

Social Prescribing Link Worker Impact Case Study

Name of case study: Granta Medical Practices (PCN, South Cambridgeshire) COVID-19 Vaccine Clinic Support	
Brief description	Social Navigation service/Granta Wellbeing Hub, contribution to the Vaccination programme
Summary of the support provided	<p>SPLW's were trained in using the accuRX system to support reception staff in booking patients and assisting with queries to confirm bookings.</p> <p>They also provided practice staff with information for transport options and carers support to remove barriers to patients attending the clinic, this was also communicated out into the community by working with the PCN communications team.</p> <p>In addition, SPLWs joined the rest of the practice staff in working clinic duties on their usual days off. This included social prescribers working 10 hour shifts in addition to their usual hours and case load management, alongside other practice staff.</p> <p>Recognising our communication skills and contact with the majority of the initial priority groups, we were asked to check patients off the list once we had confirmed their appointment and identity and confirmed they had not had any symptoms or contact before they entered the building to be temperature checked before seeing a clinician for vaccination.</p> <p>We also assisted by advising on lists of carers and house bound patients who could be recognised and invited as we had vaccine available or doses which needed to be used at the end of clinics to avoid any doses being wasted.</p> <p>Another contribution was being asked to set up specific information areas for our service and partner organisations, once it was established as to where patients would have their 15min wait period following their vaccination so we could utilise that time.</p>
Summary of outcome and impact (including quotes)	Although we are still in the midst of everything (clinic 6) and the service has not been singled out for praise. The management team have attributed our skill set to the smooth running of clinics and the compliments on the service received from many patients.

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	<p>The fact that we are an integral part of the bigger team in the PCN is testament to how embedded the service is and particularly how the SPLWs are part of the PCN team.</p> <p>The PCN has also had lunches delivered resulting from a collaboration between local businesses and residents to acknowledge the efforts the Granta team have been putting into delivering the vaccine quickly and safely which was a wonderful boost to staff and strengthens the community connections we have.</p>
Tips for others or future plans	<p>Be aware of the time you have to give if you are expected to hold active caseload as well as contributing to clinics. Although this is vital work, so is the continuity of care for the patients you are supporting. You need to look after yourselves as well, we all have home life pressures on top of work pressures and then being asked to give additional time and resources.</p> <p>Embrace the contact you have with that number of patients if you are involved and if time allows do take a 5 min opportunity to engage in a quick chat with patient. It will make their experience more enjoyable, allow you to spread the word of social prescribing and your service and lead to future referrals.</p> <p>The mood after clinics really does feel like it's changing from reacting to what this pandemic has challenged us with, to taking some control back, it's wonderful to experience.</p>