

(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.