



**A New Normal** Welcome to the latest edition of the South Tyneside team's Newsletter. We are currently adjusting to a "new normal" across the organisation, both as a team delivering a service as well as individuals living in a rapidly changing society. We can relate to the anxiety and uncertainty faced by the people we are working with, because a lot of us are experiencing that too. Further on in the Newsletter you will find an update on how our service is responding to the Covid-19 pandemic. As well as this, we are still operating "business as usual" so we have other updates for you too including an introduction to a new member of staff, highlights from our Primary Care High Intensity User Service (which recently came to an end) and another uplifting patient story for you. We hope you enjoy this latest edition. Stay home and stay safe where you can peeps!

## **The Impact - Our People**

This month we wanted to bring you a story, not from our point of view, but directly from the individual themselves. We hope you find some of these quotes as uplifting as we did upon hearing them,

### **Meet 'Jenny'**

It happened out of the blue. She knocked on my door, it was very strange. I was interested in what the appointment would be about.

I had a lot of issues, it was a lot to deal with at the time. I couldn't explain what I needed – [in the past] I didn't have therapy which I needed to help me open up and communicate.

Most professionals don't listen. She helped me relax, she was able to sit and listen to me, that was the therapy

I knew that it wasn't going to be like a psychiatric thing, she wasn't going to come in and sort everything out like magic. I knew she would listen to me, support me and to help me find pathways to getting better. She went above and beyond my expectations, she was amazing, absolutely fantastic

I was expecting some kind of miserable person, coming because it was their job, someone with an "I know best" attitude. She was so down-to-earth and amazing, she just comes in, sits down and cracks on. The dog is really calm with her because she doesn't react to him, she just pushes him away gently and gets on with the appointment. Usually the dog will go crazy barking and making a fuss, I have to shut it in the other room. But the dog is so calm with her and that means a bit less stress before the appointment, knowing the dog won't be going crazy – and that means everything to me.

She was very helpful, I appreciated it. She was very good, very capable. She wanted to help me, she could help me integrate and point me in the right direction.

This is when your life is going to change.



### **A New Face - Meet Gemma**

My name is Gemma Kilbride and I am a new Psychosocial Link Worker at First Contact Clinical. I will be working with people in the community and their homes to enable positive behaviour change.

I have previously worked within the community for education providers and health resource centres, bringing a person centred approach to help people get well and stay well within South Tyneside. I have done this through exercise, self development and wellbeing courses.

For the last five years, I have been employed in County Durham as a health trainer and wellbeing practitioner. My roles have included working with individuals residing in mental health hospitals, those affected by acute and life long mental health conditions as well as those affected by social isolation

I have also previously undertaken capacity building and training to build more sustainable communities and develop and upskill volunteers.

I am delighted to be based back in South Tyneside as I am passionate about the area, the residents and what I can bring to the role.

Another passion of mine is my cats, I am a proud cat-mam of four, so if you ever want a subject to chat about to me, I'll happily chat away about them for ages!



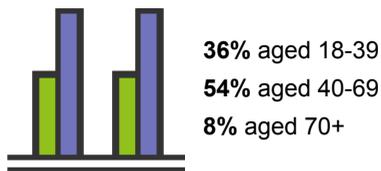
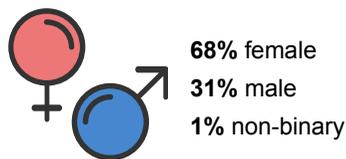


## Project Report - High Intensity Service Users in Primary Care

The Primary Care High Intensity Users (HIU) service ran from January 2019 til January 2020 and was funded by South Tyneside Clinical Commissioning Group.

GP practices were asked to identify a cohort of patients they identified as "high intensity users" where the reason for attendance was due to emotional or social need as opposed to a clinical need.

In total, we worked with **182** patients across **10** GP Practices in South Tyneside.

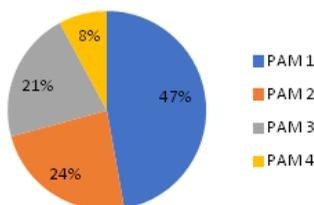


We measured outcomes by way of monitoring individuals' attendances within Primary Care.

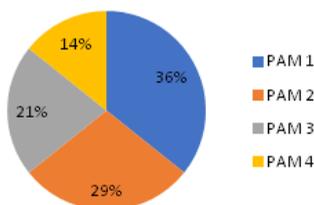
Our data so far shows that a massive **86%** of individuals reduced their attendances to GP appointments following their first intervention with a Link Worker.

We also measured also measured activation levels and mental wellbeing of our participants using the Patient Activation Measure (PAM) and Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) at the beginning and and of their journey.

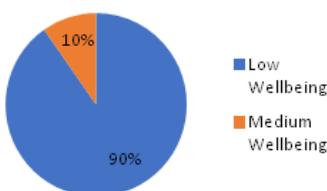
**Initial PAM**



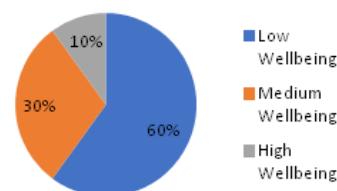
**Latest PAM**



**Initial WEMWBS**



**Latest WEMWBS**



We are encouraging all GP practices to utilise the services on offer to them in the form of our Primary Care Network Psychosocial Link Workers and ABU Link Worker Coaches.

- Their role during this time will be to;
- \* support the practices to identify from their list of vulnerable patients who can benefit from a Social Prescribing intervention
  - \* provide emotional and psychosocial support, as well as coaching, to encourage self-management of health and wellbeing
  - \* connect people with the emerging offers across the system that can support them to manage practical needs such as access to food and medication

The Link Workers and Coaches are working remotely, offering telephone or video contact. We continue to accept new referrals as well as continuing interventions with current patients.

We continue to explore how we can ensure the right support gets provided to the right people whilst also using the capacity that exists across the borough to support people.

All referrals should be sent to our secure single-point-of-contact email address; [fcc.abu@nhs.net](mailto:fcc.abu@nhs.net)

We are also maintaining a list of our most vulnerable and/or high risk client so that if their key worker was to become incapacitated, they would be prioritised in terms of another key worker making contact with them

If you have any queries please do not hesitate to contact;

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