



Going Local: An End of Year Report for our PCNs

Going Local in 2020

Since 2016 the Social Prescribers that make up the Going Local team have provided support to the people you have identified as needing support. The team helps people focus on the non-medical issues that are affecting their health - allowing for more focused interactions with their medical professionals. The Social Prescribers are specialists at empowering and motivating the people they work with - guiding patients to find the support they need to improve their health, wellbeing and social welfare.

The Going Local Team has grown to now include 6 Social Prescribers - spanning across all PCN's in Adur & Worthing. The team is now more diverse and resilient, but we've had to adapt our structure to its increased size.

It has been a challenging year for all and we've had to adapt in many ways - but the ethos of Going Local hasn't changed. We enable people to identify their strengths and work alongside any change that is needed to improve that person's wellbeing. Although many services are not operating in the community right now, the need for this form of support is as important as ever. Below will outline data for 2020 and what to expect from Going Local in the coming year.

Service delivery

We now offer our service exclusively across Adur & Worthing. In the calendar year of 2020 **2369** people were supported by our team - this is over double the numbers supported in 2019 (**1106**). This can be explained by the additional work of the Covid Community Response during the 1st national lockdown and the additional capacity within the team. As well as referrals from Primary Health Care staff, Going Local started to accept self-referrals (and other professional referrals) which now make up approximately 30% of their caseload. The 'self-referred' cohort reflects a group of people who are struggling but have not yet gone to their GP for help - an early help and preventative approach to support, which will further ease capacity on Primary Care services - at a time when this is most vital.

The team have been supporting people remotely during the pandemic. Going forwards we plan to adopt a flexible way of working, using a mix of outside & community spaces - in addition to GP surgeries - when engaging with patients. Although many people have

struggled without the benefits gained from a face to face appointment, some have thrived engaging over the phone or via video chat. 'Blended Interventions' will form part of a future planning - adapting the format we offer depending on the individuals wants and needs.

The top two areas we supported people around during the 4 Q's of 2020

January - March (Finances / Lifestyle factors)
April - June (Help with food / Social isolation)
July - September (Mental health / Social isolation)
October - December (Mental health / Finances)

This year the team has primarily been supporting people around their mental health and helping to address social isolation as well as accessing food, finance and improving lifestyle factors. Key services that referrals have been made to by Going Local include WHAT (for Housing advice), OneStop (for finances support), Time to Talk Befriending (to address social isolation) and MIND (for mental health support). For people that have needed emergency need through the pandemic the team have been referring through to the Councils' cohort of volunteers as well as the Mutual Aid Groups who have been providing extremely valuable support for those in emergency need.

How we responded to Covid

The Councils' Covid Community Response supported thousands of people through the varying stages of lockdown in 2020. The Going Local team was instrumental in establishing and managing this service - and many of your patients' emergency needs were met at this time of crisis. If we look at the April-June Quarter referenced above, 100's of people across Adur & Worthing were supported with emergency food provision.

The Going Local team has gradually moved away from the Community Response project - with the WSCC Hub and established Mutual Aid Groups now being best placed to coordinate emergency needs around food and prescriptions. The volunteer programme created as part of the Community Response has helped inform what the Going Local volunteer model could look like in 2021.

By extending the route of access into the service, Going Local adapted to the emerging needs in the community throughout the pandemic. We've seen a more diverse range of ethnicity & ages compared with our data from 2019 - we believe this is due to the increased accessibility of the self-referral platform. As we capture this data more accurately going forwards we will provide you with a more extensive breakdown of the demographics of the community we are supporting.

Development of our new case-management system and self-referral model has led to more cohesive working relationships with other Council services and allows Going Local to advertise the support we provide in different ways. For example, we've now been putting up posters in the local pharmacies.

The future of the service and what to expect in 2021

- To increase the number of Social Prescribers
- The West Sussex Social Prescribing Network is a strategic group. This has led to a more coherent Social Prescribing strategy (in regards to framework and outcomes) and has ensured that we now have a well-connected community of Social Prescribers across the County - regularly meeting and learning from one another.
- The Councils are commissioning community mapping work to reveal the local assets we have within our communities - and for the Social Prescribers to re-establish good community links. Social Prescribing is conducive of an 'asset based approach' and working within the community again (when restrictions permit) will be essential this year.
- The development of our Volunteer programme.
- Working alongside newly established Council services: Including the new Family Wellbeing and Alcohol service.
- To work closely alongside the new Young Person's Social Prescribing service that is operating across Adur & Worthing.