

Our Social Prescribing Team help patients in so many ways.

Have a read of the case studies below and how they can help.

Support after bereavement

EA had been struggling for a long time after his mum passed away, he became a high intensity user of the surgery and dialing 111 daily.

I arranged for him to come into the local surgery on a weekly basis for a general Welfare chat and see where I could assist.

There had been several missed appointments for x-rays and consultations, so I provided the patient with an excel sheet with all future appointments and arranged transport with the local community group.

It was also arranged from a local computer shop to provide this patient with a laptop computer which was collected, and times were given when he could attend a computer workshop. We are hoping this will help with his search for a job.

We are also advising him with his finances and claiming benefits.

On his last visit we discussed moving our appointments to every two weeks, but he was happy just to pop into the surgery when he needed to have a chat rather than call the emergency services.

Since the Social Prescribing Team have been involved the 111 calls have significantly decreased and visits into the surgery.

Support for family carers

WR had been struggling with being a fulltime carer for his wife with dementia and was experiencing ill health himself. They were both living in an upstairs bedroom to give them more choice of where they would like to be.

I contacted Adult Care Services and the local council to enable a stair lift to be fitted for downstairs living which was installed quickly and efficiently, I also contacted Adult Care Services for an increase of care during the day and Bladder and Bowel for incontinence issues.

WR was due at the local hospital for scans but refused to go as there was no one to sit with his wife.

I offered to sit with the wife whilst he attended his scan appointments where he was then diagnosed with cancer.

I continued to support both patients with regular visits, gave information when required and liaised with outside agencies to enable them to continue living in their own home.

I also contacted family members as requested by WR.

I also arranged for meals on wheels to be delivered on Christmas Day to give the patient a rest.

Sadly, this patient has now passed away but they both continued to live in their own home as independently as possible as were their wishes.

Home Help

JD rung the GP surgery tearful, she spoke to the reception team saying she is struggling to cope at home, so the case was passed to the social prescribing team.

I arranged a home visit with her within two days. JD mentioned that her husband had a stroke, and she has severe pain, so both were trying to care for each other, as a result they were having difficulty with cleaning, cooking, personal care, and mobility. This was leaving her feeling low and isolated.

I helped to get her a social care assessment to see if her care needs could be supported by Adult Care Services. As well, she was referred to Care4Freedom for a deep clean of the home to help her manage this ongoing. A letter was sent to her outlining this and included different options for Meals on Wheels services to reduce the strain of cooking.

JD's support is ongoing so that the Social Prescribing Team can ensure that she receives the support from Adult Care services, and to give her time to choose a Meals on Wheels service and help with organising this. The support put in place will allow JD to continue living at home with her husband independently and safely.

If you think you or a family member might benefit from the support of our social prescribing team, please contact our reception team on submit an e-consult on our website.