



PERSONALISED CARE SHOWCASE Q2 2024



Nottingham City
General Practice
Alliance



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SARAH PARTRIDGE



Sarah Partridge

WORKFORCE
DEVELOPMENT LEAD

Welcome to our second personalised care showcase bulletin. I feel privileged to introduce this edition, having recently begun working more closely with our personalised care roles. It's only now that I am fully appreciating the profound impact these roles have on our most complex and vulnerable patients. Their dedication and influence are remarkable, and I am excited to share some of the inspiring work they are leading and developing.

The end of this quarter marks the launch of our new social prescribing supervision.

These sessions are mandatory, reflecting our responsibilities and CQC requirements, and will focus on four key areas that matter most:

- **Case-Based Discussions** - Peer-led deep dives into real scenarios.
- **Inter-PCN Sharing and Learning** - Opportunities to learn from one another.
- **Skills Development** - Each facilitator will cover a unique skill set, such as note-taking, coaching, MECC, and action learning sets.
- **Wellbeing** - Because caring for ourselves is crucial.

I am genuinely looking forward to becoming more involved within these supervision sessions, and being challenged in my own practice. I can see how embedding personalised care more fully within the NHS has the potential to transform our approach to patient care. It pushes us to consider each person's needs beyond just their immediate health concerns, fostering more holistic care. It feels like a meaningful step towards reducing health inequalities and contributing positively to our community.

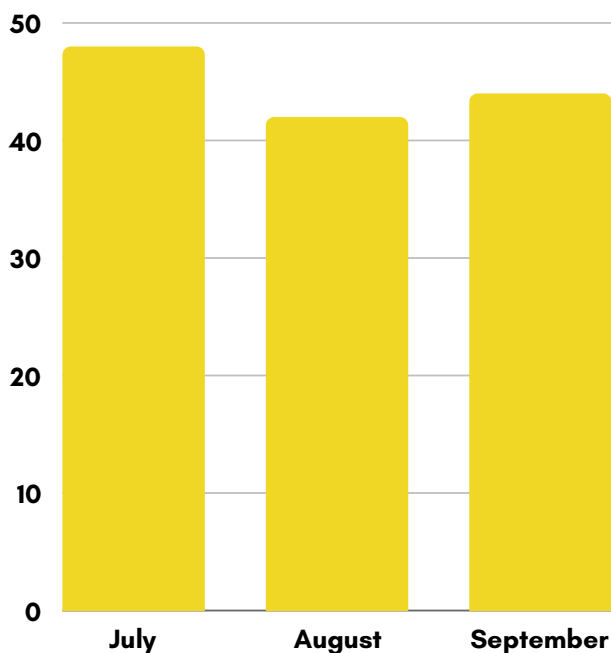


BULWELL & TOP VALLEY

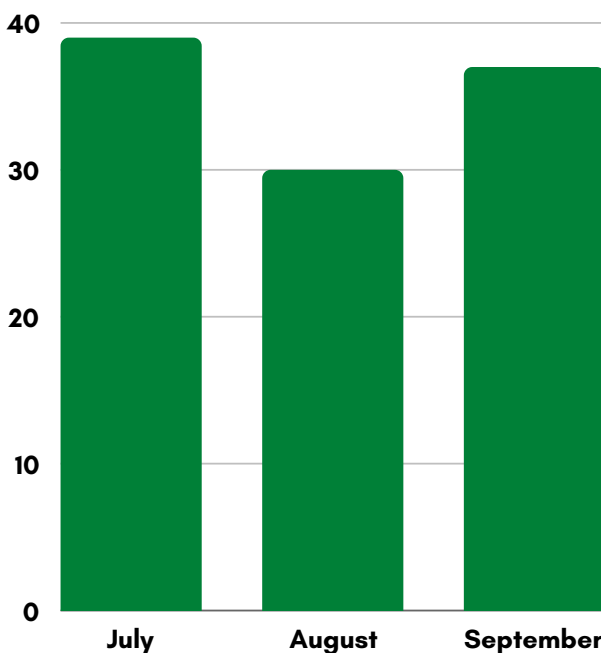


PRIMARY CARE NETWORK

SPLW REFERRALS



HWBC REFERRALS



Health & Wellbeing Case Study

The patient was referred to the Health and Wellbeing Coaches due to concerns about her lack of exercise, feelings of losing her sense of self, and nightly alcohol consumption.

The Health and Wellbeing Coach worked with her to establish a regular exercise routine and reduce alcohol intake. As a result, the patient has successfully completed the Couch to 5K program and now runs three times a week.

She reports feeling much better overall and has reduced her alcohol intake to just three nights a week.

Additionally, she was referred to Thriving Nottingham for smoking cessation support.

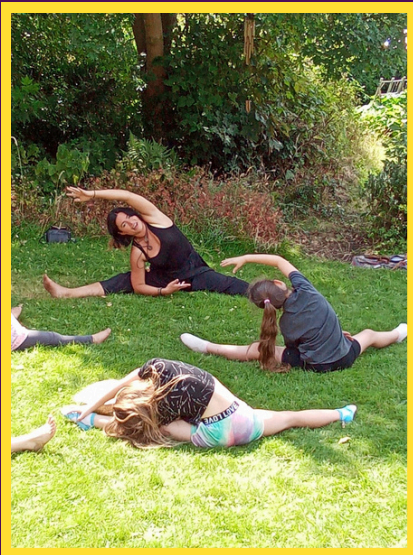
Patient said:

"I was helped to find ways and means to challenge myself whilst keeping a balance. Also learnt how to deal with mental health."



COOK, GROW, & PLAY

As part of their Personalised Care Projects, Health and Wellbeing Coaches and Social Prescribers collaborated with Bulwell Forest Gardens to deliver their "Cook, Grow, and Play" sessions.



Held over four weeks during the summer holidays, these sessions provided educational content on healthy lifestyle choices to 938 visitors.

The team played a role in delivering and supporting various activities, including children's yoga, "Make a Healthy Meal" sessions, exercise - Come & Have a go! , taste-testing, and "Guess the Sugars" challenges. Additionally, seven families, including 19 children, were given financial support to cover the costs of clothing, transportation, food, and entry fees, ensuring their full participation in the program.

FAMILY HEALTH EVENT

In September, Health and Wellbeing Coaches, Pharmacists, and Social Prescribers from PCN 1 collaborated with PCN 5 to host a Family Health Event at the Bestwood Family Hub.

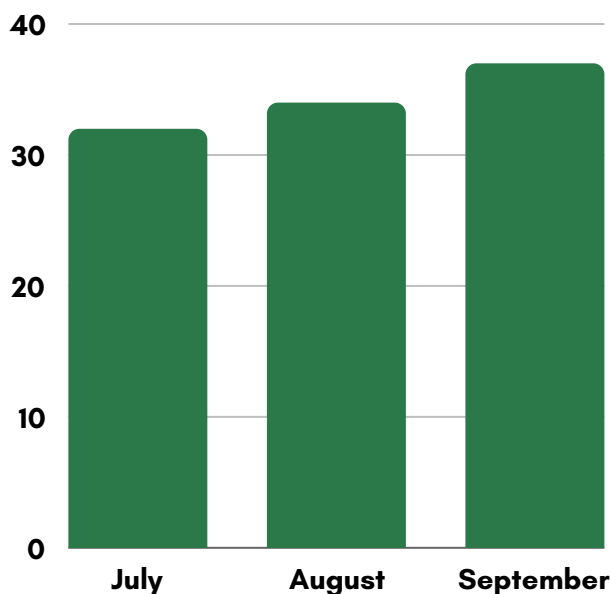


The event offered health checks and provided a wide range of information and resources for attendees to access on the day.

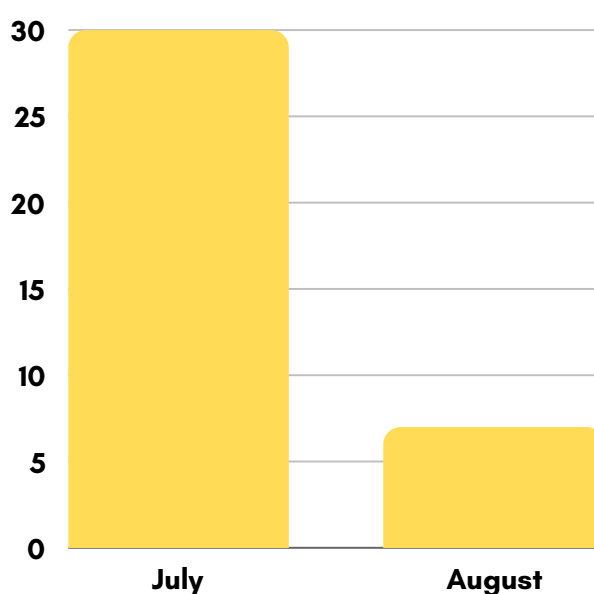
BESTWOOD & SHERWOOD



SPLW REFERRALS



HWBC REFERRALS*



"Better off Together" Case Study

A patient was referred to the SPLW who was experiencing low mood, isolation, and difficulty with pain management and had to give up work due to health conditions, leading to mental health decline and financial struggles. She had also recently lost her mother and was finding it difficult to cope.

Support was provided to empower her to seek financial aid, apply for water cost reduction, and follow up on council tax and health referrals. She was signposted to bereavement counselling and wellbeing courses. She joined the PCN 5 social group, "**Better off Together**," which led to a volunteering role and becoming a Community Champion at the Community Health and Wellbeing Hub.

Her involvement in these roles helped her regain confidence, build social connections, and support others with physical and mental health issues. She took on responsibilities like delivering craft sessions, assisting vulnerable attendees, and coordinating event activities. Her contributions have been highly valued. Overall, her physical and mental wellbeing improved, with increased happiness, self-esteem, and a sense of belonging.

Patient said:

"I look forward to Tuesdays as I enjoy having someone to talk to and the routine of knowing there is something to get out the house for."

*HWBC no longer in network from 13/9



PCN 5 AT THE i2i AWARDS

The Bestwood & Sherwood PCN ARRS workforce were winners in the 'Addressing Health Inequalities Award' for developing and running their Community Health & Wellbeing Hub. The hub was set-up to reach people in the community who often fall through the gaps in services and don't know where to turn to. It's a one-stop shop signposting citizens to services that can help them regarding housing, finances, physical health, mental health, and much more.

BESTWOOD ESTATE COMMUNITY HUB

The PCN 5 Community Hub focuses on non-medical community initiatives to promote usage of the service. It includes, clothing banks, shopping vouchers, hygiene product giveaways & chair-based yoga for the community to reduce health inequalities.



In July in total they referred **six** patients the Health and Wellbeing Coach, **24** blood pressure readings taken and **24** height/weight/BMI checks done.

BETTER OFF TOGETHER



Coffee Afternoon Socials:

In **July**, the Nottingham Energy Partnership discussed their Power Up service, offering energy-saving tips, cost-cutting advice, and carbon footprint reduction strategies.

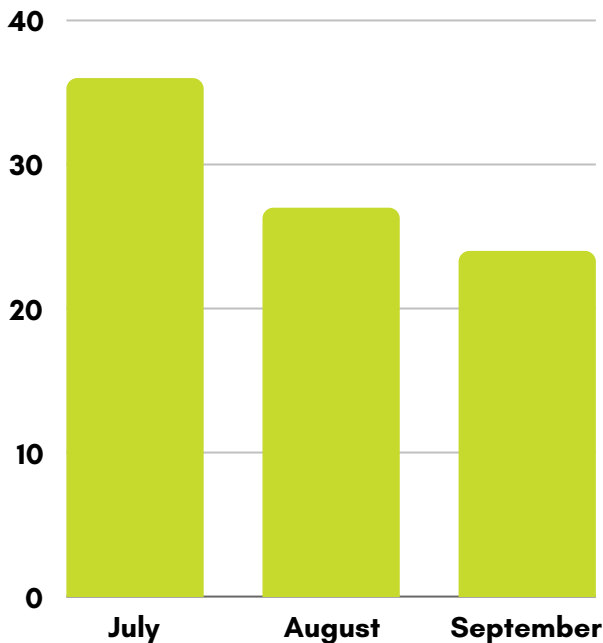
In **September**, Pam delivered an insightful talk on pre-diabetes as part of the Living Well Taking Control initiative.

Jason from Nottingham City Council, introduced the group to the **Tenant Academy**. This programme offers Nottingham City Homes (NCH) tenants opportunities to develop new skills, earn qualifications, and boost confidence. During the session, Jason kindly offered to arrange courses for our group, regardless of their tenant status with NCH!

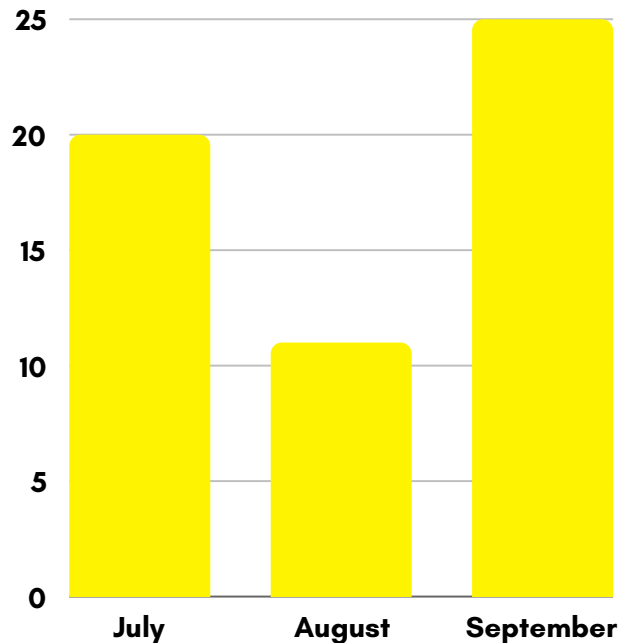
NOTTINGHAM CITY EAST



SPLW REFERRALS



HWBC REFERRALS



Social Prescribing Case Study

A 50-year-old woman sought support for her mental health, struggling with daily activities and feelings of loneliness. She expressed anxiety about meeting new people and highlighted the stigma surrounding mental health issues.

Through social prescribing, she was referred to Thriving Nottingham and began attending a chair-based exercise class and a weekly coffee morning. She also applied for a life coaching course at the Nottingham Women's Centre and enrolled in a pottery class.

The patient's confidence grew, leading her to independently pursue Spanish lessons with her partner. Overall, these interventions helped improve her mental wellbeing and social connections.

Patient said:

"She enjoyed talking with SPLW & said that they had helped her & gave her the gentle push she needed to start to make changes in her life."



SEPTEMBER COMMUNITY HEALTH HUB

SNEINTON OLD LIBRARY

On the 2nd September, PCN 6 successfully launched the first Community Health Hub of this cycle at the Sneinton Old Library site. There was a strong turnout. The event represented a significant milestone in their efforts to bring essential health services and resources directly to the community, and they were encouraged by the positive response despite the challenges.

CHERRY LODGE

The Community Health Hub on Monday 9th September at the Cherry Lodge was a resounding success! There was increased participation from various organisations, resulting in a significant boost in patient attendance and engagement. The event provided a valuable platform for networking, enabling patients to connect with a wide array of services and support providers.

THE CHASE - ST ANNS

On Monday 16th September, PCN 6 held their final Community Health Hub for the month. Many members of the community came together to access valuable services and resources. Travel Well provided a walking bus from the Cherry Lodge Hub to The Chase, making it easier for patients who wanted to attend. This initiative helped ensure everyone had the opportunity to benefit from the support offered at the hub. Nottingham City East are excited about the growing participation of their hubs and look forward to more successful hubs in the coming months!

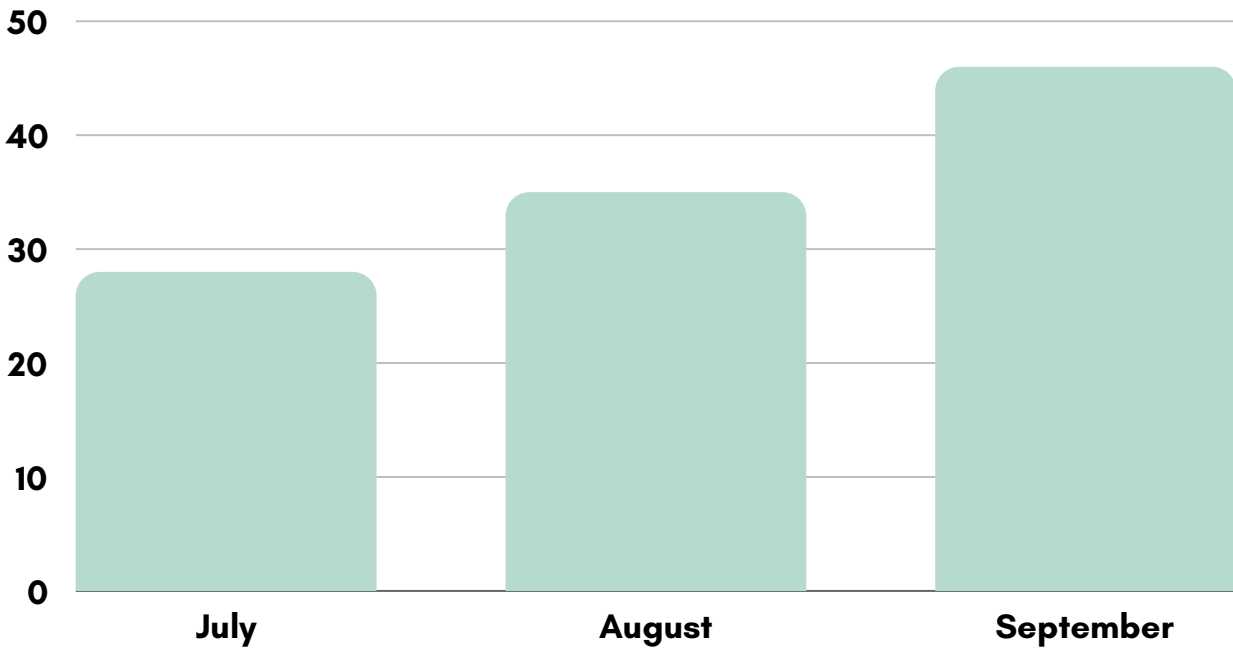


GAMES & SOCIAL EVENT

Nottingham City East are hosting a free event at Dice Cup every Wednesday, where the community can come together to take part of friendly competition and meet new people.



SPLW REFERRALS



Social Prescribing Case Study

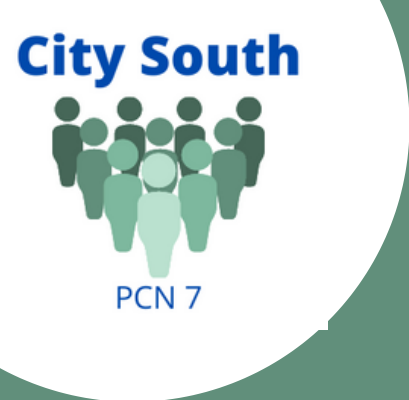
A veteran living in a motor home on an industrial estate, struggling with PTSD and ongoing back pain, was referred for support. He was unable to use IT to complete his housing application on Homelink, so a Social Prescribing Link Worker helped him register. The application was initially rejected due to inconsistencies in his ID documents addresses.

The patient consented to SPLW handling the issue with Homelink. After submitting a signed photo and obtaining a supporting medical document from his GP to highlight his health needs, Homelink accepted the application. This process took months due to communication difficulties, but the patient finally received a bidding number and began bidding for properties.

The patients mood improved significantly after receiving the bidding number, & he feels hopeful about moving out of his motor home. His PTSD symptoms have slightly eased since gaining clarity about his housing situation, and he remains positive about the next steps despite the wait for a property.

Patient said:

"Thank you for all your effort, I appreciate it."



COFFEE MORNING

After two years of hosting their coffee morning, the City South Social Prescribers have handed it back to the community centre.

The patients who attended have given great feedback, and the prescribers have thoroughly enjoyed leading the group.

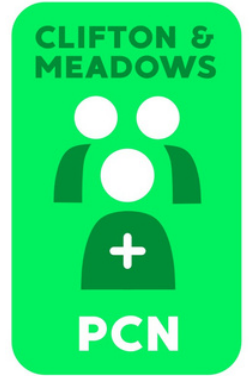
DEMENTIA REVIEWS

The dementia reviews in PCN 7 have been very successful, with lots of positive feedback for the Social Prescribing Link Workers.

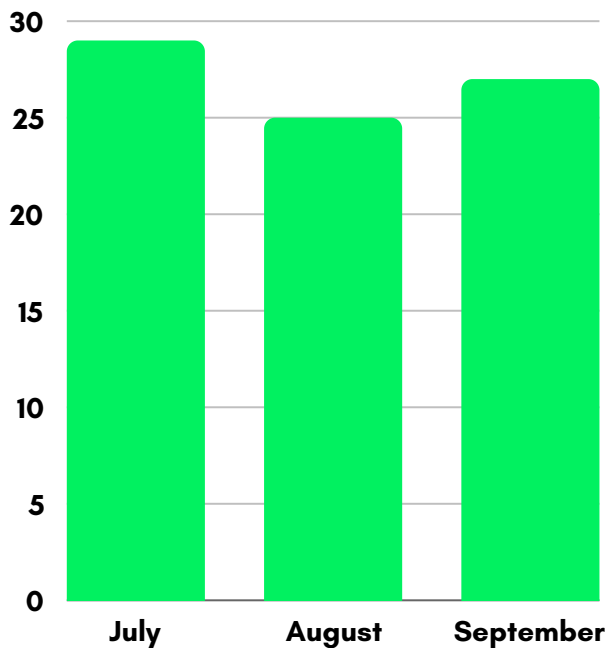
They have effectively applied their Social Prescribing skills to conduct the reviews and are available to provide continued support as needed

Dementia Reviews Completed:		
June	July	August
5	32	14

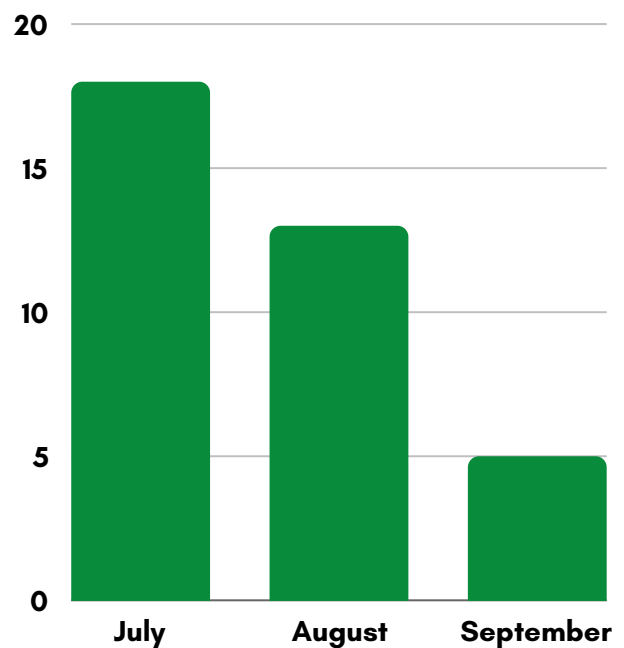
CLIFTON & MEADOWS



SPLW REFERRALS



HWBC REFERRALS



Health & Wellbeing Coach Case Study

A patient was diagnosed with heart failure in 2023. He was signed off work as a bus driver having his license temporarily revoked due to these health reasons. He was hoping to return by August 2024.

They began losing weight immediately after hospital discharge and had lost three stone by 2024 through dietary changes, including reducing calorie intake, incorporating fruits and vegetables, and limiting treats. He started gentle exercise, walking 20-30 minutes daily and playing walking football weekly.

With the help of the Health & Wellbeing coach, the patient lost an additional 2kg over 12 weeks of being referred. His heart function improved, enabling him to reapply for his bus driver license. He expressed confidence in maintaining his dietary and exercise changes and noted improved mental health.

Patient said:

"Feels much more confident now. My mental health suffered when I was diagnosed with Heart Failure but is a lot happier now."



CREATE & CALM COMMUNITY CAFÉ

The Social Prescribers hosted a Create and Calm Community Café where every 6 weeks the fire and rescue team joins to discuss keeping safe in the home.

Those attending the café requested CPR training, so the team delivered.

Other activities that have happened is Dominos which have become popular game played weekly and all ages join in.

For future sessions they will be introducing a drumming session for people and families living with cancer.

REPAIRING IS CARING SEWING GROUP

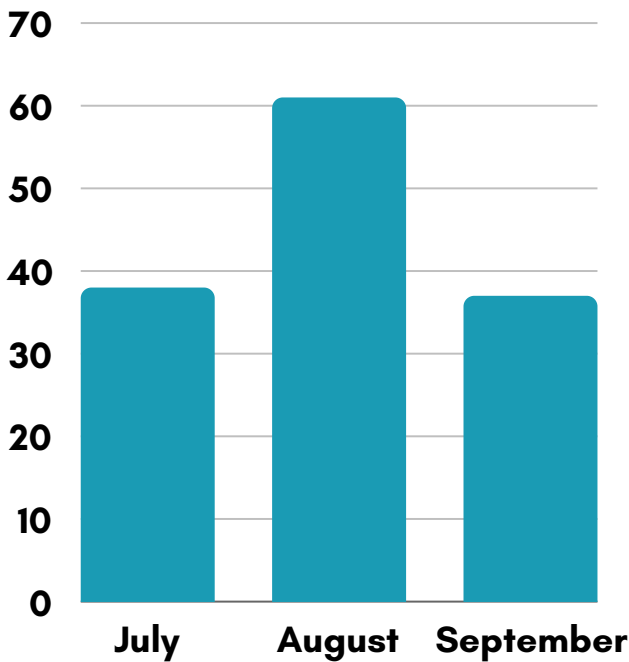
A patient was referred to the Clifton and Meadows social prescribing caseload, where she was later directed to the Bridges Community Trust. Inspired by their support, she decided to start her own sewing group, 'Repairing is Caring.' This initiative brings people together to learn valuable sewing skills and how to mend their own clothing, fostering both creativity and community.



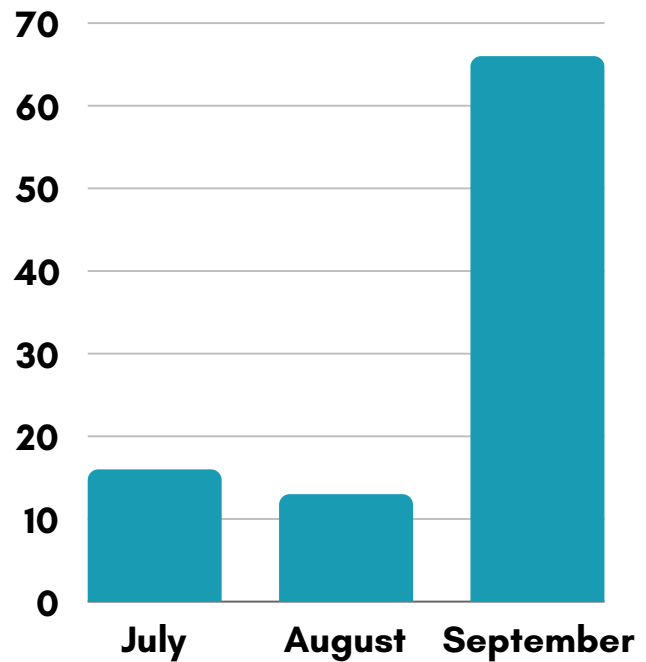
ASPIRE



SPLW REFERRALS



HWBC REFERRALS



Social Prescribing Case Study

A 53-year-old male, was referred for low mental health, self-neglect, and social isolation. He lives alone with mobility issues, knee pain, and stomach ulcers, limiting his ability to leave the house. Financially, he relies on benefits, is in debt, and struggles to afford basic needs like phone credit.

Intervention: A personalised care plan was created, focusing on food access, debt management, and transport. He was referred to food banks, clothing services, and advised on financial support. He was signposted to transportation options, but financial and logistical challenges persisted. His mental health support included advice on building a routine.

Outcome: The patients benefits were sorted through Adult Social Care, reducing his need for further assistance. He was discharged from social prescribing with the option to self-refer in the future.

Patient said:

"It had a positive impact. It was nice to know that there was someone there to help and you stuck with it."



DOMINOES FOR HEALTH GROUP

The first event was held on Thursday 8th August at The Beechdale Pub.

Aspires Dominoes for Health Group aims to tackle health disparities affecting Black Afro-Caribbean men over 40 by fostering education, encouraging open conversations, and addressing common myths.

The event seeks to create a supportive environment where attendees can openly discuss health issues which are often not talked about within the community. By providing accurate information and resources, we aim to empower the men to take control of their health and wellbeing and enhance their overall wellbeing.

WORLD SUICIDE PREVENTION DAY INITIATIVE

10th September

For World Suicide Prevention Day, Aspire had a fantastic morning raising awareness across their PCN. The team handed out 100 self-care goodie bags while visiting local barbershops, hairdressers, a motor spares shop, a café, the library, and community centers. They engaged in meaningful conversations around suicide prevention, highlighting that Nottingham has seen high rates in recent years, particularly in underserved areas.



BAME SWIMMING PROGRAM

Aspire PCN have 'Splashed' in their 12-week BAME swimming program.

The first session focused on registration, introducing participants to each other and the instructor.

Eight participants attended. Initial concerns, such as swim attire and anxiety, were addressed, leaving participants confident and eager to get started!

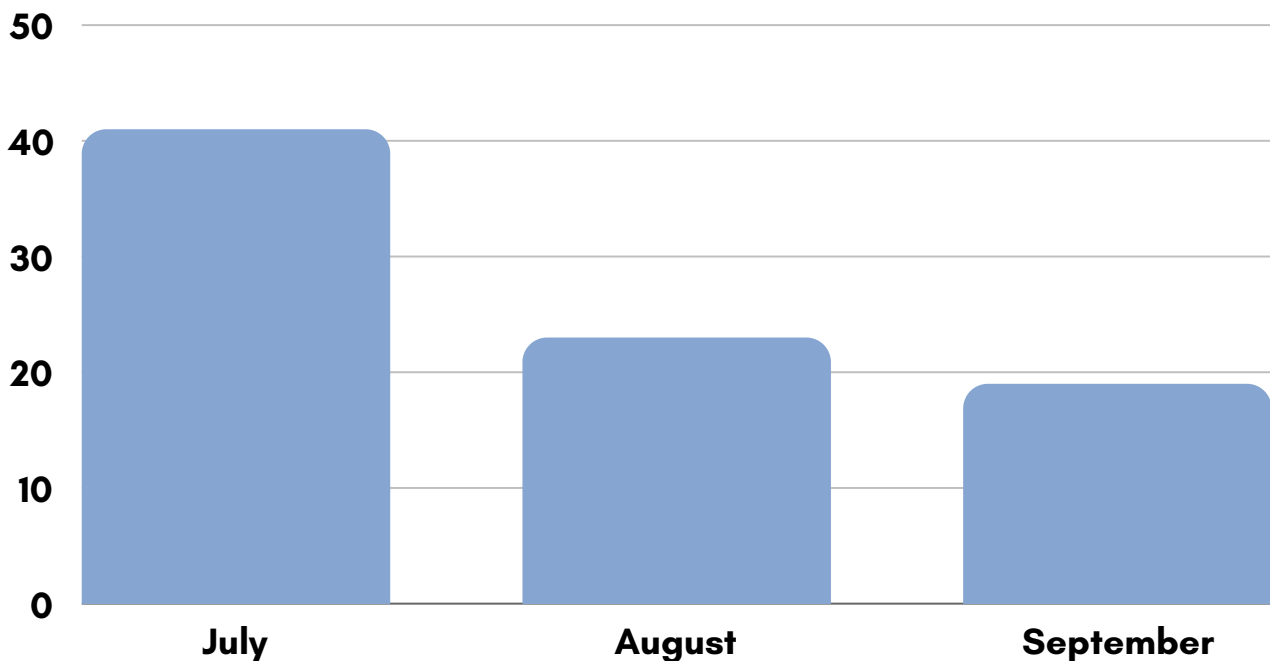
The first session was a complete success, and Aspire anticipate similar results throughout the programme!



ACTIVE TRAVEL



ACTIVE TRAVEL REFERRALS



Travel Well Case Study

In a recent interview on BBC Radio Nottingham, Rosie shared her positive experiences with **Travel Well**, a community walking program.

Rosie spoke candidly about how Travel Well transformed her life, explaining that she often felt isolated at home without direction before joining.

Through the programme, she was paired with a walking buddy, Anna, with whom she explored local areas like Stonebridge City Farm.

This newfound activity has greatly improved her mental wellbeing, helping her meet new people and even inspiring her to consider community volunteering.

Patient said:

"Travel Well was introduced to me and I've never looked back."



TRAVEL WELL PROJECT

Nottingham City Council's Travel Well project is dedicated to supporting residents in incorporating walking and cycling into their daily routines, fostering long-term health benefits. An active lifestyle significantly enhances both mental and physical wellbeing, and this pilot project is designed to make activity accessible and enjoyable



Focused in areas Aspley, Beechdale, Bilborough, Bulwell, Sneinton, St Ann's, and Strelley, the project offers a variety of free activities, including wellness social walking group, Nordic walking groups in Bulwell and St Ann's, group cycling lessons, one-to-one cycling training, bike-building workshops, and cycle repair skills sessions.

Reviews from 'Buddy walk & ride' with Sustrans:

"I wasn't expecting to talk so much! Other kinds of support haven't worked for me, but this has given me hope."

"Getting ready for the ride gave me a purpose yesterday evening and this morning. It is good to go out with someone else, especially someone who knows what they are doing. It is been really useful - thank you very much."