

Health and Well Being Locality Support – Oadby, Wigston and South Wigston

Mary Flynn, Local Area Coordinator for South Wigston

John Baraclough, Local Area Coordinator for Wigston

Who do you work for?	Leicestershire County Council – Public Health
What demographic area do you cover?	Mary Flynn - South Wigston John Baraclough – Wigston
A brief summary of your work	A model of support which focuses on identifying and supporting those who need help before they hit crisis and working towards building an inclusive, supportive community around them. Working 1:1 or collectively to signpost, help and encourage independence and confidence. We work with the person for as long as the support is needed. We also work with statutory services, 3 rd sector organisations and individuals to build social capital, develop community groups etc, within the area
The range of clients that you work with	People who live or work in Wigston or South Wigston who are 18+. However, we can work with younger people as part of a family.
Details of your client recording system and agreements in place for data sharing	We have our own internal systems for recording. The person we are working with is asked if they agree to information sharing if they do not agree then we would only share information regarding safeguarding as defined by PH/LCC. We operate with the information sharing agreements set by LCC and their partners
Who can refer to you? How do people refer?	We don't have a formal referral system. Anyone can be introduced and any service can refer including residents themselves. This can be done by telephone, email, text, referral from a service or face to face. The only thing we ask is that the person has agreed to the introduction.
Any other information	Local Area Co-ordination is governed by a set of principles rather than a framework of expected outcomes – there is no eligibility criteria. This enables us to work flexibly with the person and with other services. If there is a service that can support with a specific issue we will refer the person to them but can remain in touch with the person and the service should this be needed. There is no timeframe for our support - we can remain involved for as long as that help is needed. We are a preventative service, introduced to people to help or prevent them accessing formal services

Jenny Curtin, Social Prescribing Link Worker

Beth Dawkins, Social Prescribing Link Worker

Who do you work for?	Cross Counties Healthcare Primary Care Network
What demographic area do you cover?	Oadby, Market Harborough, Fleckney, Kibworth, Great Glen, Billesdon, Bushby

A brief summary of your work	Supporting our patients with non-medical needs to improve their physical and mental health and wellbeing. Linking to community assets / signposting and referring into other support organisations. Creating links with local community groups for collaborative working.
The range of clients that you work with	The individual must be registered with The Croft Medical Centre, South Leicestershire Medical Group Practice or Billesdon Surgery.
Details of your client recording system and agreements in place for data sharing	System One and EMIS. We now use nhs.net secure emails and use phone for making referrals to organisations without a secure email address.
Who can refer to you? How do people refer?	Self-referrals or professional referrals are welcome so long as they are registered patients (as above). Email our central referral inbox: cchpcn.healthandwellbeing@nhs.net We are currently working on an online referral form. We will update you when we know more.
Any other information	We are a newly developing team and are keen to work with and assist local community groups/organisations to support our patients living in the catchment area of The Croft Surgery, Oadby. We plan to hold a borough-wide launch and push about Social Prescribing and Health Coaching in the Spring.

Robin Cafferata, Health and Well Being Coach
Taylor, Health and Well Being Coach

Who do you work for?	Cross County Healthcare Primary Care Network.
What demographic area do you cover?	We cover The Croft Surgery, Oadby, South Leicestershire Medical Group GPs and Billesdon surgery.
A brief summary of your work	We work 1:1 with people to encourage physical and mental wellbeing. This could be someone who has tried to lose weight but is struggling, managing a long term condition, struggling to engage with smoking/alcohol cessation services. We will work over a number of sessions (4-6) to help figure out what barriers a person is having and help to overcome them
The range of clients that you work with	Anyone who is registered at one of our GP surgeries
Details of your client recording system and agreements in place for data sharing	We use System1 for Croft patients.
Who can refer to you? How do people refer?	Any health care staff can refer. We will be creating an online referral website to receive referrals, but in the meantime a task can be sent through system1 or an email can be sent to cchpcn.healthandwellbeing@nhs.net

Sue Renton, Senior Social Prescribing Link Worker

Charlotte Mining, Social Prescribing Link Worker

Who do you work for?	Oadby and Wigston Primary Care Network
What demographic area do you cover?	Predominantly Oadby, Wigston and South Wigston
A brief summary of your work	Assisting patients with non-medical needs to improve their physical and mental health and wellbeing. Linking to community resources and signposting or referring into other support organisations.
The range of clients that you work with	Any adult or family registered with one of the six GP surgeries in the Oadby and Wigston Primary Care Network
Details of your client recording system and agreements in place for data sharing	SystemOne. We obtain permission to share information with other agencies from individual patients as and when required.
Who can refer to you? How do people refer?	GPs and practice staff. They refer via an internal request on SystemOne
Any other information	We only receive internal referrals currently but will be reviewing this as the team expands over the coming months.

Health and Well Being Coach (Start date, mid-March)

Who do you work for?	Oadby and Wigston Primary Care Network
What demographic area do you cover?	Predominantly Oadby, Wigston and South Wigston
A brief summary of your work	We will work 1:1 with people to encourage physical and mental wellbeing, helping them to overcome barriers. For example, this may be around weight loss, managing long term conditions, smoking, alcohol, fitness or mental health issues.
The range of clients that you work with	Any adult who is registered at one of our GP surgeries
Details of your client recording system and agreements in place for data sharing	SystemOne
Who can refer to you? How do people refer?	Any health care staff can refer via internal referral
Any other information	We will soon be providing support to patients recovering from the coronavirus via a new NHS Covid Recovery app.

Shabnam Jagot, Community Support Worker

Who do you work for?	Leicestershire County Council - Adult Social Care Services.
What demographic area do you cover?	Predominantly Oadby, Wigston and South Wigston
A brief summary of your work	Assisting patients with non-medical needs to improve their physical and mental health and wellbeing, who require support to manage a number of their long term conditions or do require additional support from statutory services and require an assessment to access these services. Linking to community resources and signposting or referring into other support organisations. My role is non-urgent, low level, preventative work to support patients identified as requiring the provision of personal care, or social support due to being at risk of decline in health, or having needs arising from illness, disability, old age or poverty. Support patients to access Adult Social Care services
The range of clients that you work with	Any adult aged 65 plus who is registered at one of the G.P. surgeries in the Oadby & Wigston Primary Care Network
Details of your client recording system and agreements in place for data sharing	SystemOne, EMIS, Adult Social Care internal systems for recording. The person we are working with is asked if they agree to information sharing if they do not agree then we would only share information regarding safeguarding as defined by Leicestershire County Council Public Health. We operate with the information sharing agreements set by Leicestershire County Council and their partners
Who can refer to you? How do people refer?	GPs and practice staff. They refer via an internal task from on SystemOne. This is reviewed by Social Prescriber who will triage and appropriate referrals are shared with the G.P. Link Worker to; <ol style="list-style-type: none"> 1. Make contact and progress the case 2. Refer to other relevant mainstream services, community services. 3. Alerts Adult Social Care worker if already allocated case 4. Refer to Adult Social Care for case allocation (complex cases).
Any other information	Any urgent work should be directed to Adult Social Care & any safeguarding concerns should be directed via the safeguarding process.