



Moulton Parish Council in collaboration with Moulton Surgery

The Community Connector Role, Health & Wellbeing and Social Prescribing

A talk by Mary-Jane Brown: Community Connector for Moulton & Surrounding Areas



Moulton's Health & Wellbeing Strategy

In 2016, Moulton Parish Council, in partnership with, Moulton GP Surgery, unveiled a Health & Wellbeing Strategy for the area which was the first project of its kind in the county.

This strategy was based on four priorities:

We work with local groups and other services to encourage the exchange of information to achieve the best living environment for all.

Priority	Why? So that if we get it right...
1. Every child gets the best start	<ul style="list-style-type: none"> • More families receive assistance before they reach crisis • More children are breastfed, and for longer • More children achieve a higher level of development in the prime areas of learning • Fewer children gain weight during primary education • Fewer children and young people are admitted to hospital for unintentional and deliberate injuries • Fewer young people self-harm • Fewer young people misuse drugs and alcohol • More children and young people have positive mental wellbeing
2. Taking responsibility and making informed choices	<ul style="list-style-type: none"> • More people maintain a healthy weight • Fewer people smoke; fewer people are problematic or binge drinkers • Fewer people misuse drugs • More people feel in control of their lives and their health, reflected in their mental wellbeing • Fewer people experience long term mental ill health • Increase in healthier, stronger and more resilient families across generations
3. Promoting independence and quality of life for older adults	<ul style="list-style-type: none"> • Fewer avoidable hospitalisations • Reductions in delayed transfers of care • Fewer people re-admitted to hospital following discharge • More people enabled to live in their own homes longer • Carers' satisfaction with services increases • More people are supported to participate in community life and community-based activities • Fewer people experience social isolation and loneliness
4. Creating an environment for all people to flourish	<ul style="list-style-type: none"> • Outcomes in Northamptonshire's most deprived areas improve, reducing the social gradient of health • Fewer people are living in poverty • Fewer people are unemployed and fewer young people are not in education, employment or training (NEET's) • Demand for social housing decreases • More people feel safe in their community • Domestic abuse rates decrease • Community resilience increases



Moulton's Health & Wellbeing Strategy

To support our new strategy, we had an overall vision of providing a one-stop-shop for the Health & Wellbeing of the community by building a Community Hub.

In 2017 we opened Moulton Community Centre which houses a cafe, halls, function rooms and Moulton Library, with hopes for Moulton Surgery to be relocated and expanded into a Health Centre nearby.



The library is soon to become a Community Managed Library run by volunteers.





My Role: **COMMUNITY CONNECTOR**

- I work for Moulton Parish Council and in collaboration with Moulton Surgery to implement our Health & Wellbeing Strategy.
- Alongside the Surgery's Social Prescribing Link Worker, I help residents manage their wellbeing or existing conditions by signposting or referring them to relevant organisations/groups/classes or support services.
- I encourage and help promote new interest groups, classes or meetings such as the new running group, children's yoga classes, free careers advice sessions or seated exercise classes.
- I organise Health & Wellbeing events and meetings.
- I run local volunteer schemes: our Good Neighbour Scheme, the Community Managed Library Volunteers, the Village Car Scheme and more recently the COVID-19 Volunteer Support Group.
- **All these activities aim to reduce isolation, build community ties and help manage and prevent major conditions from developing.**





Social Prescribing – what is it?

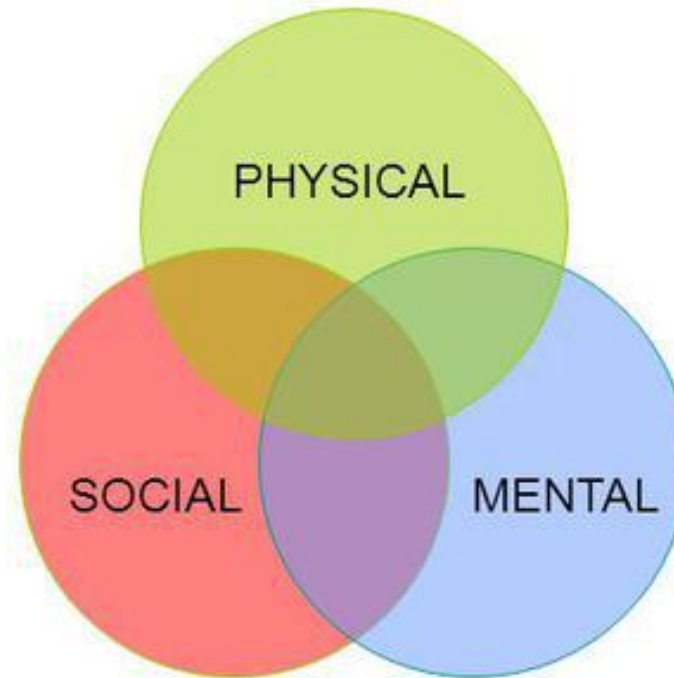
- Social prescribing is a way of helping people to manage their own mental and physical health by referring or ‘signposting’ them to local community-run services like leisure activities, classes, social groups, supporting charities and healthy lifestyle advice.
- Social prescribing is one of the national priorities outlined in the NHS Long Term Plan, and although it is already in practice around the country, Northamptonshire is believed to be the first area in England to establish an integrated social prescribing service at a county-wide level.
- 16 Social Prescribing Link Workers have been recruited across Northamptonshire to work in surgeries in each Primary Care Network.
- The aim of Social Prescribing is to help reduce pressure on health and care services by referring patients seeking help with issues that can be addressed by non-medical intervention.
- A report by the Social Prescribing Network says that around 20% of patients consult GPs for problems that are primarily social rather than medical, and dealing with these needs is important because social and economic factors affect health outcomes.

WHO DEFINITION OF HEALTH

Health is a state of complete **physical**, **mental** and **social** well-being, and not merely the absence of disease or infirmity.

Preamble to the Constitution of the World Health Organization as adopted by the International Health Conference, New York, 19-22 June, 1946; signed on 22 July 1946 by the representatives of 61 States (Official Records of the World Health Organization, no. 2, p. 100) and entered into force on 7 April 1948.

The Definition has not been amended since 1948.



What is Social Prescribing?

What is Social Prescribing?

Social Prescribing (or 'Community Referral') is a way for practices to refer patients with social, emotional or practical needs to a wider range of non-clinical and local services to support patients.

Who is Social Prescribing for?

There is no defined list of who you should prescribe for, but several recent pilots in the UK have benefited patients with these characteristics:

- History of mental health problems
- Frequent GP clinic attendees
- Two or more Long-Term Conditions (LTCs)
- Socially Isolated
- Untreatable or poorly-understood LTCs (e.g. chronic fatigue, IBS)
- Patient not benefiting from clinical or drug treatment

What are the benefits?

- A better outcome for the patient
- Less use of GP appointments
- Clinicians can focus on medical issues
- Increase of the range of services offered in and outside the practice
- A more 'holistic' care package for patients in need
- More cost-effective use of practice resources



What kinds of services are available?



Exercise/Healthy lifestyles

Self-Management programmes



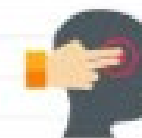
Money Advice - debt, benefits, fuel poverty



Carer's Support



Dementia Support

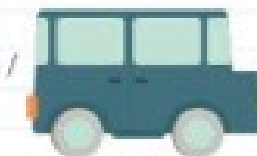


Housing / Adaptations Help



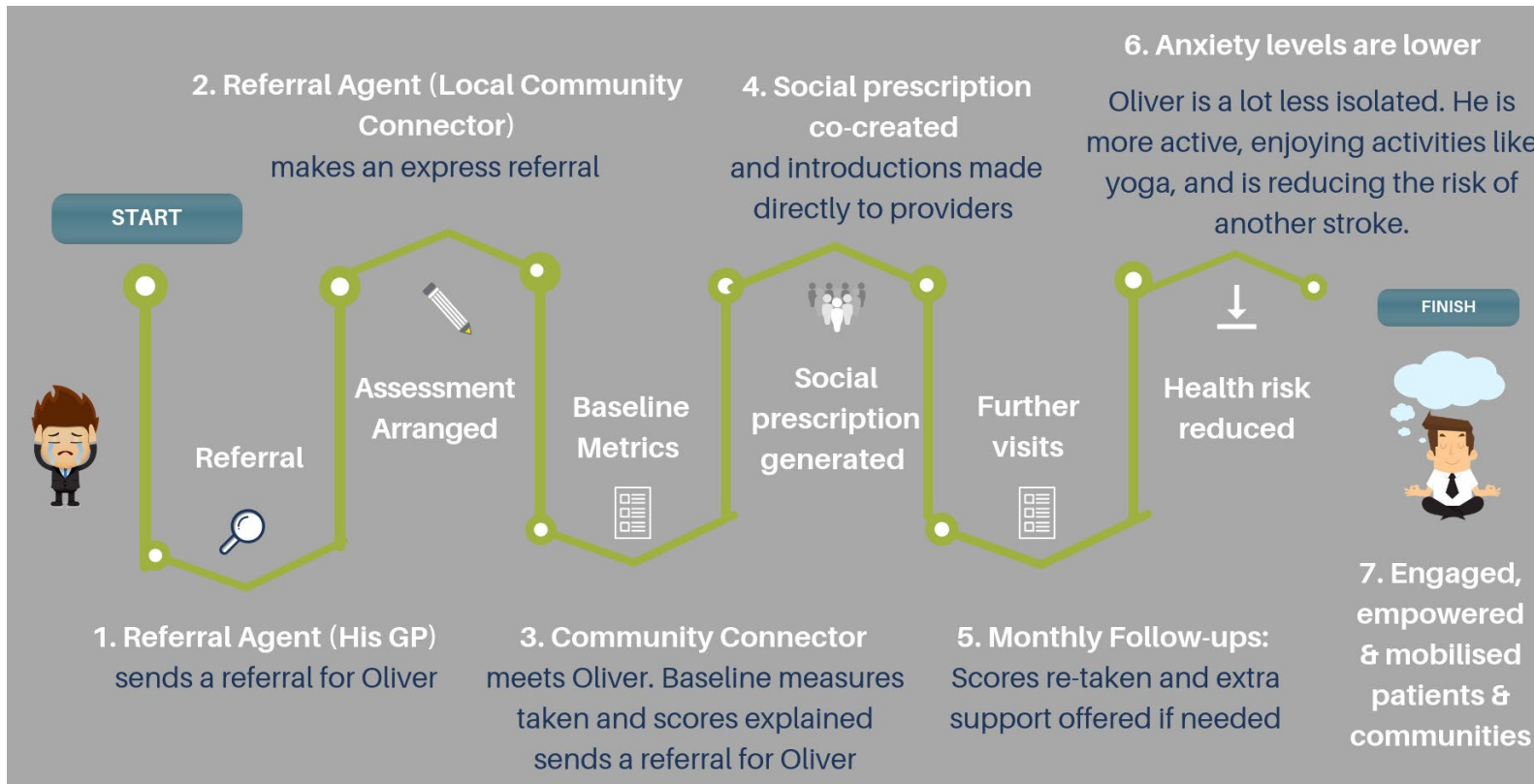
Social / Leisure Activities and Groups

Transportation / Mobility





Meet Oliver, a 56 year old man who had a stroke 6 months ago. The stroke affected Oliver's speech and mobility slightly. He's felt isolated since and lacks social connections due to his family living in another area. Oliver needs help with motivation to keep up exercising. Oliver is also experiencing symptoms of mild depression and anxiety.





Personal Wellbeing Score

To what extent do you agree or disagree with these?

	Strongly agree	Agree	Neither agree nor disagree	Disagree
I am satisfied with my life				
What I do in my life is worthwhile				
I was happy yesterday				
I was NOT anxious yesterday				





Some feedback from Moulton Residents..

Good Neighbour Volunteer Scheme Your Feedback

Moulton Surgery working in Partnership with Moulton Parish Council

Name:					
How are you involved in the scheme? (i.e. Do you volunteer or attend meetings, events/activities or have you been befriended?)	I volunteer at Chappell House and attend all Volunteer meetings				
Referring GP Name (if applicable):	DR JO WARCABA				
Tell us your story: how has the scheme helped to improve your wellbeing? For example: Have you: <ul style="list-style-type: none"> Made new friends? Become more involved in your community? Had new experiences? Seen a change in your general mood? Helped or connected with others? Enjoyed activities/events? Become more aware of the support available to you? Been surprised by anything? 	<p>I have lived alone for over 30 years and since retired 8 years ago I have been more lonely. I have no family. Dr Jo at Moulton Surgery arranged for Mary-Jane to contact me and from that I started volunteering. I also do voluntary work at Cynthia Spence Hospice.</p> <p>I feel less cut off, depressed and lonely now and have a more positive outlook on life in general. I think this is a wonderful scheme!</p>				
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Signature : (by signing you consent for this feedback to be sent to your GP and used anonymously for fundraising/publicity)					
Feedback sent to GP	<table border="1"> <tr> <td>Yes</td> <td>No</td> <td>Date Sent:</td> <td>13/7/18</td> </tr> </table>	Yes	No	Date Sent:	13/7/18
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Good Neighbour Volunteer Scheme Your Feedback

Moulton Surgery working in Partnership with Moulton Parish Council

Name:					
How are you involved in the scheme? (i.e. Do you volunteer or attend meetings, events/activities or have you been befriended?)	ATTEND GAMES MORNINGS & MUSICAL MEMORIES VETERANS AFTERNOONS/MORNINGS				
Referring GP Name (if applicable):	DR SEIGER				
Tell us your story: how has the scheme helped to improve your wellbeing? For example: Have you: <ul style="list-style-type: none"> Made new friends? Become more involved in your community? Had new experiences? Seen a change in your general mood? Helped or connected with others? Enjoyed activities/events? Become more aware of the support available to you? Been surprised by anything? 	<p>MADE NEW FRIENDS BECOME PART OF COMMUNITY TRYING TO KEEP DEMENTURE AT BAY CONNECTED WITH MARY JAMES VOLUNTEERS ENJOY GAMES & MUSIC PARTICIPATE IN LUNCHEAS AT COMMUNITY CENTRE FORGET ME NOT CAFE MADE PROGRESS WITH INTRODUCTIONS TO VARIOUS SUPPORT PEOPLE</p>				
(Please continue on the reverse of this sheet if insufficient space)					
Signature : (by signing you consent for this feedback to be sent to your GP and used anonymously for fundraising/publicity)	for Dad Fred				
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Social Prescribing Link Workers

The new Social Prescribing Link Worker give people **time**, focusing on: **‘what matters to me’** and taking a holistic approach to people’s health and wellbeing. They connect people to community groups and other services for practical and emotional support.

Four additional roles will also be created for each Primary Care Network, to work alongside the Social Prescribing Link Worker:

1. Clinical Pharmacists
2. Physician Associates
3. First Contact Physiotherapists
4. First Contact Paramedics





There is one Social Prescribing Link Worker per Primary Care Network in Northamptonshire

What are Primary Care Networks (PCNs)?

- PCN is collectively responsible for the health and wellbeing of its population
 - General Practice takes a leading role in every PCN
 - The PCN is a foundation of all Integrated Care Systems and every ICS will have a critical role in ensuring that PCNs work in an integrated way with other community staff
 - Each PCN must appoint a Clinical Director as its named accountable leader
- 16 Primary Care Networks across Northamptonshire:
 - 4 in South Northants
 - 6 in Northampton
 - 6 in North Northants
 - Population size from 30,000 to 77,440
 - Most networks between 3 and 5 practices; least 2 practices, largest 9 practices

Northampton (6)

Royal Parks PCN
Kingsthorpe Medical Centre
Langham Place Surgery
The Pines Surgery
Queensview Medical Centre
Kings Heath Medical Centre
Population: 37,524

Blue PCN
St Lukes Health Centre
Bugbrooke Surgery
Park Avenue Medical Centre
County Surgery
Brook Medical Practice
Population: 57,657

Grand Union PCN
Abington Medical Centre
Greenview Surgery
Abington Park Surgery
King Edward Road Surgery
Leicester Terrace Health Care
Population: 66,461

MMWF PCN
The Mounts Medical Centre
Maple Access Partnership
Weston Favell (Dr Dias)
Weston Favell (Dr Molla)
Favell Plus
Population: 46,720

ARC Hub PCN
Eleanor Cross Healthcare
Rillwood Medical Centre
Danes Camp Surgery
Population: 31,019

M-WEB PCN
Earls Barton and Penvale Surgery
Moulton Surgery
Woodview Medical Centre
Population: 31,395

Northamptonshire Primary Care Networks

North Northants (6)

Wellingborough and District PCN
Abbey Medical Practice
Redwell Medical Centre
Queensway Surgery
Albany House Medical Centre
Castlefields Surgery
Irchester Health Centre
Summerlee Medical Centre
Wollaston Surgery
Population: 76,298

East Northants PCN
Harborough Fields Surgery
Rushden Medical Centre
Parklands Surgery
Higham Ferrers
Spinneybrook
The Cottons Medical Practice
Marshalls Road Surgery
The Meadows
Nene Valley Surgery
Population: 77,440

Red Kite Healthcare PCN
Linden Medical Centre
Weavers Medical Centre
Woodsend Medical Centre
Eskdaill Surgery
Population: 58,231

Kettering and South West Rural PCN
Drylands Surgery
Mawsley Medical Centre
Burton Latimer Medical Centre
Population: 30,156

Rothwell, Desborough and Great Oakley PCN
Rothwell and Desborough Surgery
Great Oakley Medical Centre
Population: 33,627

Rockingham Forrest PCN
Lakeside Healthcare
Studfall Surgery (Dr Sumira)
Studfall Surgery (Dr Kumar)
Headlands Surgery
Population: 67,046

South Northants (4)

Daventry PCN
Abbey House Medical Centre
Danetre Medical Centre
Population: 33,674

ParkWood PCN
The Parks Medical Centre
Wootton Medical Centre
Denton Village Surgery
Population: 33,850

Northamptonshire Rural PCN
Byfield Medical Centre
Crick Medical Centre
Greens Norton and Weedon
Long Buckby Surgery
Saxon Spires
Population: 49,394

Brackley and Towcester PCN
Brackley Medical Centre
Towcester Medical Centre
Brook Health Centre
Springfield Surgery
Population: 42,441



FIVE WAYS TO WELLBEING



TALK & LISTEN,
BE THERE,
FEEL CONNECTED



Your time,
your words,
your presence



REMEMBER
THE SIMPLE
THINGS THAT
GIVE YOU JOY



EMBRACE NEW
EXPERIENCES,
SEE OPPORTUNITIES,
SURPRISE YOURSELF

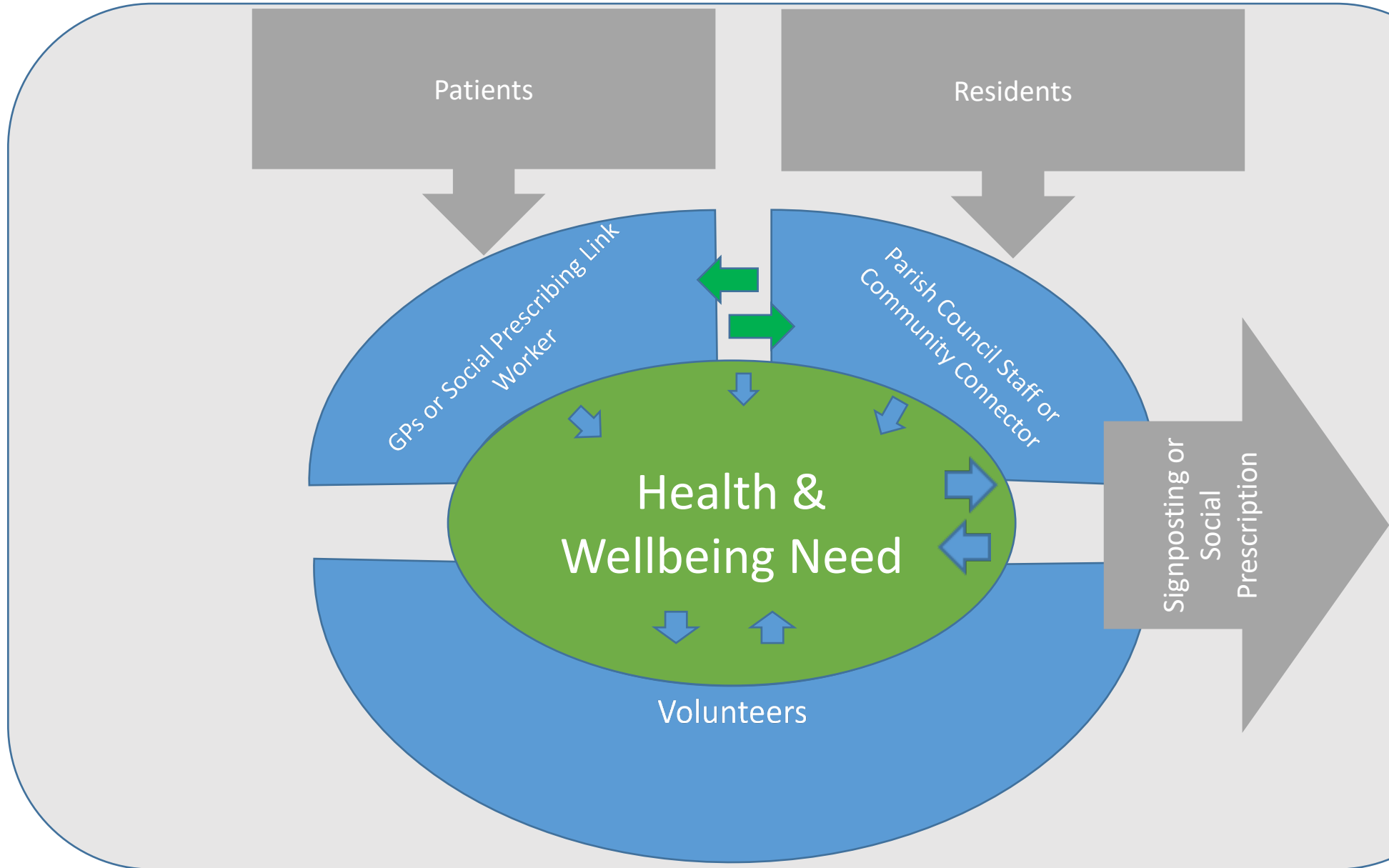


DO WHAT YOU CAN,
ENJOY WHAT YOU DO,
MOVE YOUR MOOD

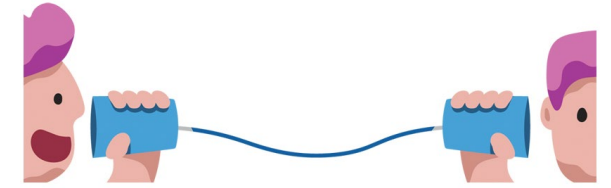
Signposting Ways to Wellbeing



OUR SIGNPOSTING NETWORK



- Support Services
- Organisations
- Charities
- Volunteer Schemes
- Community Groups
- Classes
- Meetings
- Clubs
- Support Groups



How do we communicate this with our residents?

As well as speaking with residents about their Health & Wellbeing needs on a one-to-one basis, we communicate this information via:

- **Our website, social media, posters, village magazine and newsletters:** We regularly publish Health & Wellbeing and other communications for all age groups via the Parish Council website, Facebook pages, Twitter, the Parish magazine, Parish noticeboards, leaflet drops.
- **Listings:** We have databases of groups, activities and classes taking place in the area for local residents of all ages: the Fit Plan, Over 60s Activities and Groups, and Mums & Tots listings, which are also included in Moulton Welcome Packs for all new residents.
- **Health & Wellbeing Events:** we have a 'calendar' of community Health & Wellbeing events to reflect the national strategy and national awareness campaigns, for example Carers Week. We have improved communication, collaboration and coordination with local businesses, charities and other services, by inviting them to participate in these events.
- **Directories:** We also promote and encourage the use of the free Local Services Directory and work closely with local businesses, the police team and Neighbourhood Watch to provide safe public spaces and homes.

**My Health and Care
Directory**

**Search more than 3,000
Northamptonshire health,
care and community
wellbeing service listings
in one place**

Click here to download the app or visit
myhealthandcare.directory

**Northamptonshire
Health and Care Partnership**

GET IT ON
Google Play

Download on the
App Store

<https://northamptonshirehcp.co.uk/directory/>

Available now to download for free, lists more than 3,000 NHS, social care and community services across Northamptonshire, from late-night pharmacies, dental surgeries and urgent care facilities to mental health services, support for people with long-term conditions and wellbeing services run by the voluntary sector.

All you need to use the directory is a Northamptonshire postcode and there's no requirement to log in or register. Simply select the local service you require to access a range of useful information at a glance, including opening hours, contact information, a summary of the services provided and details of how to access them.



Moulton Parish Council Volunteer Schemes

(Improving the wellbeing of both the Volunteer and Resident User)

- Good Neighbour Scheme
(Northamptonshire ACRE)
- Moulton Village Car Scheme
- Moulton Community Managed Library Volunteers
- COVID-19 Volunteer Support Scheme
Help with shopping, prescriptions collection, dog-walking and friendly phone calls during lockdown.



Some more feedback from our residents..



Good Neighbour Volunteer Scheme Your Feedback

Moulton Surgery working in Partnership with Moulton Parish Council

Name: <i>Lesley</i>					
How are you involved in the scheme? (i.e. Do you volunteer or attend meetings, events/activities or have you been befriended?)	<i>I am a volunteer and attend events and activities to volunteer. Dr Jo recommended me.</i>				
Referring GP Name (if applicable):	<i>Dr Jo.</i>				
Tell us your story: how has the scheme helped to improve your wellbeing? For example: Have you: <ul style="list-style-type: none"> • Made new friends? • Become more involved in your community? • Had new experiences? • Seen a change in your general mood? • Helped or connected with others? • Enjoyed activities/events? • Become more aware of the support available to you? • Been surprised by anything? 	<i>Being a volunteer I have made lots of new friends and it has really been a life saver for me after my husband left me last year. I have meeting all the people and I look forward to it every week. I really don't know what I would do without it now, my mood is always good as I know I have people on the end of the phone to talk to. I just love it. It's a real pleasure helping people as they are helping me.</i>				
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Good Neighbour Volunteer Scheme Your Feedback

Moulton Surgery working in Partnership with Moulton Parish Council

Name:	<i>Denis</i>				
How are you involved in the scheme? (i.e. Do you volunteer or attend meetings, events/activities or have you been befriended?)	<i>ATTEND GAMES MORNINGS</i>				
Referring GP Name (if applicable):	<i>DR SRINIVASAN MOULTON SURGERY</i>				
Tell us your story: how has the scheme helped to improve your wellbeing? For example: Have you: <ul style="list-style-type: none"> • Made new friends? • Become more involved in your community? • Had new experiences? • Seen a change in your general mood? • Helped or connected with others? • Enjoyed activities/events? • Become more aware of the support available to you? • Been surprised by anything? 	<i>MADE NEW FRIENDS, GIVEN ME SOMETHING TO LOOK FORWARD TO EACH WEEK. ENJOY THE COMPANY</i>				
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And this is what happened:

<https://www.youtube.com/watch?v=KQZVGYVLhSA>



So like Denis and Lesley, regular fun meetings like our Board Games and Cards Morning is a great opportunity for Volunteers and Resident-Users to meet and form friendships.





And Resident-Users have also formed supportive friendships between themselves!

Which proved invaluable during the Covid-19 crisis...





Volunteers have also formed strong bonds and enjoy being part of a team.

Improving their Wellbeing too!





Moulton Good Neighbours Scheme 1st Birthday Thankyou Lunch!



07/10/2020



Moulton Volunteer support during COVID-19

Did you have a similar scheme in your area in the response to COVID?

It could become a more permanent resource – for example, some of our COVID-19 volunteers are now applying to join our Car Scheme.

We have successfully applied for funding to support our volunteer schemes from Northamptonshire Community Foundation, Tesco Bags of Help and Daventry District Council.





Residents' Issues and Needs

Volunteers are a very important line of communication and we are able to address urgent needs for our residents when volunteers make us aware of them:

- We are able to act swiftly to address safeguarding issues such as physical or mental health problems, housing issues, family crises and general health or safety issues often brought to our attention by our volunteers.
- As we already have a direct line of contact with our local GP Surgery and other supporting organisations, housing officers and social workers, we are able to refer these issues immediately and the people concerned receive the appropriate support very quickly.
- When the COVID-19 crisis hit, we were in a position to efficiently channel professional support to vulnerable shielding people when it was needed.
- Without our volunteers, we would have never been made aware of these needs and many people may not have received the support they needed.



The benefits of our Volunteer Schemes are far-reaching!



- Creates stronger community ties, helps carers and families cope and promotes better self-management of health & wellbeing, as well as taking the pressure off our local Surgery, the NHS and other support services.
- Encourage the use of our Community Centre, Café, Library, halls and function rooms, bringing in more revenue. It's also beneficial for the local economy as a whole.
- Our volunteers give a lot of time, dedication, commitment and energy to the community because of these activities. The number of hours that volunteers contribute to our community could be translated into thousands of pounds a year if it were paid work.



What does our GP Surgery say?

We have a fantastic working relationship with Moulton Surgery. Moulton GP, Dr Jo Warcaba says:

“We worked closely with the Parish Council and with a large group of community representatives from varied sources at the initiation of our Health and Wellbeing Strategy in order to find out ‘what a good community looks like’. But there needed a driving force, and Jane Austin and Mary-Jane at Moulton Parish Council worked closely to help our aspirations become reality. Our Community Connector has revitalised the idea of a village community, with people caring for one another and enjoying working together for the benefit of all.

People have regained their self esteem, had depression lifted (with prescriptions for depression/anxiety medication decreasing), lost weight and become healthier, whilst giving back to the community.

Mary-Jane’s work has been further complemented by the work of our Social Prescriber, Taz, who has been able to do in-depth holistic assessments on our most needy patients, referring in to other surgery or community services , advising on benefits and support available to them and making them feel valued by finding out about their lives in years gone by. As a surgery team we have benefitted knowing that many of the social needs of our patients have been addressed, without the need for medical intervention.

We have been extremely grateful to the Parish Council, for both for their encouragement and investment in our aspirations and also in providing a wonderful location for the many community support groups and activities to be based.”

Volunteer Recruitment, DBS checks, and Training

- **Advertising:** local magazines, social media, local groups, Surgery referrals, posters/flyers here, in the Surgery, and on noticeboards around the area.
- **Volunteer and Resident User Application Forms**
- Informal short interview to get to know the volunteer and how they would like to help.
- Meet the **Resident User** and get to know them and understand their needs.
- Volunteer **DBS checks** can be done with a local umbrella company. I use ACUK but Voluntary Impact Northamptonshire also do this.
- **Policies:** Confidentiality (Data Protection), Safeguarding, Health & Safety and Lone Worker Policies.
- **Training and Guidelines:** Volunteers and myself.
- Making IDs for the Volunteers.





Thank you for listening!

Any questions?

Northamptonshire ACRE can help with setting up your own Good Neighbour Volunteer Scheme:

www.northantsacre.org.uk/good-neighbour-schemes

Tel: 01604 765888 or email acre@northantsacre.org.uk.



Or feel free to contact me if you'd like to know how we set up our volunteer schemes:

Mary-Jane:

Tel: 07484 907438 or email: communityconnector@moultonparishcouncil.org.uk