



Meet the Team: June 2020

A co-ordinated approach to social prescribing

The North Tyneside social prescribing service consists of two teams: one based in the community and one in GP practices. We have responded to the needs of the community during Covid-19 by developing new ways of remote working. This newsletter introduces you to our team, and highlights some of our recent work.

Our response to Covid-19

Responding to needs identified by our GP practices, we pooled resources so that we could most effectively support the residents of North Tyneside during the crisis. We have received lists of vulnerable or at risk people from across the borough, and since March we have contacted an **additional** 343 people by phone.

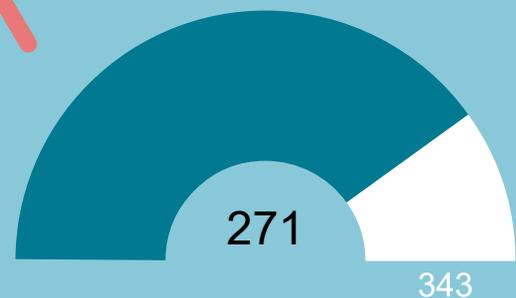
We have supported people to access **food parcels, befriending, online groups, clubs and activities**, and some people have stated they feel more connected to their community than ever before.

We have worked closely with people who have been financially impacted as a result of Covid-19, who may have become, or have fear of becoming redundant or been furloughed. We have supported people to access **volunteering opportunities** and many **online courses**. We have listened to people who are on the shielded lists and responded to their needs, offering tools and connections to enable people to feel in control of their personal situations.



The Community Social Prescribing Team have a focus area of Wallsend/Howdon

Since March 2020, in addition to our existing client contacts, we have contacted 271 people in this focus area:



Total number of additional phone contacts: 343
Number in the focus area: 271

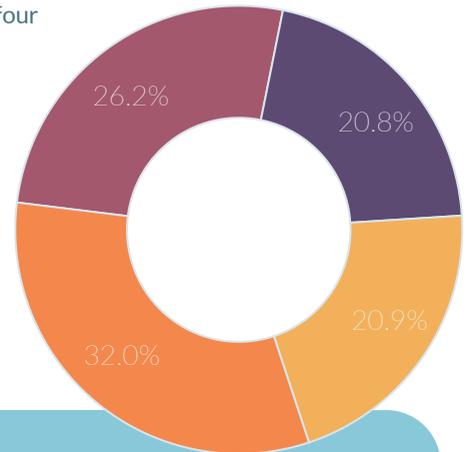
Remote working has helped to identify the benefits of digital connection. We have built closer relationships across the sector and a stronger and more efficient way of working. We are enabling the people we work with to build digital skills: supporting people to use Zoom and WhatsApp video calls, encouraging them to stay connected to not only their family and friends, but also the wider community.

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In the past year, our team has supported **1,041 people** across the four localities to improve their health outcomes. We are currently supporting **634 people**: the average duration of interventions is **9.8 months**.

% of our clients from the four North Tyneside localities

- North West 26.2%
- North East 20.8%
- South East 20.9%
- South West 32.0%



Community Team



Kirsty Harkness



Peter Casson



Nicola Bushell



Christine Surtees

Trisha Tindall
Service Manager



Covid-19 Case Study

Collaborative work by the North Tyneside Social Prescribing Service (NTSPS) and the Local Support Hub provided some much needed support.

The Local Support Hub contacted the NTSPS following a phone call to a client on the Shielded Patient list. The client had identified issues involving deterioration in their mental health, with increased anxiety and disrupted sleep patterns. The Hub contacted a Link Worker from the Community Team who called the client that day.

During a lengthy phone call, the Link Worker helped them to identify their needs and, working collaboratively, they drew up a plan of action together. With consent from the client, the Link Worker contacted the psychosocial practitioner from the Practice Team to get a fuller understanding of the interventions the client had already received from his GP. It was agreed that the practitioner would contact the client to discuss further support.

During this call, the client said that after the discussion with the Community Link Worker they had felt much more positive and in control of their situation, that they had slept well for two nights in a row and felt much less anxious. The practitioner agreed to periodic calls to check on their welfare and the Local Support Hub passed on their thanks:

*"Great - thanks for your help and prompt response"
"The client has asked me to pass on his thanks to you too and let you know that he's feeling better already!"*



Jonathan Collins



Jess Marriott



Mark Adley



Andrew Thorpe

GP Practice (PCN) Team

