

Social Prescribing Link Worker Impact Case Study

<p>Name of case study: (please include your organisation's name) Healthier West Wirral Primary Care Network & Citizens Advice Wirral Social Prescribing Link Worker team</p>	
Brief description	Engaging women over 40 who have not presented for a smear test.
Summary of the support provided	The Social Prescribers for 2 GP surgeries worked with the Practice nurse to identify patients who were over the age of 40 and had not presented for a smear test. The team completed some brief training about smear tests and EMIS training to enable patients to be booked in directly with the nurse at the point of conversation. A wellbeing call was made to each identified patient and as part of that call, smear tests were discussed. Where the patient agreed to attend for a smear test, an appointment was made immediately. Being proactive, person centred and non-medical meant that patients were very honest and a variety of issues presented were discussed - some of which the Link Workers were able to address and others that were flagged to a clinician.
Summary of outcome and impact (including quotes)	<p>We had a 57% success with the first surgery and 33% with our second (with a further 20% agreeing to book in directly themselves - success would increase to 60% if all women successfully attended).</p> <p>“Thank you to you and your fabulous team. It has been a true pleasure to develop this” - Practice Nurse, Upton Group Practice</p>
Tips for others or future plans (optional)	We intend to look at other patient groups and apply the same approach; identifying where proactive patient contact can ensure that patients access primary care services when and where needed and that barriers to doing so are known and effectively addressed.

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