



WV Social Prescribing



A new route to wellbeing



A Service by **W V S C**

What is Social Prescribing?

- **Social Prescribing is a non-medical approach to improving health and wellbeing**
- **Linking people who are isolated, lonely, anxious, depressed or with a long term chronic health condition**
- **Link workers support customers to develop a personalised action plan to break down barriers and tackle isolation and loneliness**



Social Prescriptions include ...

 Friendship groups

 Walking groups

 Arts and Crafts

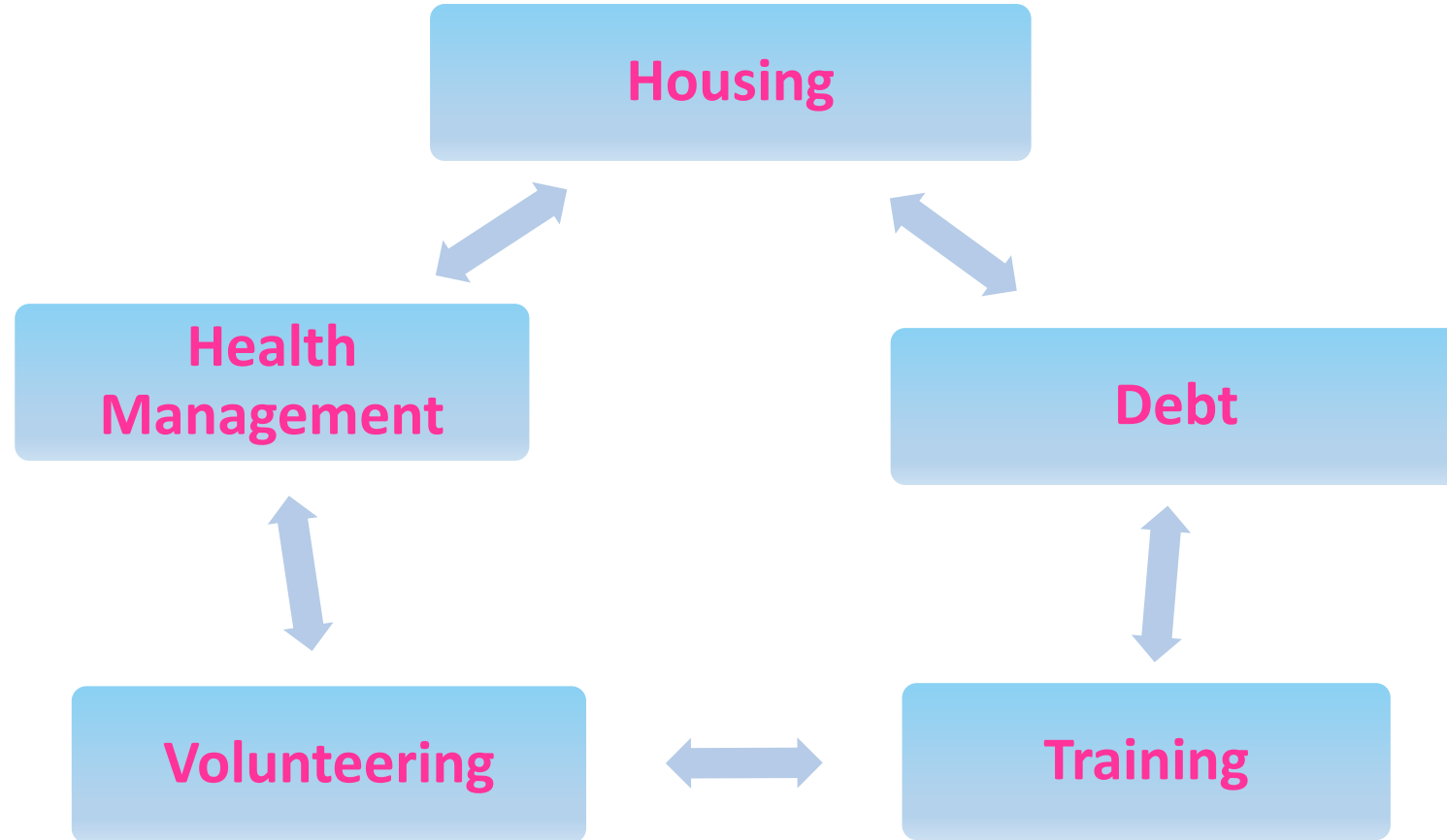
 Exercise classes

 “Green prescriptions” e.g. community gardening

 Pain and stress management groups etc.....



Social Prescribing also provides access to and advice about ...



Social Prescribing and the NHS

 Social Prescribing is a key part of the forward plans for the NHS and GPs



Social Prescribing – internal operation

- Each PCN has a named worker who supports GP referrals
- Referrals from other Health and Social Care Workers are supported through mini-teams of Link Workers



Background...

Wolverhampton is one of very few areas where there is one co-ordinated service for the City



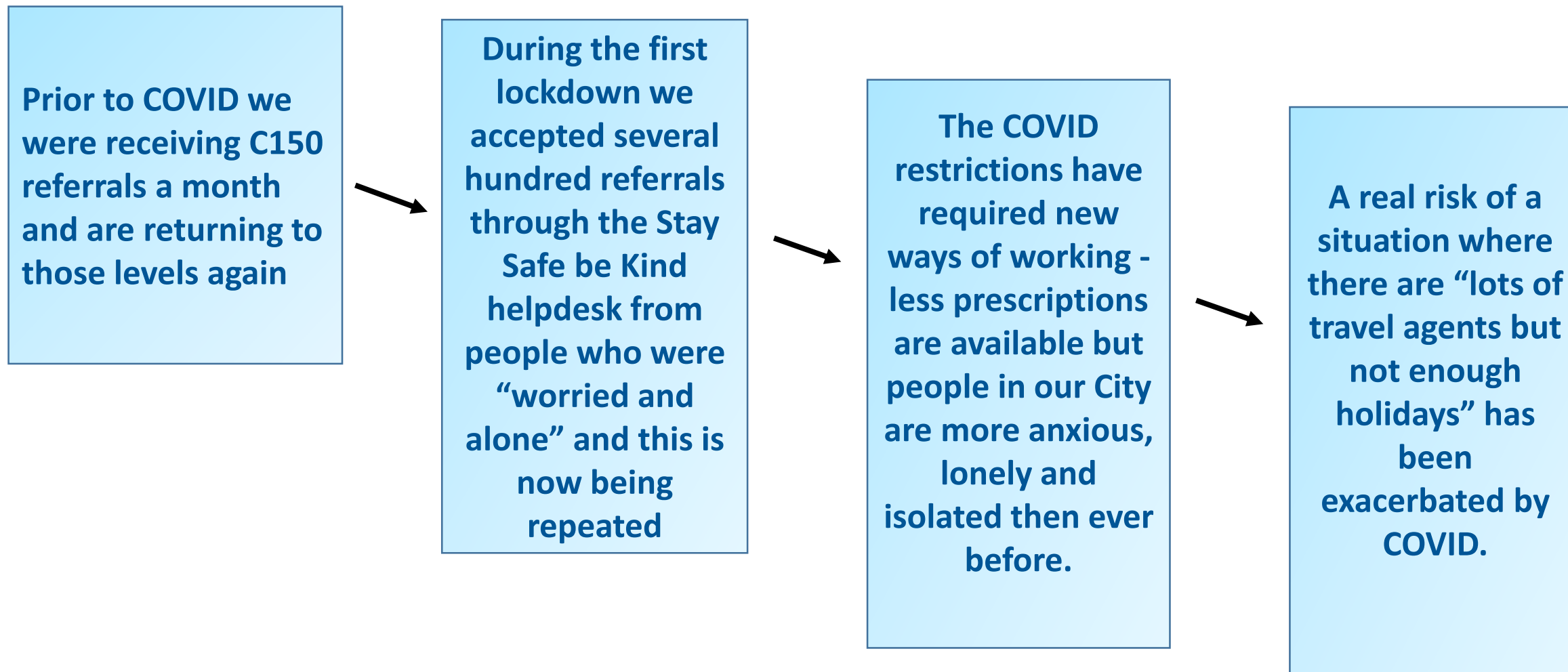
Project started in 2017 with pilot funding from the CCG – who continue funding the service



Since then the project has grown with financial support from The Dept. of Health, National Lottery and more recently we have expanded using NHSE funds through Primary Care Networks



The COVID challenge



Our response to the COVID challenge

Social Prescribing as we knew it is no longer possible



- Increased use of social media platforms like ZOOM and TEAMS for groups
- More of those run directly by Link Workers as a short term measure
- Expansion of our partners - e.g. University online exercise
- More work with volunteers - e.g. providing befriending support
- Activities outside when possible
- Focus on helping vulnerable customers remain safe through regular contact



Responding to the Digital Divide ...

- The increased use of ZOOM and TEAMS excludes a significant number of customers
- Approximately 35K people in our City do not use IT and have never sent an email
- There are three key issues:

Skills
Knowledge
Confidence

Access to
equipment

Connectivity



Support to Connect

- **Allocated funds from CCG to respond to COVID**
- **Set up a partnership with Access to Business and 3 small IT consultancies**
- **Provides one to one support to Social Prescribing customers to help them make best use of technology to tackle isolation including accessing online groups**
- **To date 70 people have received one to one support**
- **Provides training to providers of social prescriptions to help them provide better IT support to customers**
- **Use “Podnosh” Impact App to capture the customer experience**
- **Provide tablets and data for those with no access to technology**
- **Working to try and improve connectivity across the City**



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