

# Frome



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1 in 5  
appointments  
non-medical  
issues











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# GPs social prescribing



# Connecting outside the GP doors





# Connecting outside the GP doors





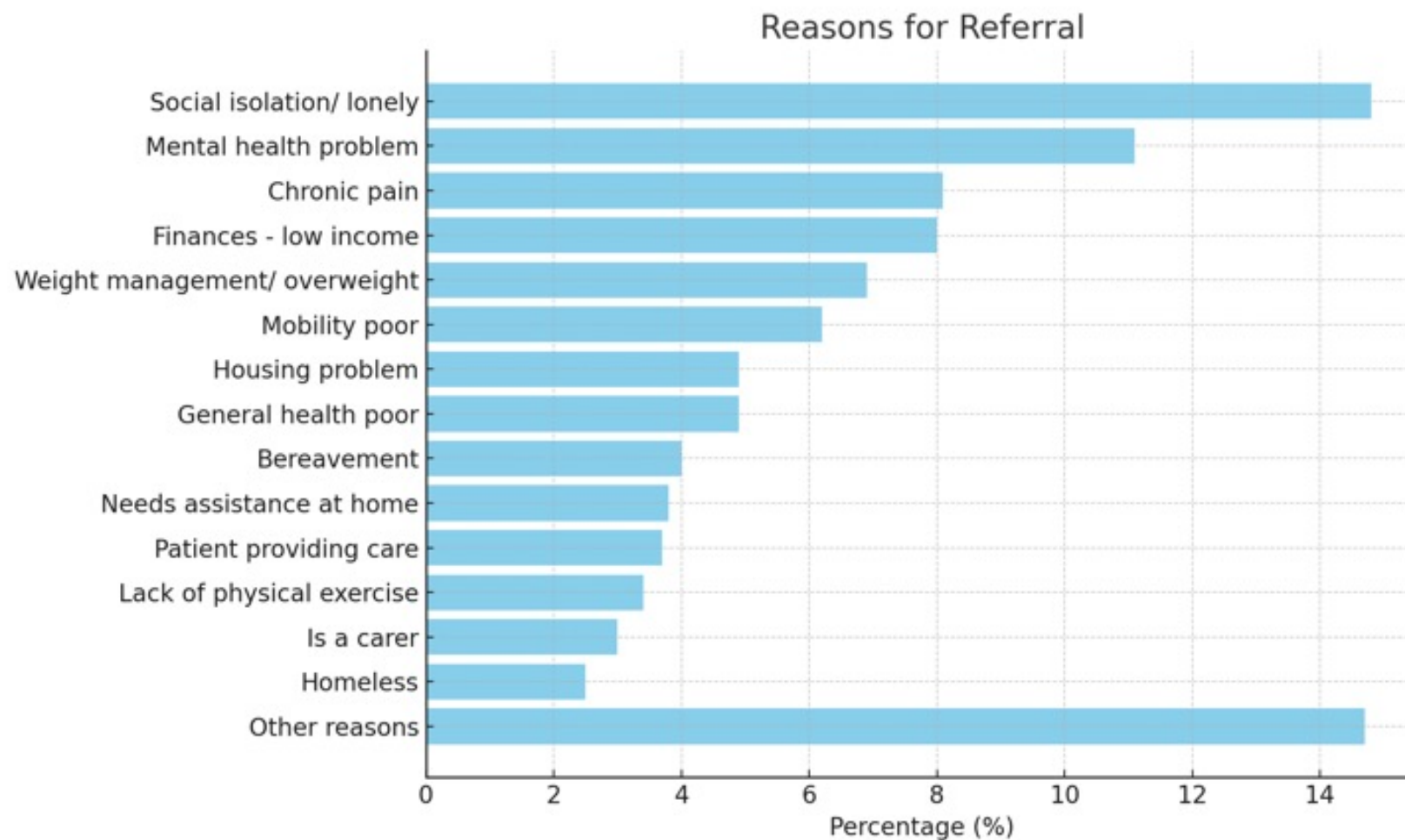


Health Connector (SPLW)  
Connecting to what matters



One to one work  
and  
Group work

2,760



**77%**



Believe they  
contact their  
GP practice  
less often

**88%**



Of-those with  
long-term conditions,  
feel more able  
to manage it

**89%**



Feel more able to  
access support  
in their community





## Community Connectors

Citizens who signpost friends, family, colleagues and neighbours to support

“I know what’s out there” rather than  
“if only I had known that.”

Police, taxi drivers, hairdressers, students,  
doctors, café staff, supermarket staff,  
parents, grandparents, homeless people,  
housebound people, job centre staff.....

**2,400 +**



# Community Connectors

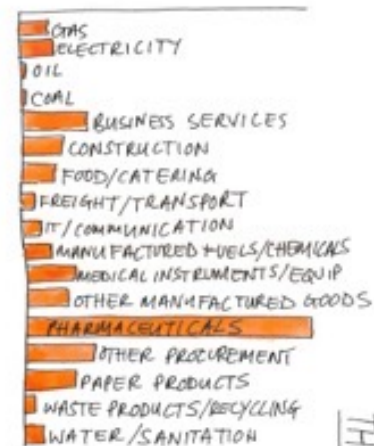






NHS CARBON FOOTPRINT IN PRIMARY CARE

PREDICTED PATIENT IMPACT



THE GRAPHS



Let's build connection into all parts of our lives as it is good for us, good for communities, good for the planet – connection the new public health intervention.



# Thank you

J.HARTNOLL@NHS.NET





# The Compassionate Frome project-2013

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- To improve care of the individual and their carers
- To build a stronger, supportive and sustainable community
- To improve staff wellbeing through enabling us to provide the care we would want for ourselves, our family and our friends

Dr Helen Kingston

[Helen.Kingston1@nhs.net](mailto:Helen.Kingston1@nhs.net)

Working to improve the wellbeing of the whole population whilst ensuring no one is left behind

Enabling our whole population to flourish with better health and connection for all

Targeted support to those most in need who may struggle most to access this support





# Compassionate Frome

10 General Practices Working Closely Together with Communities  
Population of 120,000

Dedicated complex care clinical teams working with our most vulnerable, housebound, those in crisis and those recently discharged from hospital

A nonclinical team- Health Connections Mendip offering social prescribing, community development and health coaching- fully integrated into the doctor's surgeries

Activated citizens, -our community connectors who know where to access advice and support and to share this with neighbours, friends and colleagues



# The role of social prescribing within our doctor's surgeries has been transformative

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- Linking to our community broadening the options and richness of our response
- Holistic Approach
- Collaboration with individuals and between services
- Proactive Care: Focusing on those most needing support.
- Encouraging healthy habits.
- Sustainable lives and a sustainable health service

## Building a Supportive Community at scale with the scope to reach all by:

- Activating local participation
- Supporting stronger relationships
- Collaboration and cross team efforts



Signpost to community resources by clinical staff 7,712



Community Connectors trained 2,400



Community Connector conversations 48,000 est



Website directory hits 123,000 hits



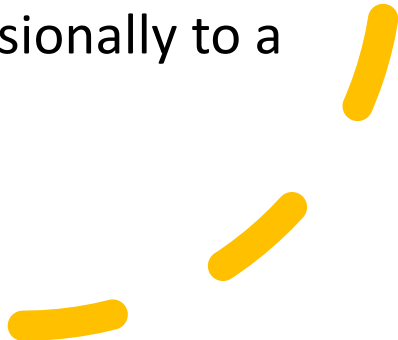
Talking Café visits 7,037



One to one support from Health Connectors 2,760

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## Supporting those who are new to our community

- Eric
  - Newly widowed and moved to Frome to be closer to his daughter.
  - Hearing about the talking café in the new resident pack on moving to town.
  - Information and support to get involved and make new friends.
  - Someone to be able to go out occasionally to a café, bar or cinema.
- 
- Three short, curved yellow lines in the bottom right corner of the slide.


Supporting  
those  
struggling  
with health  
issues related  
related to  
social issues

- Clare
- Struggling with low self esteem, prediabetes, hypertension, knee pain, and low mood.
- BMI 42.1 and feeling judged because of it.
- Wanting to lose weigh and feel more comfortable with herself but repeated yoyo diets and then more weight gain leaving her feeling out of control.
- Being able to acknowledge her frustrations, share resources about focus on healthy eating and offer support through habits for health course.



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## Supporting carers

- Margaret
  - Caring for husband with worsening dementia
  - Listening ear and companionship
  - Time to be able to meet friends
  - Someone to be with her husband whilst she goes to the shops
- 
- Three short, curved yellow lines in the bottom right corner of the slide.



Prevention of crisis through promotion of wellbeing

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Flexible  
working  
together to  
support  
hospital  
discharge


Tony

Coming home from hospital after a fractured hip:

Getting some basic supplies: milk, bread etc

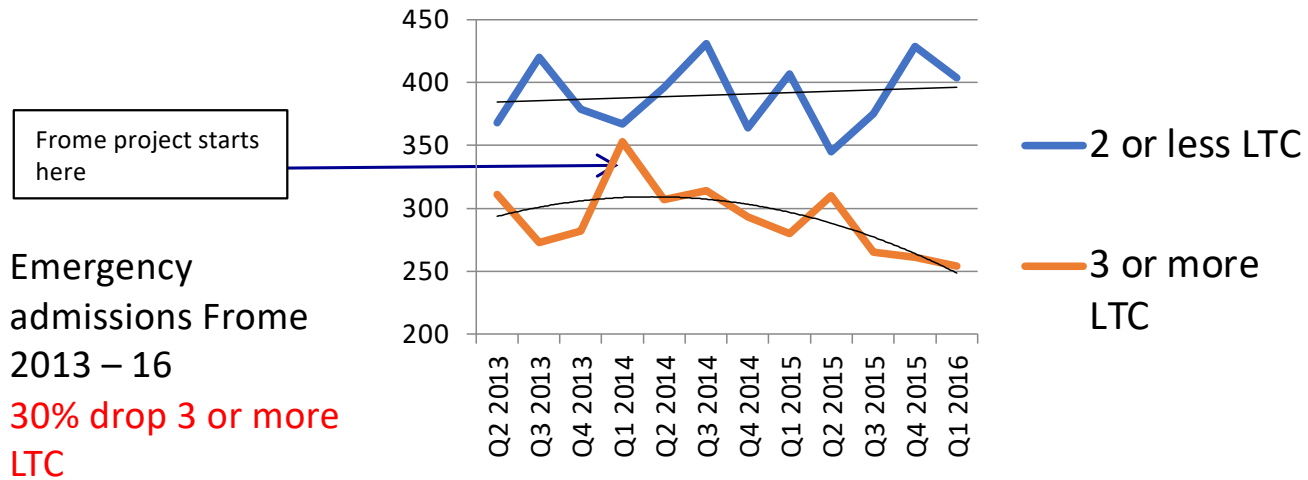
Turning the heating on in January

Arranging to get appointments at fracture clinic and for an xray.

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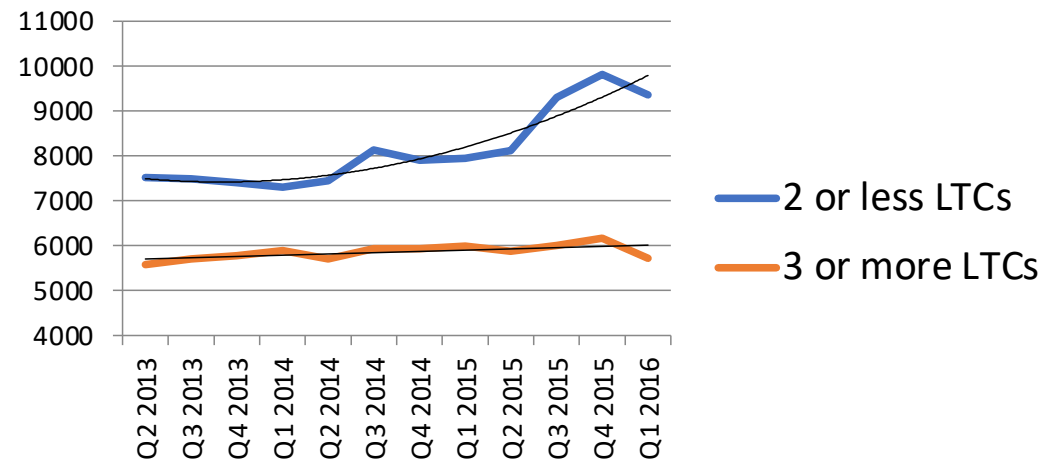
## The Evidence

### Emergency admissions Somerset Q2 2013 – Q2 2016



### Emergency admissions Somerset 2013 – 16


25% increase 2 or less LTC





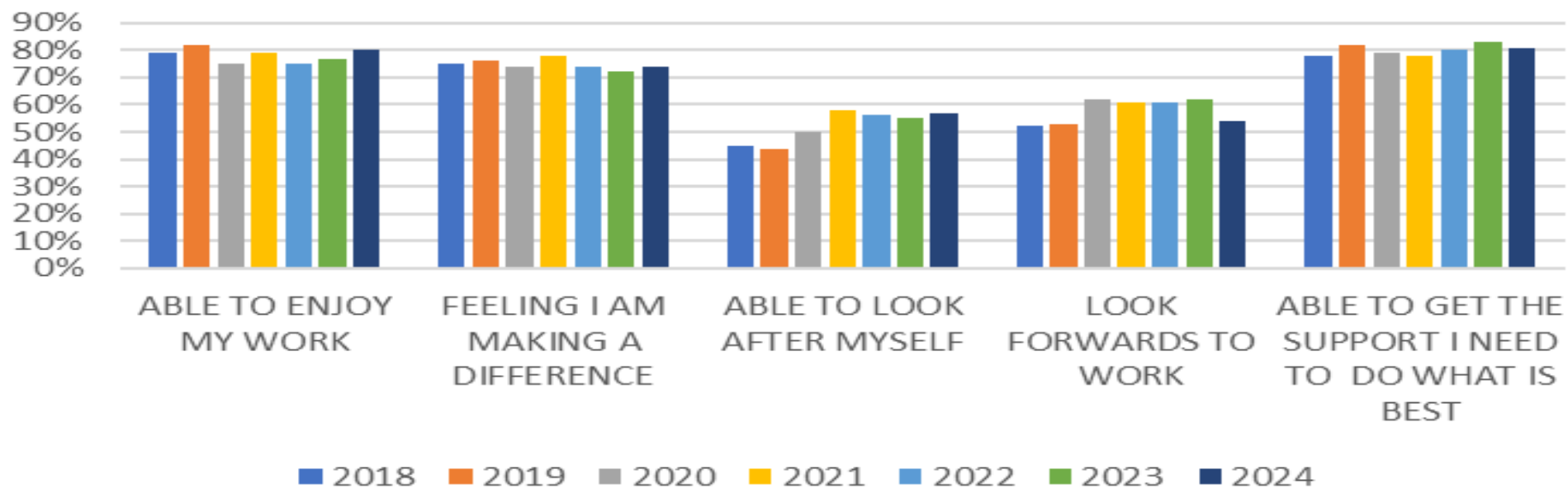
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## Restoring sense of making a difference

- Doctor Melanie
  - Being able to listen and probe to the complexity of patient's situation with a framework to support what really matters most
  - Being alongside suffering without feeling impotent and overwhelmed
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- Three short, curved yellow lines in the bottom right corner of the slide.

# OUTCOMES- impact on staff

Mendip integrated health and wellbeing survey  
results 2018-24



# Connection matters



Smoother links with  
other health and  
community  
organisations



Cross team working  
and greater trust



Building a sense of  
common purpose




Honest discussions re  
gaps and constraints  
but promoting a can-  
do culture with  
individuals and their  
family at the centre of  
care



Recognising, and strengthening  
existing relationships and  
connections- an asset based  
approach



## Our learning

- The trust and empowerment of frontline teams and support this system has given us has helped us grow and develop
  - A greater appreciation of the power of connection and collaboration
  - A recognition of the value of relationships which help to promote
    - better care
    - a more satisfied workforce
    - improved sense of community
- 



Working together and doing what is right for the individual is better for us all

