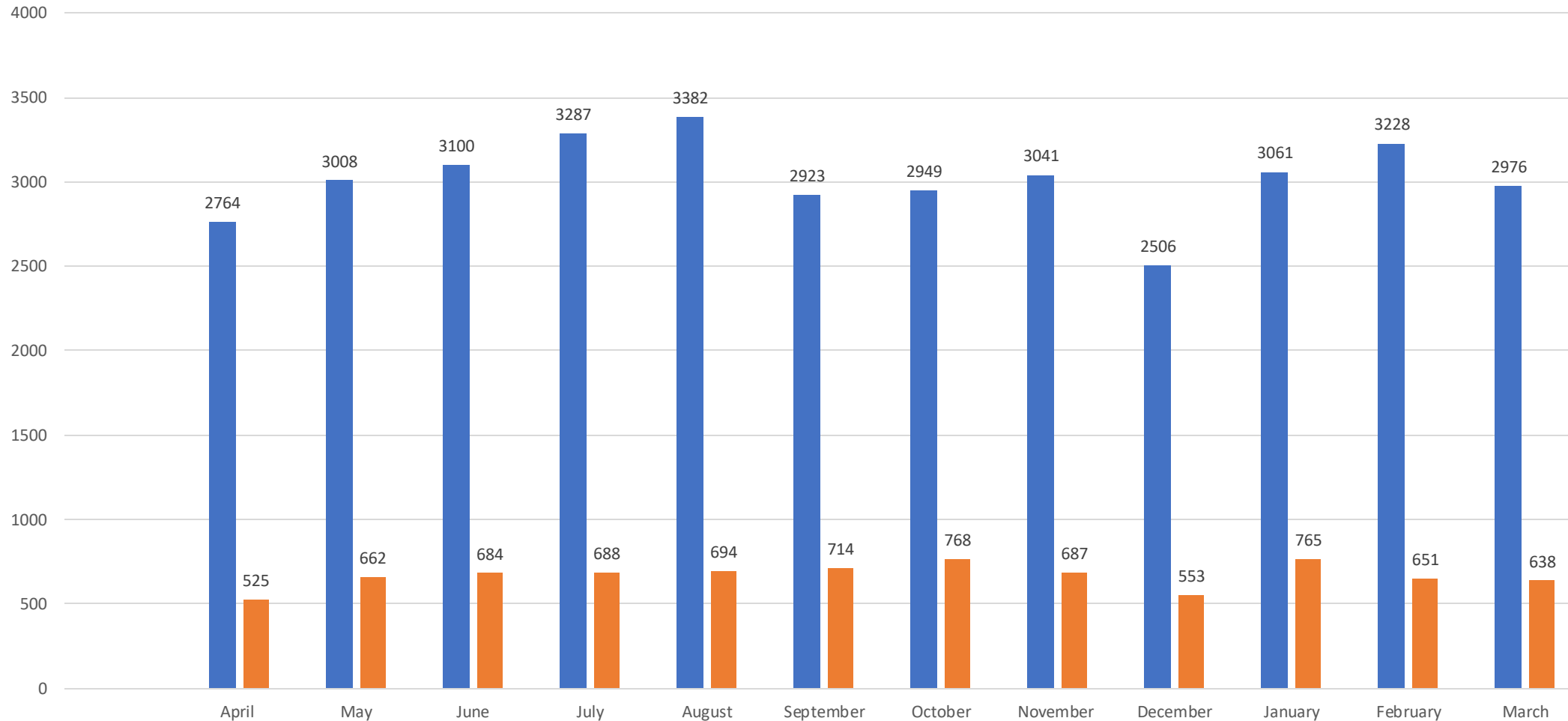
The highest client ethnicity is 'White-British', followed by 'Other Ethnic Background'.

Our SPs are continuing to capture this data going forward which will support us in noticing any trends.

Appointment Total vs Referral Total Per Month

Total Appointments: 36 225
15% increase from last year's total

Appointments vs Referrals Per Month for 23-24



Key:
Appointments
Referrals

Increase Shown for Referrals /Appointments / SPLW Total Per Year

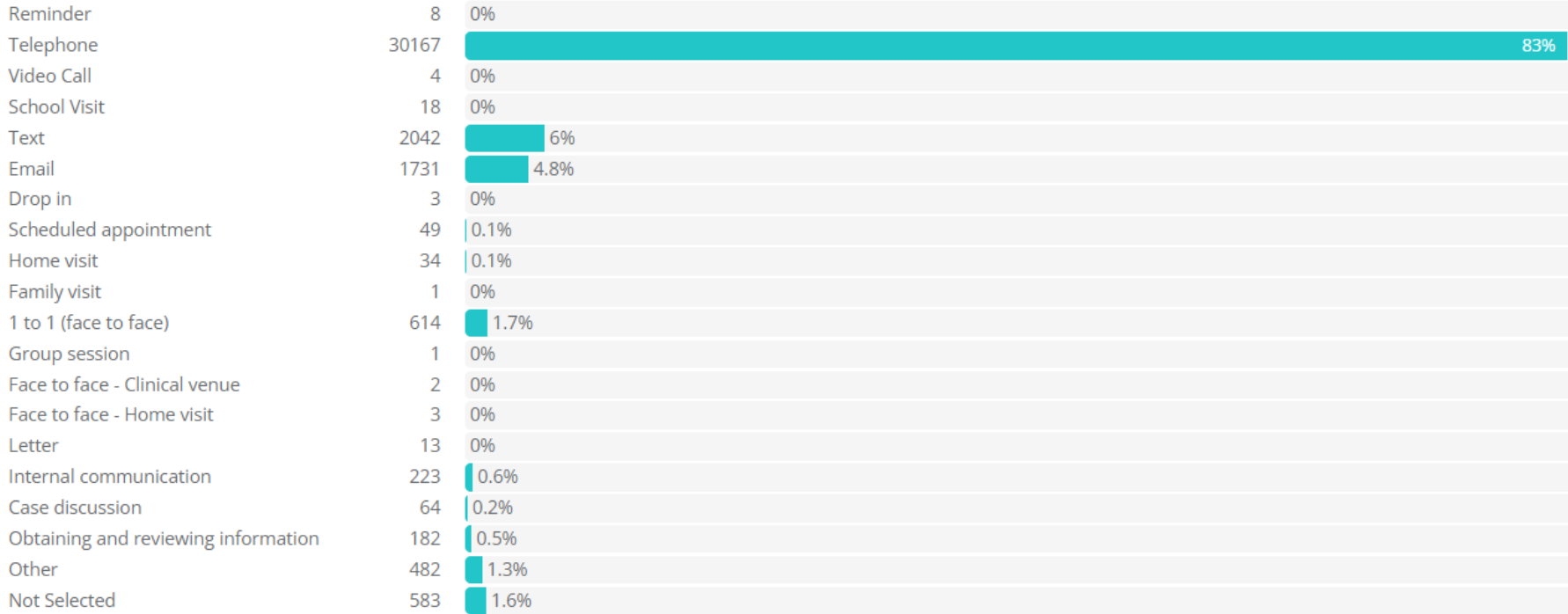
	20-21	21-22	22-23	23-24	Percentage Increase
Referral Total	3224	5689	7122	8029	149%
Appointments	11,316	23,895	31,527	36,225	220%
SPLW Total start of Year	8	14	18	22	175%
SPLW Total End of Year	14	18	22	25	79%
<i>Current Planned SPLW Total Increase over the years.</i>	18	22	24.5 (Planned for 23-24)	25	39%

At the start of the service this year there were 22 SPLWS which has increased and maintained at 25 SPLWs. There are no plans of recruitment as of yet.

Since the beginning of the service comparing the first financial year to this last financial year, there has been a total increase of 149% for referrals made.

Appointments and Contacts Types Overall

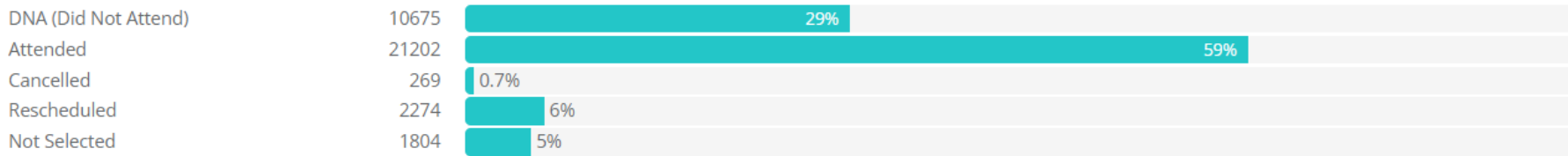
Contact Type



The most frequent contact type is via the telephone, 83% of contacts made.

There was a total of 614 face to face appointments across the SP service for the full year. Which is a 225% increase compared to last year's total.

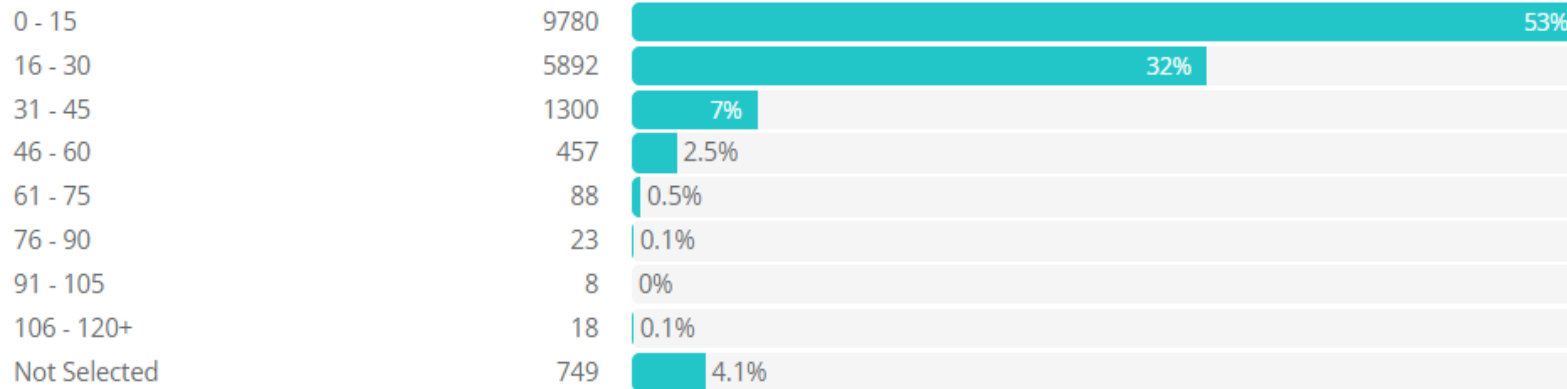
Outcome of Appointments



59% of all appointments that were made were attended. 29% were DNA's and 6% were rescheduled.

Contact Times of Patient Consultations

Time Spent with Client



0-15 mins is the most frequent time frame which would more often be associated for follow ups.

A patient is offered on average between 4-6 follow up appointments per case.

Appointment times often vary on the complexity of the patients needs.

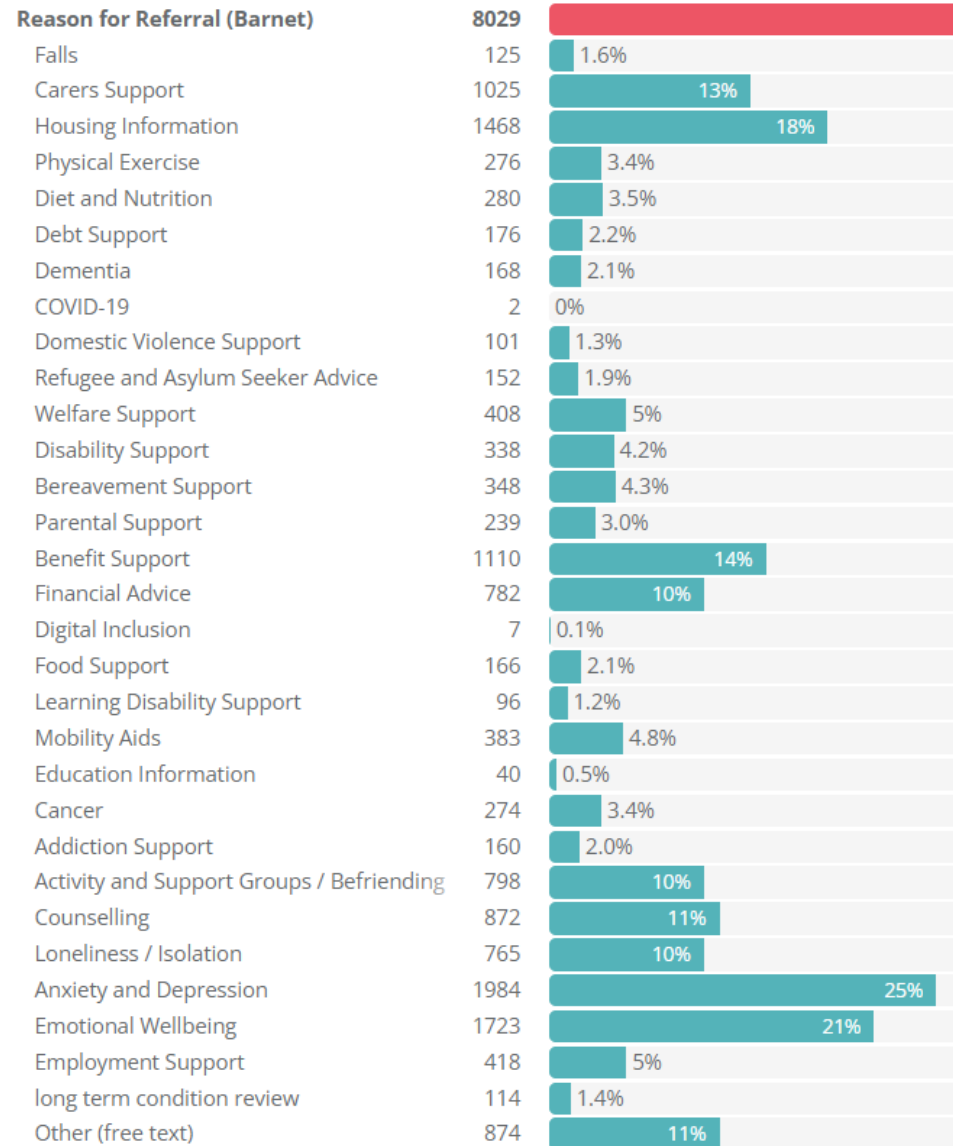
Therefore there is no set time spent with patients outlined. However, social prescribers are encouraged to keep between 30-45 minutes for the initial consultations to ensure all areas of their needs and concerns are addressed.

Initial consultations admin then usually falls within 15 minutes which includes referrals and follow up emails with signposting, service research and service enquiries on patient's behalf.

Follows ups usually fall within 15 minutes to check in on the progress made.

Most Common Referral Reasons

Reasons for Referral



23-24 - Top 5 reasons for referrals were:

- Anxiety and Depression
- Emotional Wellbeing
- Housing information
- Benefit support
- Carers Support

22-23 - Top 5 reasons for referrals were:

- Anxiety and Depression
- Emotional Wellbeing
- Housing information
- Benefit support
- Other Free Text

Referral Reasons and Demographics

Age and referral reasons trends:

Gender and Referral Reasons Trends:

Men

23% of men were referred for Anxiety and Depression.

19% were referred for Emotional Wellbeing.

20% were referred for Housing information.

17% for Benefit Support.

11% for Carers Support.

Women

25% of women were referred for Anxiety and Depression.

23% were referred for Emotional Wellbeing.

17% were referred for Housing information.

12% for Benefit Support.

14% for Carers Support.

Most common age groups referred: (Between 35-44 year olds):

34% of referrals were made for Anxiety and Depression.

24% Housing Information

23% Emotional Wellbeing

18% Benefit Support

6% Carers Support

Younger Age Group Trends: (18-24 year olds)

41% of referrals were for Anxiety and Depression.

27% Emotional Wellbeing.

21% Housing Information.

14% Benefit Support

4% Carers Support

Older Adult Age Groups (65+)

25% Carers Support

16% Emotional Wellbeing

12% Anxiety and Depression

8% Benefit support

7% Housing Information

Most Common Onward Referrals (23-24)

Barnet Adult Social Care	251	14%
IAPT	246	14%
BOOST	212	12%
Citizens Advice Barnet (CAB)	162	9%
Age UK Barnet	113	6%
Outreach Barnet Floating Support	96	5%
Barnet Wellbeing Hub	78	4.3%
Mind in Barnet	76	4.2%
Barnet Carers Centre	56	3.1%
West London Works (Shaw Trust)	49	2.7%
Healthwise (Barnet Better Gyms)	45	2.5%
New Citizens Gateway (Barnet Refugee Service)	43	2.4%
Inclusion Barnet	39	2.1%
Afghan Association Paiwand	26	1.4%
Barnet Bereavement Service	23	1.3%
Change Grow Live (CGL)	22	1.2%
Muswell Hill Foodbank	18	1.0%
Barnet Homes	16	0.9%
Chipping Food Bank	15	0.8%
Falls Prevention Clinic	15	0.8%
Colindale Communities Trust	13	0.7%
Solace	12	0.7%
Barnet Mencap	11	0.6%
Farsophone	11	0.6%
BreadnButter	11	0.6%
Barnet Early Help Service (0 - 19)	9	0.5%
The Listening Place	8	0.4%
Meridian Wellbeing	8	0.4%
Home-Start Barnet	7	0.4%
Street link	7	0.4%
Green Doctors	7	0.4%
CommUNITY Barnet	5	0.3%
Pohwer Advocacy Service	5	0.3%
Sebby's Corner	5	0.3%
Good Neighbour Scheme for Mill Hill and Burr	4	0.2%

Middlesex Association for the Blind	4	0.2%
Resources for Autism	4	0.2%
Little Village	4	0.2%
Jewish Care	3	0.2%
Rephael House	3	0.2%
Macmillan Welfare Benefits Project (CAB)	3	0.2%
Crisis Team	3	0.2%
Paperweight	3	0.2%
Cherry Lodge Cancer Care	2	0.1%
Friend in Need (F.I.N) Activity Centre	2	0.1%
Jami (Jewish Association for Mental Health)	2	0.1%
Turn2us	2	0.1%
Mary Ward Legal Centre	2	0.1%
SCOPE	2	0.1%
NHS Stop Smoking Support	2	0.1%
IKWRO	2	0.1%
Barnet Yoga Circle	2	0.1%
Foodbank - St James Church	2	0.1%
Health and Wellbeing Coach	2	0.1%
GN Law	2	0.1%
Burnt Oak Community Food Bank	2	0.1%
The Silver Line	2	0.1%
Lapis	2	0.1%
Bereavement Care	2	0.1%
SHINE London	2	0.1%
Women and Girls Network (WGN)	1	0.1%
Community Focus	1	0.1%
Dementia Club UK	1	0.1%
Jewish Deaf Association	1	0.1%
Stonegrove Community Trust	1	0.1%
Volunteering Barnet	1	0.1%
U3A	1	0.1%
British Red Cross	1	0.1%
High Barnet Good Neighbour Scheme	1	0.1%
Age UK National	1	0.1%

Dial a Ride	1	0.1%
Taxicard	1	0.1%
(CAP) Christians Against Poverty	1	0.1%
Homeless Action in Barnet (HAB)	1	0.1%
Cruse Bereavement Support Line	1	0.1%
GoodGym Barnet	1	0.1%
Iranian Association	1	0.1%
Rainbow Money Advice	1	0.1%
Barnet Job Centre	1	0.1%
Woman's Trust	1	0.1%
New Horizon Youth Centre	1	0.1%
Barnet Asian Women's Association (BAWA)	1	0.1%
Healthy Start Programme	1	0.1%
Barnet Local Offer	1	0.1%
Millbrook Healthcare Group	1	0.1%
Re-engage	1	0.1%
Hestia	1	0.1%
Respect	1	0.1%
Children and Young People Mental Health Ser	1	0.1%
Yaran Women's Club	1	0.1%
GIFT (Jewish Foodbank and Charity Services)	1	0.1%
Marriage Care	1	0.1%
ADHD Barnet	1	0.1%
Justice for Tenants	1	0.1%
NHS and Care Volunteer Responders	1	0.1%

Most Common Onwards Signposting (23-24)

Age UK Barnet	612	7%	Cherry Lodge Cancer Care	52	0.6%	Street link	20	0.2%
Mind in Barnet	513	6%	Macmillan Information Specialist	52	0.6%	U3A	19	0.2%
Barnet Wellbeing Hub	472	6%	FAB Card	51	0.6%	Age UK National	18	0.2%
BOOST	439	5%	Farsophone	48	0.6%	Carers UK	18	0.2%
Citizens Advice Barnet (CAB)	421	5%	Andy's Man Club	48	0.6%	Barnet Voice for Mental Health	17	0.2%
IAPT	412	5%	BreadnButter	46	0.6%	CommUNITY Barnet	17	0.2%
Barnet Adult Social Care	336	4.1%	Homeless Action in Barnet (HAB)	45	0.5%	MIND - UK Wide	17	0.2%
Meridian Wellbeing	322	3.9%	Dial a Ride	44	0.5%	Falls Prevention Clinic	17	0.2%
Barnet Carers Centre	311	3.8%	Afghan Association Paiwand	43	0.5%	Gingerbread	17	0.2%
Barnet Homes	184	2.2%	(CAP) Christians Against Poverty	39	0.5%	The Good Grief Trust	16	0.2%
Turn2us	152	1.9%	Yaran Women's Club	39	0.5%	Barnet Asian Women's Association (BAWA)	16	0.2%
Shelter	131	1.6%	Jim's Cafe	39	0.5%	Healthy Start Programme	16	0.2%
Inclusion Barnet	117	1.4%	Volunteering Barnet	38	0.5%	Lapis	16	0.2%
New Citizens Gateway (Barnet Refugee Service)	110	1.3%	Resources for Autism	38	0.5%	NHS and Care Volunteer Responders	16	0.2%
Barnet Bereavement Service	110	1.3%	Persian Advice Bureau	38	0.5%	High Barnet Good Neighbour Scheme	15	0.2%
Barnet Mencap	101	1.2%	Rephael House	34	0.4%	Alzheimer's Society	15	0.2%
Outreach Barnet Floating Support	90	1.1%	Taxicard	34	0.4%	The Mix	14	0.2%
Barnet Early Help Service (0 - 19)	89	1.1%	Macmillan Welfare Benefits Project (CAB)	33	0.4%	CALM	13	0.2%
West London Works (Shaw Trust)	85	1.0%	Fitness and Active Leisure Card for Carers	33	0.4%	Maggie's Centre (The Royal Free Hospital)	13	0.2%
StepChange Debt Charity	81	1.0%	Manor House Centre	33	0.4%	DAWN Counselling Services	13	0.2%
Help with Money @Barnet Lone Parent Centre	80	1.0%	Pohwer Advocacy Service	31	0.4%	The Proper Blokes Club	13	0.2%
Healthwise (Barnet Better Gyms)	78	0.9%	Change Grow Live (CGL)	30	0.4%	SHINE London	13	0.2%
Home-Start Barnet	74	0.9%	Green Doctors	30	0.4%	Dementia Club UK	12	0.1%
Cruse Bereavement Support Line	74	0.9%	Good Neighbour Scheme for Mill Hill and Burr	29	0.4%	Friend in Need (F.I.N) Activity Centre	12	0.1%
GN Law	69	0.8%	Fit and Active Barnet Hub	29	0.4%	Barnet Care and Repair Agency	12	0.1%
Mary Ward Legal Centre	64	0.8%	Twining Enterprise	27	0.3%	British Nutrition Foundation	12	0.1%
The Listening Place	60	0.7%	ACAS	27	0.3%	WEA	12	0.1%
Crisis Team	55	0.7%	Paperweight	26	0.3%	Law Works	12	0.1%
Samaritans	55	0.7%	Barnet Local Offer	25	0.3%	Middlesex Association for the Blind	11	0.1%
Colindale Communities Trust	54	0.7%	Barnet and Southgate College	24	0.3%	Work Avenue	11	0.1%
Solace	53	0.6%	British Red Cross	24	0.3%	Rainbow Money Advice	11	0.1%
The Silver Line	53	0.6%	Iranian Community Centre	24	0.3%	Barnet Plus	11	0.1%
			Barnet Yoga Circle	23	0.3%	Finchley Food Bank	10	0.1%
			Jami (Jewish Association for Mental Health)	22	0.3%	My Care My Home	10	0.1%
			Migrant Help	21	0.3%	Family Lives	10	0.1%

Continued Signposting

ADHD Barnet	10	0.1%	Burnt Oak Leisure Centre (GLL)	6	0.1%	Millbrook Healthcare Group	4	0%
Justice for Tenants	10	0.1%	Mind & Mood Support Group	6	0.1%	Little Village	4	0%
Arts Depot	9	0.1%	C-App PIP/ESA Benefits Online Resource	6	0.1%	Parkinsons' UK	4	0%
Community Focus	9	0.1%	SCOPE	6	0.1%	Bereavement Care	4	0%
Jewish Care	9	0.1%	RNIB	6	0.1%	ADHD Foundation Neurodiversity Charity	4	0%
Unitas - Barnet Youth Zone	9	0.1%	IKWRO	6	0.1%	Barnet African Caribbean Association	3	0%
Refuge - National Domestic Abuse Helpline	9	0.1%	Romanian and Eastern European Hub	6	0.1%	Barnet Seniors Association	3	0%
Crisis	9	0.1%	Kooth	6	0.1%	Disability Action in Barnet	3	0%
Shout	9	0.1%	SENDIASS	6	0.1%	East Barnet Baptist Church	3	0%
SANE	9	0.1%	No Panic	6	0.1%	Remap-Barnet	3	0%
Barnet Homes Repair	9	0.1%	Freedom Pass/ 60+ Oyster card	5	0.1%	Sense	3	0%
Barnet Borough Sight Impaired	9	0.1%	The Compassionate Friends (not to be confuse	5	0.1%	The DJ and MC Academy	3	0%
Iranian Association	9	0.1%	Barnet Furniture Centre	5	0.1%	GoodGym Barnet	3	0%
Chipping Food Bank	9	0.1%	Contact	5	0.1%	Host Nation	3	0%
Burnt Oak Womens Group	9	0.1%	Opening Doors	5	0.1%	Barnetplus	3	0%
Relate	9	0.1%	Compassionate Neighbours	5	0.1%	OLIO - Food Waste APP	3	0%
Burnt Oak Community Food Bank	9	0.1%	Hestia	5	0.1%	Helpline - Family Rights Group	3	0%
Good Thinking UK	9	0.1%	BICs (Barnet Integrated Clinical Services)	5	0.1%	Advocacy in Barnet PIP	3	0%
Jewish Deaf Association	8	0.1%	Headroom Cafe	5	0.1%	Mosaic LGBTQ+ Young Persons' Trust	3	0%
Terapia	8	0.1%	New Barnet Leisure Centre (GLL)	4	0%	We Stand	3	0%
One You Barnet	8	0.1%	Friern Barnet's Green Gym (Coppetts Woods)	4	0%	Mums Aid	3	0%
National Debtline	8	0.1%	Finchley Lido Leisure Centre (GLL)	4	0%	Kiran Support Services	3	0%
St Barnabas Foodbank	8	0.1%	Garden Suburb Community Library	4	0%	Respect	3	0%
North London Victim Support	8	0.1%	Maxability	4	0%	Caritas St Josephs	3	0%
Fellowship House	8	0.1%	Saracens Foundation	4	0%	Stonewall Housing	3	0%
Re-engage	8	0.1%	Reengage (Formerly Contact the Elderly)	4	0%	Hoarding UK	3	0%
Grief Encounter	8	0.1%	AKT	4	0%	RNID Action on Hearing Loss	2	0%
Kooth	7	0.1%	Alcoholics Anonymous	4	0%	Choirs R Us	2	0%
Men's Advice Line	7	0.1%	The last cuppa	4	0%	Community Space	2	0%
Barnet Disabled Facilities Grant	7	0.1%	Muswell Hill Foodbank	4	0%	The Barnet Band	2	0%
Sangam Centre	7	0.1%	Move4U Cancer Physical Activity Rehabilitati	4	0%	Narcotics Anonymous	2	0%
Barnet Job Centre	7	0.1%	Cancer Support UK	4	0%	North London Hospice	2	0%
Woman's Trust	7	0.1%	National Childbirth Trust Barnet	4	0%	Maytree	2	0%
Turn2us (Farsi Action Foundation)	7	0.1%	Upstanding Citizens	4	0%	NHS Stop Smoking Support	2	0%
Anxiety UK	7	0.1%	Dementia Prevention UK	4	0%	Dementia Club	2	0%
						Foodbank - St James Church	2	0%

Continued Signposting

Ataxia UK	2	0%		
St Mungo's	2	0%		
GamCare	2	0%		
Children and Young People Mental Health Ser	2	0%		
Galop	2	0%		
Langdon	2	0%		
Sebby's Corner	2	0%		
Refugee Council	2	0%		
ADDA	2	0%		
Happity	2	0%		
BEAM (Barnet Early Autism Model)	2	0%		
Green Man Community Centre	2	0%		
ME Association	2	0%		
Gardening for Better Mood	2	0%		
Friends of the sick	2	0%		
C19 Harrow (Free & Charged) - Harrow Carers	1	0%		
Chickenshed Theatre	1	0%		
Finchley Art Society	1	0%		
Groundwork London	1	0%		
Heath Hands	1	0%		
Hendon Leisure Centre (GLL)	1	0%		
Jacksons Lane	1	0%		
JW3	1	0%		
Stonegrove Community Trust	1	0%		
TS Broadsword (Sea Cadets)	1	0%		
Sliverline	1	0%		
Hoarding UK	1	0%		
Migrant Help	1	0%		
Youth Realities	1	0%		
Talk to Frank	1	0%		
Two Generations	1	0%		
Papyrus HOPELINEUK	1	0%		
Stop Smoking London Helpline	1	0%		
PAC-UK	1	0%		
Survivors UK	1	0%		
Together in Barnet	1	0%		
Asylum Aid	1	0%		
Chinese Information and Advice	1	0%		
Homeshare Living	1	0%		
Centre of Excellence - Somali Community Gro	1	0%		
SOBS (Survivor of Bereavement by Suicide)	1	0%		
Your Family Matters	1	0%		
Fresh Start in Education	1	0%		
Future Path	1	0%		
Living Way Ministries	1	0%		
Aspire Leisure Centre	1	0%		
Freedom From Torture	1	0%		
Hourglass (Action on Elder Abuse)	1	0%		
Money Advice	1	0%		
GIFT (Jewish Foodbank and Charity Services)	1	0%		
Jewish Bereavement Counselling	1	0%		
Resource	1	0%		
Barnet Collective	1	0%		
IMECE	1	0%		
Marriage Care	1	0%		
Barnet Borough Sight Impaired	1	0%		
Sibs	1	0%		
PTSD UK	1	0%		
Young People Thrive	1	0%		
Barnet Asian Old People's Association	1	0%		
Fibromyalgia Action UK	1	0%		
Unlock	1	0%		
Nacro	1	0%		
Caribbean and African Health Network (CAHN)	1	0%		
National Bullying Helpline	1	0%		

Outcome Measures ONS4: Comparison 22-23 and 23-24

Satisfaction	Percentage from Pre to Post 22-23	Percentage from Pre to Post 23-24
Increased	73%	76%
Decreased	4.7%	5%
No Change	22%	19%

Worthwhile	Percentage from Pre to Post 22-23	Percentage from Pre to Post 23-24
Increased	67%	68%
Decreased	6%	8%
No Change	28%	24%

Happiness	Percentage from Pre to Post 22-23	Percentage from Pre to Post 23-24
Increased	77%	79%
Decreased	6%	5%
No Change	18%	16%

Anxiety	Percentage from Pre to Post 22-23	Percentage from Pre to Post 23-24
Increased	9%	9%
Decreased	78%	76%
No Change	14%	16%

Outcomes 23-24

937 cases completed GP attendance review

GP Attendance	Percentage from Pre to Post 22-23	Percentage from Pre to Post 23- 24
Increased	12%	12%
Decreased	65%	70%
No Change	23%	18%

Overall reduction by 70% for GP Attendances post SP shown

GP Attendance is recorded through Elemental:

The pre-measure is taken in the initial consult with the Social Prescriber asking the patient how often they have had a GP appointment.

The post is then taken on their final consultation (point of discharge) asking the question since our first appointment have you been to a GP appointment.

Patient Survey Feedback

Total number of responses: 149

Service Intro Questions

99% of responders stated their SP introduced themselves well.

97% of responders stated their SP outlined the expectations of the service well.

SP Competency + Listening Skills

95% of responders rated their Social Prescribers competency to signpost to appropriate services an 8 or above out of 10 (1 being poor, 10 being excellent).

95% of responders rated their Social Prescribers listening skills an 8 or above out of 10 (1 being very poor to 10 being excellent)

Patients Personal Outcomes

79% of participants stated their wellbeing improved after using this service.

71% of responders stated they felt more connected to their community post SP.

87% of responders scored a 8/10 and above for feeling they could better self manage their concerns post SP input.

Would Patients Recommend the Service?

97% said they would recommend this service to a friend or family member.

Comments or Suggestions made from Participants to improve the service:

Positive feedback:

'My SP has been incredible throughout my journey with dealing with anxiety/stress since July 2022. I didn't even know what a social prescriber was until I started speaking to her and she exceeded my expectations. I would recommend her to anyone dealing with stress, anxiety or needing help with their emotional well being. I can honestly say she has helped me so much mentally and been an incredible support system. She was very attentive and caring from the first day I spoke to her till the very end. I felt like she really cared about me and wanted to help me. She's helped me build a stronger mindset and pushed me when I needed to be. I learnt to build boundaries and put my needs first. She always took the time to listen and support me whenever I needed and I felt so comfortable in speaking to her. I couldn't thank her enough for everything she has done for me and I appreciate how she helped me.'

'It was absolutely brilliant to have this service. It made a huge difference to me at a point when I was coping with stopping work and trying to get back to good health. I felt I was held, supported and heard. My SP really helped me see the challenges I was facing in a new light, encouraged me to be kinder to myself, recognising the strain illness had put on me physically and mentally. She suggested really helpful links and organisations to help me manage symptoms, and for further down the line for help getting back into work. Speaking to her really helped me so much. I would recommend this service to everyone and wish it was available for everyone.'

'I was so out of order, I couldn't think how to sort out my life. My SP was kind and a nice person to talk to. She kept giving me ideas how to reach out. My moods were different and extra problems happened during the time, but she gave me other ideas and the resources each time. She gave me sparks and brought me back happy feelings. Just talking to her were really enjoyable each time. Now, I feel I will be able to find new life or back to original life in good way. Thank you very much, I am very luck to find my SP!'

Constructive feedback:

'Make patients aware that this service exists' – We are continuing to strive to improve patient knowledge of service and hold a presence at community events to raise awareness.

'Introduce the service to more people by distributing flyers in clinics & libraries.' – flyers have been shared with Practices and have also been placed in waiting areas and have given out at Community Events where we have had stalls.

'Maybe make the meetings once every month.' – Our SPs are flexible around the patient however due to the demand in the service, we are only a short-term service and thus cannot offer appointments every couple of months.

'Face to face communication' – Face to face appointment options are available but limited due to available space at the Practices. Our SPs organise f2f appointments to those that request them.

'It would be helpful for the NHS and local authority to provide exercising and sports activities for the elderly and slightly impaired mobility.' – These activities already exist within the community via different organisations such as Age UK Barnet and Better Gym Leisure Centre.

Additional Information for the Service over the last year

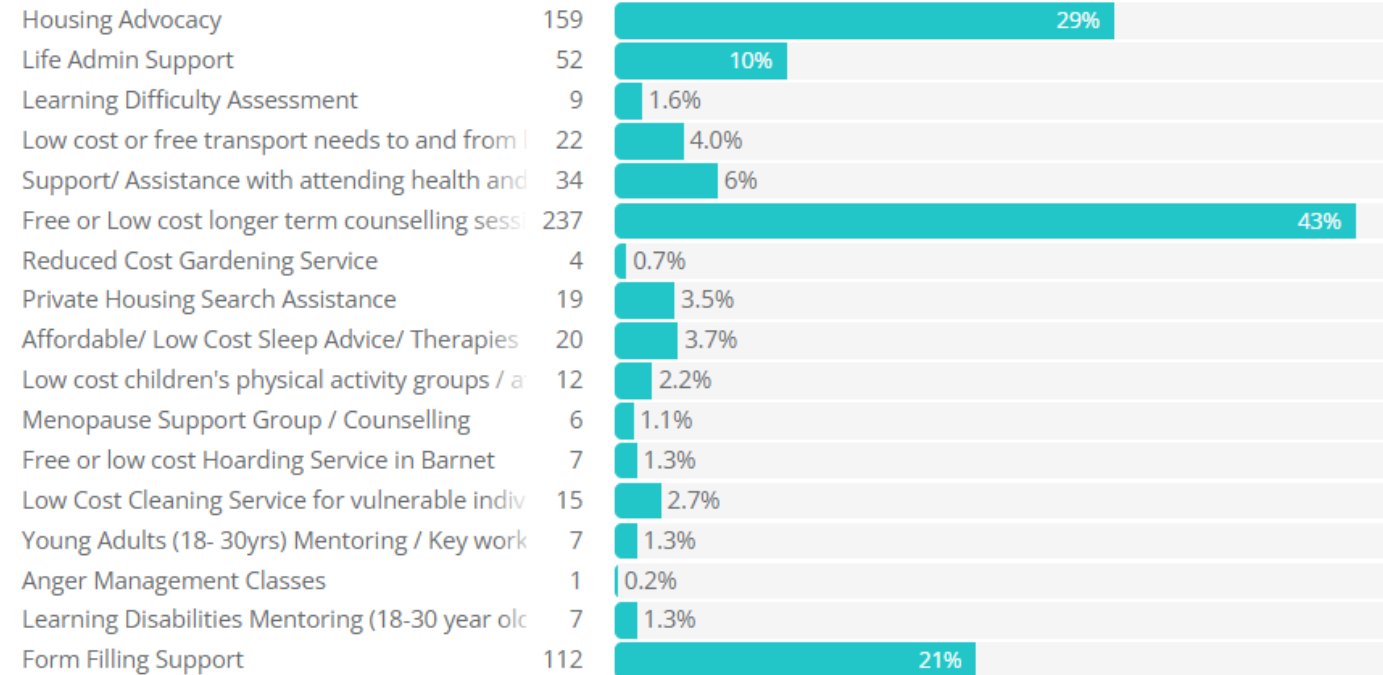
Gaps in Barnet Services Detected by SP (23-24)

Social Prescribing Reporting and insight has shown to be hugely valuable to help identify needs in the community, as well as gaps in provision.

One of our reporting developments has included being able to capture how many clients from SP are needing services that are not on offer, or in short supply of within Barnet's resources.

This is an example of a very simple gap report we are able to capture across our SP reporting. We have been sharing the insights of this with various PCN colleagues, PCN stakeholders and those across the community and local authority to help improve the offer in Barnet. We hope as our data sets grow more of our community and those leading on developments, and change will be able to use this insight to support the resident's needs.

Client Cohorts



Top three community service Gaps identified in the borough are:
Free or Low cost longer term counselling sessions, Housing Advocacy, and form filling support.

Client Cohorts Additional Cohorts Identified

Suicidal Ideation	34
Homelessness Prevention	54
Self Harm	6

SP Success and Service Developments

DATA REMOVED DUE TO PCN IDENTIFICATION

1. Access to Service Developments

- Two PCNs now have live Self-referral websites for clients, a successful initiative from the pilot project. Other PCNs are encouraged to adopt this development.

2. Neighbourhoods Pilot Funds

- The Social Prescribing (SP) team is engaged in two pilot projects: one for DATA and another for a collaboration of PCNs (DATA). Projects aim to enhance support for housebound and frailty patients and to create Digital-Friendly PCNs for improved online health services access.

3. Management Update

- Caitlin Bays is going on maternity leave from May 17th, with Bianca Ilii successfully recruited as her maternity cover for the Manager role. Lamarra Alo has been successfully recruited for Bianca's Deputy Manager position.

4. Elemental Integration and DOS

- Elemental Integration of Case Notes to Emis is available, with efforts to integrate it across all surgeries in Barnet ongoing.
- Development of the Directory of Services (DOS) public-facing webpage is nearing completion, aimed at enhancing community engagement and service updates.

5. Projects and Events

- Proactive projects include employment events, Frequent Attenders Project, Wellbeing Coffee morning events, menopause and anxiety management group, gardening project, digital healthcare access workshop.
- Successful events such as the Social Prescribing Coffee Network Event and the PCN Digital NHS Services Event demonstrate community engagement and service impact.

7. Patient Engagement and Diversity Initiatives

- Patient feedback sessions and translated surveys in common languages (Farsi, Romanian, Arabic) aim to improve service accessibility and responsiveness.
- Ethnicity capture initiatives enable better understanding and catering to the diverse needs of the patient population.

SP Networking and Partnership Successes

- Barnet SP Coffee Networking Session – The SP Team have held another coffee networking session on the 13th of March 2024, this is their 5th networking event held since the service started.
- All of our PCNs teams have worked on Proactive Social Prescribing Services which has involved working with a wide range of Community Providers to offer events, or workshops delivering specific topical support to reach in need patients.
- The SP service has been asked to attend and speak at multiple Barnet local events, steering groups and at the VCS forum to raise awareness of SP and of the opportunities of the DOS.
- We have continued working with the Local authority, Public Health and Barnet Together to build the DOS and have created this with Elemental which is ready to launch to the community in May 2024.
- The SP service has been involved in several MDTs including NCL Neuro MDT, Wellbeing Hub Joint Case Meeting, and we have recently developed our own housing MDT with Barnet Homes which operates every 8 weeks to create support for our most complex housing cases.
- The SP Manager is on the Children's and Young People SP Pilot Work Force which is ongoing, as well as the MECC steering group, MH Community Steering Group, Healthy Hearts Steering Group and meets with the Training hub in Barnet Faculty Lead Groups.
- SP Manager is on the NCL Personalisation Group and is involved in supporting a business case for Elemental to be commissioned wide across NCL SP services for potentially 24-25.
- SP Manager is part of the London Network for SP Evaluation and spoke at a London wide webinar on best reporting examples for SP.
- SP Manager has presented at a National outcome measure and reporting webinar with Elemental customers with the Elemental team in January 2024 to showcase Barnet's success for SP impact.
- We have been successful to work with two different Neighbourhood Pilots this year with **DATA** to support Frailty and Housebound support, and Digital Inclusion for patients using NHS online services. Both of these Pilots include VCSE support from Age UK Barnet.