

Social Prescribing Q2 Report

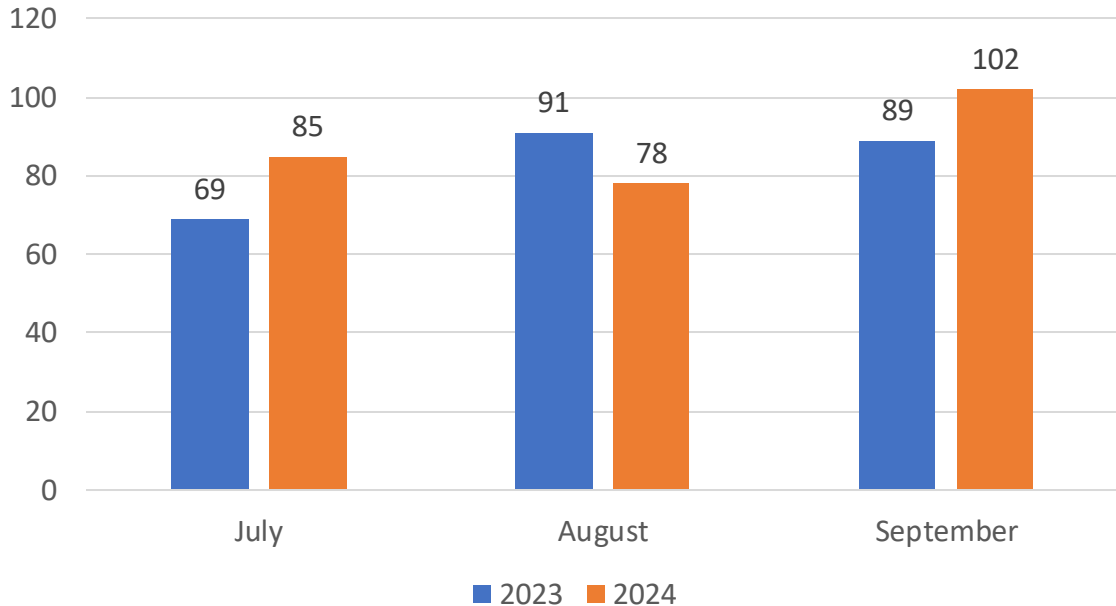
1st July – 30th September 2024

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Barnet Social Prescribing Management Team

Overview of Referral

Elemental Q2 Referral Total 2024: 265



Current wait list: 4 weeks

Q2 comparison of 2023 to 2024

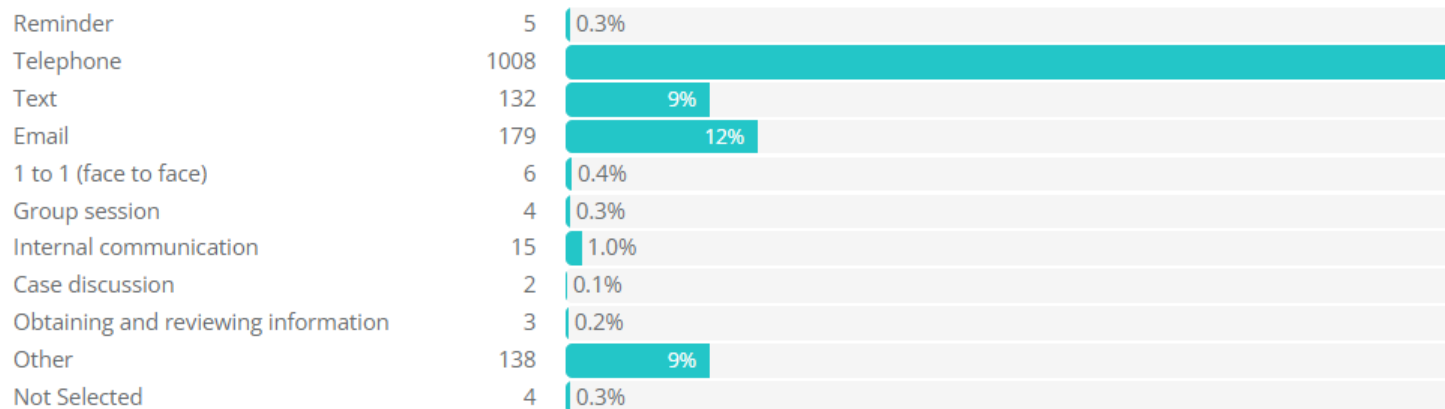
DATA REMOVED DUE TO PRACTICE IDENTIFICATION

Practice							Self Refer*
Referral Number	83	35	36	49	27	22	11
Percentage	31%	13%	14%	19%	10%	8%	5%

*Self Refer website has gone live June 24

Appointment Details

Q2 Total Appointments: 1496



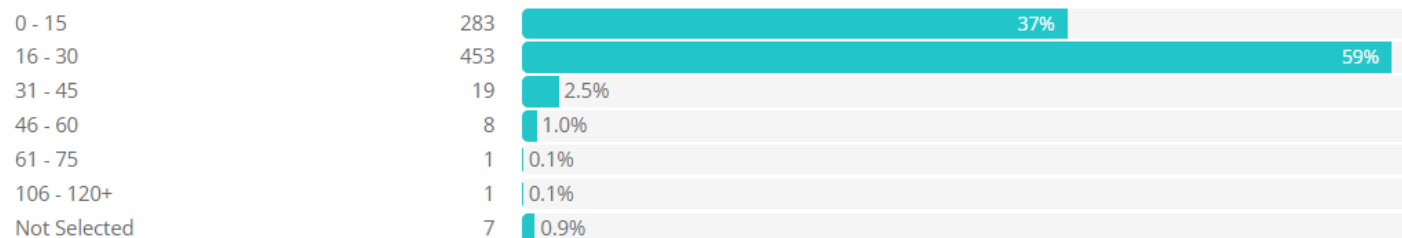
Most common contact type is via the telephone and the most common duration of contact is up to 16-30 mins.

Outcome of Appointments



There were 6 face to face sessions this quarter.

Time Spent with Client



Referral Demographics

Age Group	Percentage of Referrals
18-24	5%
25-34	15%
35-44	19%
45-54	15%
55-64	16%
65-74	12%
75-84	9%
85+	9%

Gender	Percentage of Referrals
Male	39%
Female	44%
Not disclosed	14%

Ethnicity

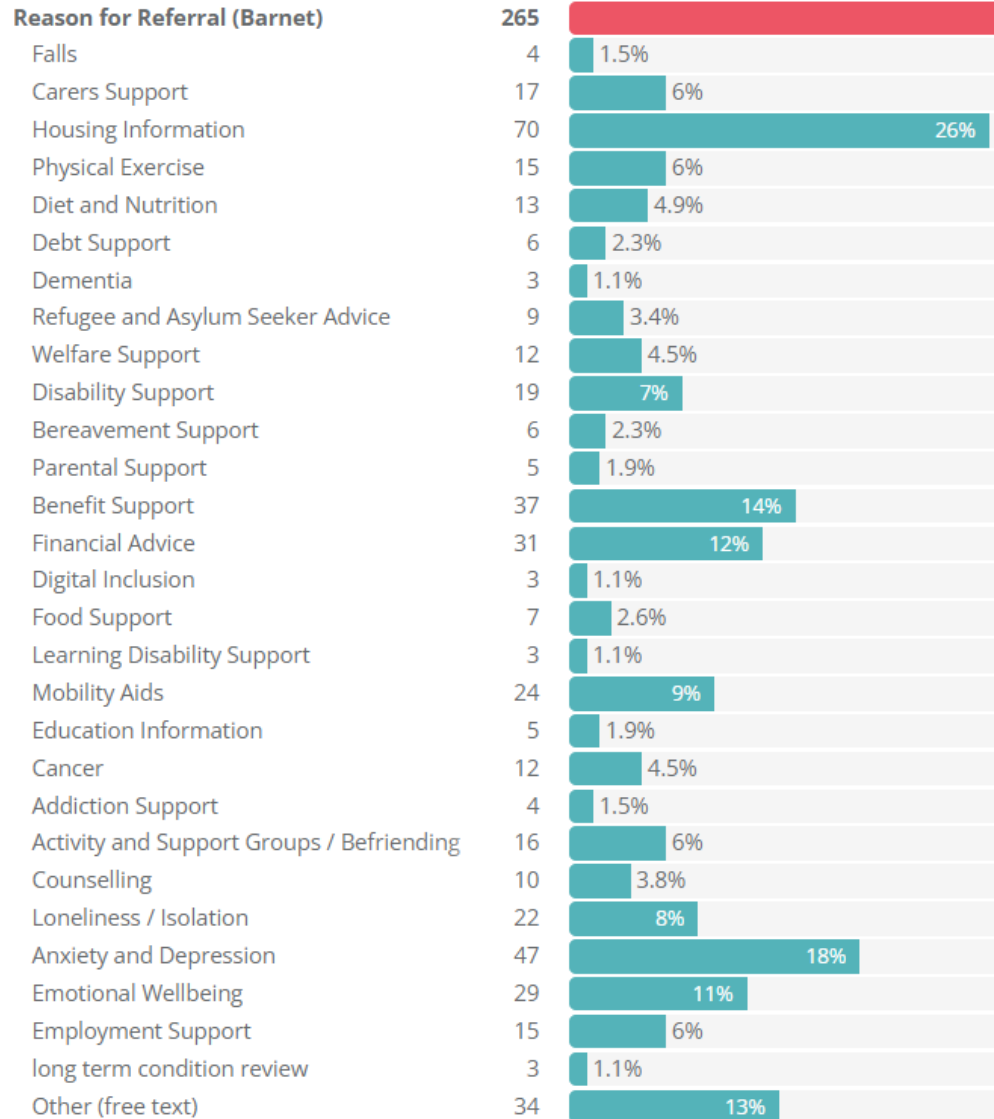
White - British	8	3.6%
White - Eastern European	3	1.3%
Other White Background (please specify*)	1	0.4%
African	1	0.4%
Caribbean	1	0.4%
Indian	2	0.9%
Chinese	2	0.9%
Other Asian Background (please specify*)	2	0.9%
White / Black African	1	0.4%
White / Asian	1	0.4%
Arab - North African/Middle Eastern/Western /	8	3.6%
Prefer not to say	2	0.9%
Declined	1	0.4%

Females are more commonly referred than any other gender group, which remains consistent with previous quarters.

The most frequent age category referred this quarter is for 35–44-year-olds.

Highest ethnicity recorded this quarter is ‘White-British’ and ‘Arab – North African/Middle Eastern/Western Asian’

Q2 Referral Reasons



Q2 Most Common Referral Reasons:

- Housing information
- Anxiety and depression
- Benefit Support
- Other (free text)
- Financial Advice

Q1 Comparison - Most Common Referral Reasons:

- Housing information
- Anxiety and depression
- Benefit Support
- Emotional Wellbeing
- Loneliness/Isolation

Most Common Services Signposted / Referred into the Community

Most Frequent Services Signposted	Most Frequent Services Referred
Paperweight	Age UK Barnet
Citizens Advice Barnet	BOOST
Turn2Us	Citizens Advice Barnet
NHS Talking Therapies	StreetLink
Yaran Women's Club	
Age UK Barnet	
BOOST	

SPs in this PCN have been advised by the management team to only signpost clients instead of doing referrals to manage wait-list and demand hence there are less prescriptions this quarter compared to previous quarters.

Outcome Measures

ONS4 – Q2:

Satisfaction	Worthwhile	Happiness	Anxiety
Increased by 100%	Increased by 57%	Increased by 71%	Decreased by 86%

GP Attendance – Q2:

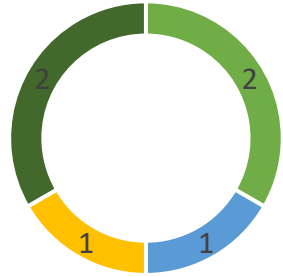
GP Attendance
Reduced appointments post SP intervention – 67%
No change in appointments post SP intervention – 7%
Increased appointment post SP intervention – 26%

Feedback Survey Q2

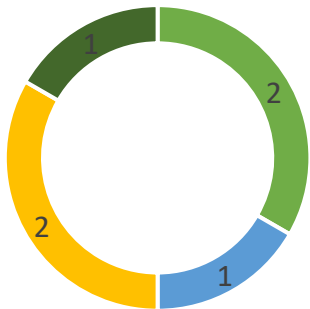
Number of Responses: 6

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GP Practice

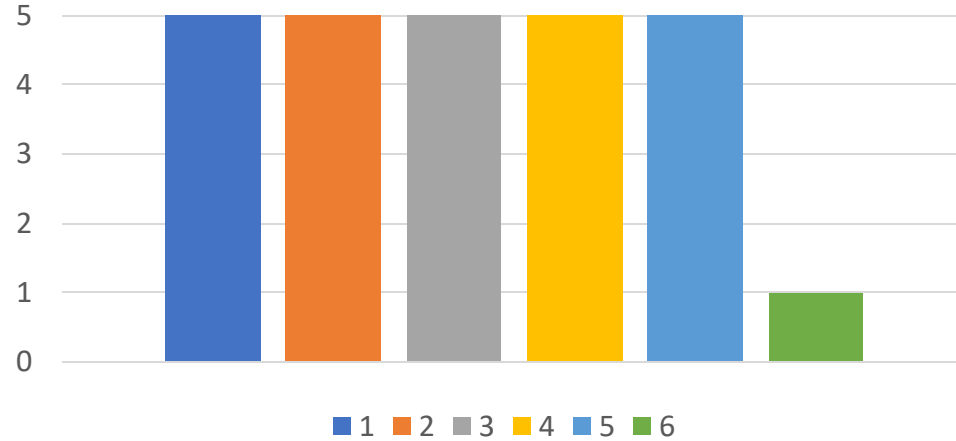


Referral Reason

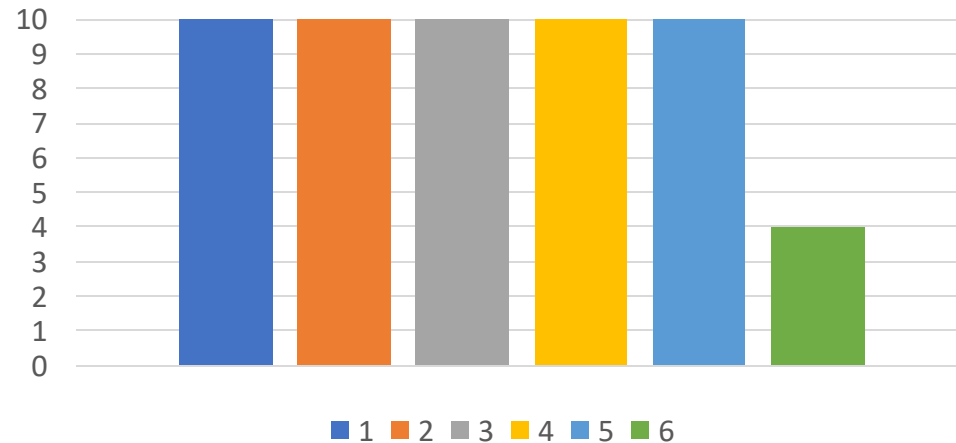


- Benefit Support
- Housing Information
- Anxiety and Depression
- Addiction Support

On a scale of 1-5 (1 being very unhappy to 5 being very happy) how happy were you with the outcome of your Social Prescribing Service journey?



How do you rate your SPLW competency to connect you to the appropriate local services to support your needs?



100% of Responders said they would recommend this service to a friend.

83% of Responders gave their SP a 9/10 or above for their listening skills.

83% of Responders scored a 9/10 or above for feeling they could better self-manage their health and wellbeing after SP input.

Further comments:

"it has done me the world of good i have had someone to talk to when i have been on my own i was sleeping rough on my own at edgware station."

"I would like to say a big thank you to the service and Ms Yeter kuruovali for helping me and introduced me to the right service."

Service Gaps Identified

Below shows the cohort data collected for Q1 – Q2 2024.

Client Cohorts



Housing Advocacy and Free or Low cost longer term counselling sessions / DBT - 10+ sessions are the most frequently identified gaps.

The Cohorts are a development which came into place at the end of April 2022.

These cohorts are assigned to the number of patients that fall into these service gaps identified by the SP team. As time goes on, we can capture this vital data to see the needs and gaps across the borough in our community services.

Proactive work and update 24-25:

DATA REMOVED DUE TO PCN IDENTIFICATION

- **Saturday groupwork:** Recently organised a diet and nutrition workshop with a neighbouring community organisation and had 4 attendees.
- **Gardening group update:** Group has started with around 5 regular participants. Many activities have been organised such as plant clay printing, propagating house plants, soap making. Two planters have been donated to the group and can be used as raised beds.
- **Digitally Friendly PCNs:** We have completed one face to face workshop for the PCN with 26 patients supported. Our next event will be on the 25th of October. The day will be supported by the Social Prescribers, Volunteers from Age UK Barnet and BOOST, NHS App ambassadors and PCN Staff members.
- **Self-referral link:** Patients can now self-refer on to the service using this link **DATA**

Q2 Updates and Success's (Whole Service)

DATA REMOVED DUE TO PCN IDENTIFICATION

Access to Service Developments:

The self-referral pathway is now live for 5 out of the 7 PCNs. One other PCN is being developed and will be live very shortly.

Neighbourhoods Pilot Funds:

The SP team are involved in two pilot projects this year, one for DATA and another pilot for a collaboration of PCNs for DATA. Home visits have already started for the pilot centred around improving housebound and frailty patient support. The other is to create Digital Friendly PCNs supporting patients access online health services, with the first two patient facing workshops completed and another two on the way.

DOS:

The Elemental public facing Directory of Services is now live. Anyone who is interested in what support is available in Barnet can access this via: <https://www.elementsoftware.site/barnetdirectory>

Projects and Events:

PCNs have several proactive group work projects either taking place or being planned. We are looking at different ways we can collaborate with our community partners for these projects. Projects focus on topics such as employment support, diet and nutrition.

Social Prescribing Champions role has been developed and we are internally advertising it. This is an opportunity for ex-service users that have had a positive experience with Social Prescribing to volunteer for the service. Their role will involve advocating for the service in local communities, community events and providing invaluable insight for future developments.

Social Prescribing Comms is something the Team are working on now. We would like to develop an Instagram account to start promoting the work we are doing across the community so this will be resident facing. We are also going to create a community partner newsletter to build further relationships with our community organisations.

Community Event on Winter Wellness is in the process of being finalised will take place in November. This is a collaborative effort between SP Team and the Prevention and Wellbeing Team at Barnet Council. We aim to have guest speakers on different aspects of wellbeing and looking after yourself during winter months. There will also be an opportunity for attendees to gather information on other support available from different stalls.