

Social Prescribing Link Worker Impact Case Study

Name of case study: Central Bournemouth PCN Vaccine Clinic Support	
Brief description	Self-Management Team involvement in the roll out of the COVID-19 vaccine effort
Summary of the support provided	<p>The Self-Management Team is comprised of Lead Social Prescriber, Social Prescriber and Young Adult Mental Health Coach. All three are PCN directly employed.</p> <p>Our PCN had two days' notice of the first shipment of vaccines arriving so we were under extreme time pressures to contact our population and book the appointments. The Self-Management Team were drafted in to help make over 1,100 phone calls to our aged 80+ population to book their appointments for our first vaccination clinic in mid-December. This involved contacting the patient by phone, explaining the process, booking their first and second jab dates on SystmOne and answering any questions they may have. We used our PCN provided mobile phones and SystmOne enabled laptops to undertake this work and maintain accurate records.</p> <p>The Social Prescriber and Health Coach were also involved in the marshalling of the vaccine clinic. As marshal, on arrival we would set up the with bollards, A boards and cones to guide people to use social distancing, clearing away at the end of clinic. Then to meet and greet the people arriving for their vaccines, explaining what would be happening, also answering questions, putting people minds at ease. Working with the person doing the registration by waiting for them to announce how many people they could call in at a time, normally 4, directing the people in and out once vaccinated. We also helped when a taxi arrived to collect someone, notifying the people that were waiting inside they had arrived. People with mobility problems were helped in and out of the clinics, giving chairs to people that could not stand and cleaning them between each use. On the day we did the NHS staff working one was walking the line giving out the paper work they needed to fill in and the other controlling the numbers going in.</p> <p>We have continued this assistance for all subsequent vaccine clinics. The Lead Social Prescriber is shielding so focusses on ensuring all appointments are booked whilst the Social Prescriber and Health Coach help to facilitate the clinic marshalling in-person.</p>

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<p>Summary of outcome and impact (including quotes)</p>	<p>Between 18th December 2020 and 15th January 2021, our PCN has run three, three-day patient clinics (nine in total) and a weekend of care home visits as well as a one-day frontline staff clinic. We have given doses to 2,500 patients and 1,000 staff.</p> <p>The Clinical Director for the PCN, wrote letters to the Self-Management Team thanking them for their efforts with the vaccine roll out. Quote “A massive thank you for all your efforts supporting the delivery of the Covid19 vaccination. It has been humbling to see so many staff pull together to deliver what is such an important intervention in protecting some of our most vulnerable patients”.</p> <p>Quote from one of our four practice managers: “Our Self-Management Team have been a tremendous help to our COVID vaccines clinics. Our very first clinic back in December warranted all hands-on deck to book our patients in for their 1st vaccine and their follow up 2nd dose appointment. This was led entirely by our network team who worked till late into the evenings making sure these appointments were filled with our over 80’s patients from all four practices. We have also had them volunteering their help to marshal at the COVID clinics, working at times all day in the wet weather we have recently had. We are extremely proud of our link workers and the tireless work they are doing to contribute towards the momentous task that has been undertaken and still to be undertaken, standing alongside our practice-based staff”.</p> <p>Our involvement with the vaccine effort has helped us with our social prescribing and coaching patients because we are able to keep them updated with progress as well as adding the personal touch to the booking process when we contact someone, we know to make their appointment. Additionally, the Self-Management Team run a twice weekly virtual coffee morning for patients in our PCN and being involved in the clinics has enabled us to raise awareness of the vaccine process with participants.</p> <p>Being included in the vaccine roll out has also had a positive impact on how we feel about our roles. It meant ending a difficult year on an optimistic note. The patients we called were so pleased to hear from us and were keen to be booked in for their jabs. Our team has worked predominantly from home during the pandemic so having the opportunity for some face-to-face work was a welcome change. Hearing happy comments from patients when they arrive, chatting to them, putting faces to names of people we have spoken to on the phone when booking or as</p>
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	<p>social prescribing clients as well as meeting in person those we have talked to through a screen at our virtual coffee mornings and reconnecting with colleagues meant there was a real feel-good factor about the work.</p>
Tips for others or future plans (optional)	<p>Future plans are to continue with our support for the vaccine clinics.</p> <p>Tips for others:</p> <ul style="list-style-type: none">• Helping with the clinic marshalling has introduced the Self-Management Team to more staff working across the PCN raising the profile of the social prescribing service and building relationships with colleagues.• Even if you are confined to working exclusively from home, with the right equipment you can still make a big impact by helping with colossal task of contacting patients and booking their appointments.• The vaccine is one the most talked about subjects on the news and social media. Being involved with your PCN efforts is a great way of ensuring you have all the relevant information to pass onto your caseload and answer the inevitable questions they will have.