

Chorley Council

Social Prescribing Service

Evaluation Report

August 2019 to July 2020



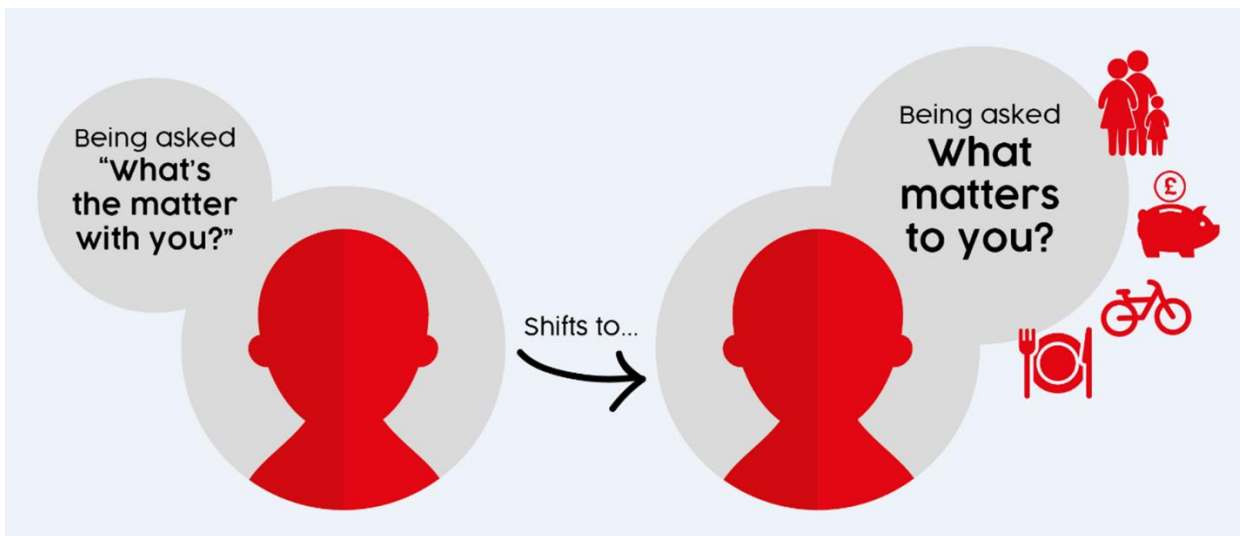
Chorley
Council

Purpose of Evaluation

- Show the value of the model from Chorley Council
- Capture the impact as being part of an overall system
- How it's adapted to changes (pandemic)
- Consider future delivery

Shift in Approach

- Premise of the personalised care model was the foundation to the service created
- Shift of focusing in on what the matter was, to what matters to the person
- Many issues in health settings are not clinically related but cover a wide range of determinants
- Manage support in a locality based provision
- Reduce the need for people to access NHS/higher cost public services



Mobilisation of the Service

- Moved at a pace to recruit, develop and start to deliver the service within a short period of time
- Structured as part of the council's Early Intervention Directorate
- Well placed to develop a strong network of different organisations to support peoples needs



Impact on Public Services

- Service is a key part of the public service offer, linking health and communities
- Joint working alongside key community providers e.g. LCFT, Citizens Advice
- Health Coaching skills are transferrable into non-clinical settings
- Manager responsible for service and multi agency working in locality
- Service is part of communities team to help develop third sector offer

4.7% of cases actively managed related purely to health issues

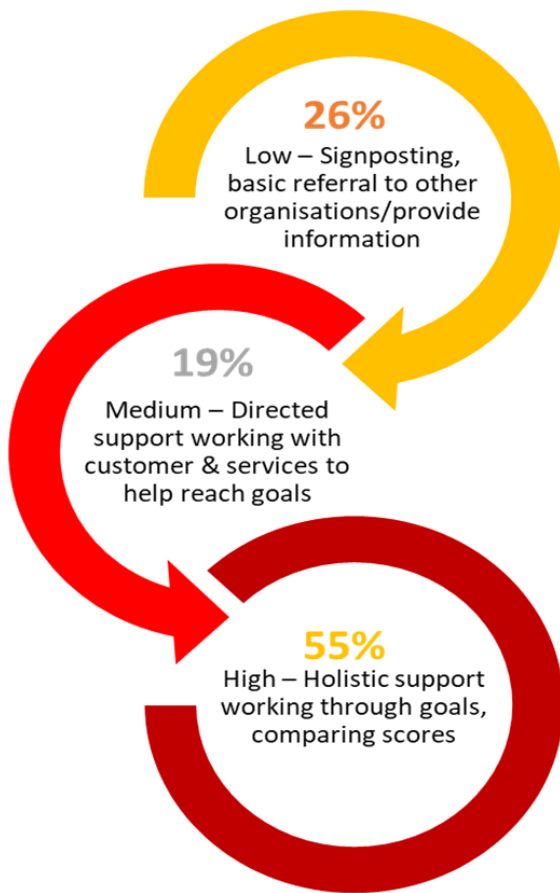
Performance Results

- Referrals received above target
- Contacts within 5 working days met
- Improved level of wellbeing benchmarked at 20% improvement

62% of cases involved health coaching support

Reasons for Referrals

- Needs established for a range of support from signposting to holistic support



- Highest areas of focus are emotional wellbeing and social activities



Customer Feedback: This is a note to say thank you to your team. I have received a lot of support from one of your link workers, who has taken time out to sort out packages from the government as I was not receiving any support from anywhere. She sorted things out immediately for me and my son. I do appreciate all the hard work you and your team have done and thank you from the bottom of my heart.

Impact on Community

- Largest support in provision has come from the community
- Regularly referring to 85+ third sector/voluntary organisations
- Top 20 groups all have a universal offer to all residents across the community
- Location of referrals within the PCN boundaries for clinical, and district wide for non-clinical
- Interventions and support is feasible outside of set boundaries

Level of
Community
Support on
interventions
64%

Scope of Community Provision



Customer Feedback: Mental health has drastically improved, this has enabled me to go out. I think this is because I now vocalise more, you have made me realise that I do have a voice. I will challenge opinions now if I disagree to help people to see the other side.

All the things you have referred me to have been brilliant. I cannot pick the best one. It has given me positive things to do. My place and CAB. If it wasn't for my place, I would not have helped my friend with her garden. It has got me back to how I used to be and I am more enthused at the moment.

I feel the support I have received has been very positive as it has been brilliant to have someone to talk to and I can say what I think. I look at my achievements, rather than beating myself up about what I have not done.

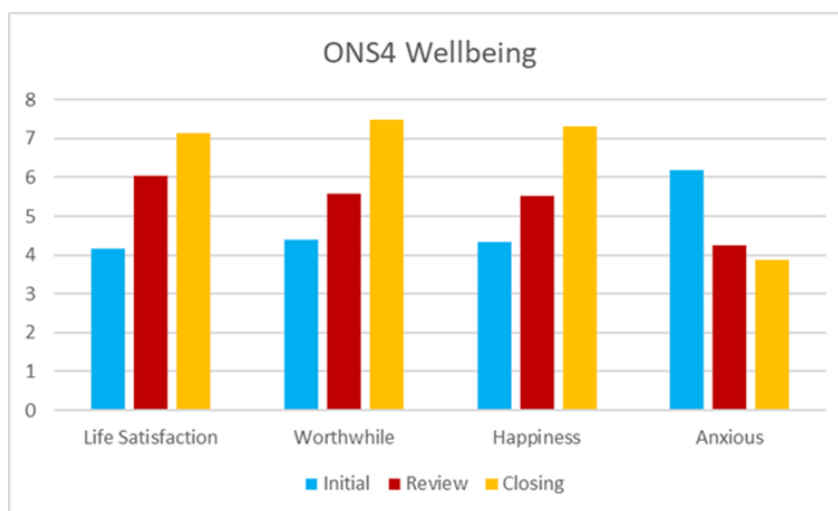
Impact on the person

- Levels of wellbeing captured through ONS have shown improvements in all areas
- Reduced anxiety levels which is great news.
- Great customer feedback received
- Support during COVID was mainly around emotional support, bereavement, and anxiety
- Welfare Checks in place to support customers during COVID
- Reduced levels of loneliness from 49% to 30%

33% of cases referred involved people feeling lonely

84% of non-clinical cases required support linked to COVID-19

Wellbeing Findings



Jess at Genesis Care, supporting a lady to connect with her local community and make some new friends.

Social Prescribing Service is really helpful in many ways, helpful for advice, listening, with things I can join and services that can help me. It has stopped my loneliness as I have people to talk with now, I do not feel alone.

83% advised that they are better able to manage independently

29% advised that they are less likely to see the GP

88% advised when they have a problem they are more able to talk about it

96% better understood the services available to them

Impact on Health Services

- Patient Activation Measure (PAM) captured on clinical cases
- Most cases showed an improved level of score
- Potential savings on differences in points moving between levels on future hospital costs

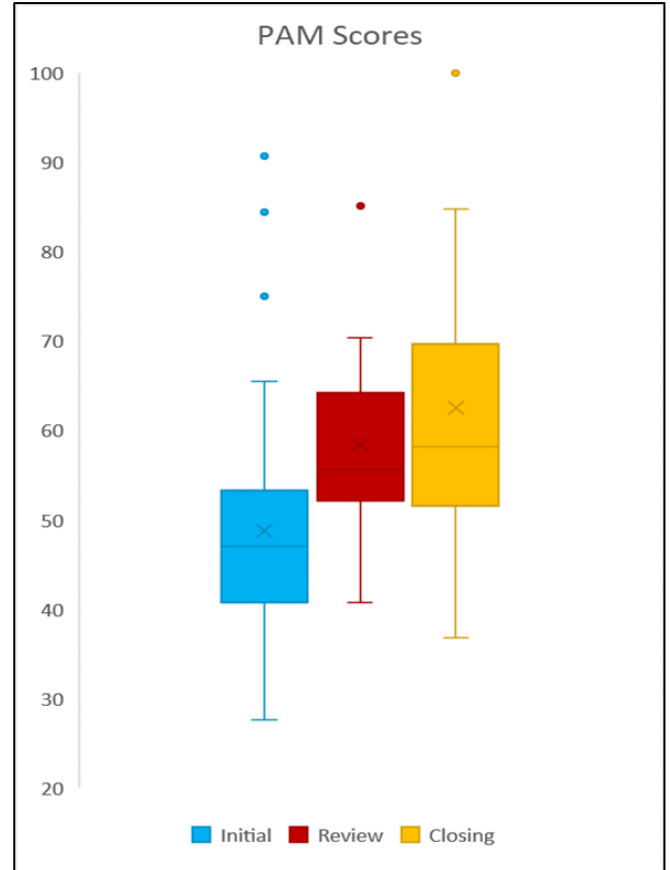
88% of cases scored on PAM showed improvement

Overall PAM Findings

Out of the PAM scores captured on the evaluation, an average increased score of 12 points on cases initially scored at Level 1 could save around **£202,044** in future hospital costs.

On an increased score of 10 points on cases initially scored at Level 2, could save an additional **£96,895** in future hospital costs.

Overall improvements to scores can be significant in terms of costs to health services. Compared to PAM Level 4 anyone with Level 1 or Level 2 scores moving up to higher levels can achieve much better health outcomes.



9 Cases moved from Level 1 to Level 3



Being at Level 1 means:
62% more likely to have an avoidable hospital admission and;



151% more likely to develop a new chronic condition within 2 years

14 people moved from Level 2 to Level 3



Being at Level Two means:
44% more likely to have an avoidable hospital admission



51% more likely to develop a new chronic condition within 2 years.

Learning

- Social Prescribing is a key part of a locality-based system
- Not all issues found in health are health related
- Health coaching skills are transferrable to non-clinical settings
- Measures help to show improvements achieved
- No-one can do things alone – we all need to work across sectors to manage demand
- Creativity is key to managing shifting provisions
- Small interventions can make a big difference
- Need to raise awareness of the service
- Take opportunities to celebrate customer journeys

Summary

From the evaluation Chorley Council has set out a proven model to support social prescribing in the locality, playing a key role in bringing services together, and being able to react quickly to changing needs of residents in terms of being able to support service capacity and reduce people needing higher cost services.

The council has developed a community response plan to support the needs of the community going forward, including activity around employability, volunteering, food poverty, digital inclusion, financial hardship, diet and physical activity. The social prescribing service is a key part of this in terms of identifying gaps in provision and customer need we are looking to extend the model further.

Next Steps

A presentation has been given to the two Primary Care Networks, and a plan in relation to future resources and communications about the service will be develop, taking into account the primary care contract and specifications for social prescribing from NHS England.

Thank you to the everyone involved in the delivery of the service over the last 12 months, for the support given to help customers across Chorley, and in the development of this evaluation.

From the Chorley Social Prescribing Service



