



Age UK Nottingham & Nottinghamshire
Social Prescribing

Celebration Book

Welcome to the Age UK Nottingham & Nottinghamshire Social Prescribing Service.

We would like to share with you some of the amazing work that has been achieved throughout a very difficult year.

Age UK Notts began the journey into Social Prescribing in January 2020, just 3 months before the COVID-19 Pandemic hit. Faced with this new challenge, the team remained passionately dedicated to supporting people through this difficult time.

In this time, we have received **1235 referrals**, not including the hundreds of calls made to people who have had to shield this year, and supporting people to access COVID-19 vaccinations.

By far one of our biggest achievements is the support we have given to people to help them access welfare benefits. The amount secured since January 2020 equates to **£27, 856** per year. These benefits can reduce financial pressures and dramatically improve quality of life.

We wanted to share some more of our success stories with you. Please read on, enjoy and celebrate with us.



Jackie McGuinness
Service Manager
Age UK Nottingham & Nottinghamshire

The role of the Social Prescribing Link Worker Service

Social prescribing helps patients to improve and better manage their health and wellbeing by connecting them to community groups for practical and emotional support.

The Age UK Notts Social Prescribing team aim is to support individuals to take greater control of their own health needs, increasing their confidence and involvement within their local community. They can also support individuals to manage the effects of their long-term conditions.

They enable people to access the right support at the right time, rather than seeking primary or secondary care that is not always able to meet all their needs, or allowing an issue to escalate to require this level of care.

Each GP Surgery has a designated Link Worker who will:

-  Have a personalised conversation to understand what really matters to the person and to consider the wider needs that are impacting on their health, such as social and economic factors
-  Work with the person to create a personalised support plan and set goals to work towards
-  Meet with the person at a place that is accessible or familiar to the individual (this could be a GP surgery, community venue or home visit)
-  Connect people to local communities, groups and organisations for practical and emotional support

Who should be referred to a Link Worker?

A Link Worker will work with people over the age of 18 but is particularly suitable for people who:

- Are lonely or isolated
- Have long-term conditions
- Use the NHS the most
- Need support with their mental health
- Struggle to engage with services
- Have wider social issues e.g. debt, housing problems, employability issues, relationship problems
- Are Carers

GPs and all health professionals can make referrals using the F12 form on system 1 and forwarding to the Age UK Notts social prescribing email: ageuknotts.socialprescribing@nhs.net

Age UK Notts are happy to be contacted on the above email address if further guidance on making a referral is required or if you'd like to discuss a person's support needs further.

We are pleased to introduce you to the Age UK Nottingham & Nottinghamshire Social Prescribing Team...





Dawn Soteriou

Project lead for the Social Prescribing Link Worker service for Age UK Nottingham and Nottinghamshire.

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Since moving back to the UK from Cyprus, I was lucky enough to secure a role within the Age UK Notts Connect team. I gained many years of experience in Cyprus, working in pastoral care within a private school and in the care sector, enabling me to perfect my fluent Greek. I have also worked at Kingsmill Hospital as a Link Worker.

My role is interesting, diverse and sometimes challenging, but the rewards of being able to support vulnerable people are second to none. I work with an amazing team who have shown true commitment to their roles, especially during the pandemic, going above and beyond to ensure people are supported as fully as possible.

I have three children and a Cypriot rescue dog. My youngest is about to go to university, so empty nest syndrome is starting to raise its ugly head. I will need to find a new hobby!

The following story is one example of how a person's health and wellbeing can be improved by a Social Prescribing Link Worker.

A 60-year-old lady was referred to the service for support. She had worked as a careers adviser until developing a spinal problem which rendered her unable to work.

I listened to her as she talked about her health problems and how these conditions were affecting her daily life. I then motivated her to think towards the future and identify the things she wanted to work on.

I helped her recognise the employment skills that she already had and encouraged her to look at alternative industries where these skills could be used to start a new career. With this information, she was able to identify alternative career paths. I also provided encouragement for her to look positively at her situation and to see the benefits of taking time out to plan for her future career.

This helped her to be more positive and reassured about her situation. After one telephone conversation, the service user has applied for several jobs and, after surgery, has made a successful recovery from her spinal injury. She now looks forward to the future.

“ I can't thank you enough. You rang at the right time and you completely changed the way I was thinking and gave me hope again. Thank you. ”



Emma Stroud

Social Prescribing Link Worker
for Older People covering the
following surgeries:

The Jubilee Park Medical
Partnership
Trentside Medical Group
West Oak Surgery

emma.stroud@nhs.net
emma.stroud@ageuknotts.org.uk

I have been in this role since it started in January 2020 and have worked hard to build links with the surgeries, healthcare teams and local community within Synergy. My background is in Offender Learning where I was a Functional Skills teacher. I can see the potential in people, even when they cannot, and I love to work on strategies to build up self-esteem and personal value. I joined Age UK Notts in 2017 to become involved in their Pilot Project at HMP Whatton, focusing on the resettlement needs of older prisoners. I then moved into a role within the Living Well Team in Rushcliffe where I further developed my Social Prescribing skills. When I am not working, I enjoy spending time with my young family, walking and meditation.

The thing I love most of all about my job, is the people I meet. I love listening to their experiences, thoughts, and wisdom. I learn so much!

The following story is one example of how a person's health and wellbeing can be improved by a Social Prescribing Link Worker.

An older lady and her husband were supported holistically as a couple. Both were struggling with the situation and knew that they needed help but did not know where to turn. They felt alone and desperate.

Referrals were made to the County Council, their GP and a not-for-profit organisation that supports unpaid and family carers. A referral was also made to address another health issue which was causing a lot of distress and financial strain. An application was made for Attendance Allowance and an award of Higher Rate with back payment was made. A successful application was made to the COVID Winter Fuel Scheme for help with rising fuel costs. Additionally, advice was given on accessing respite care and finding carers.

This couple are now in a financially healthier position, which will give them choices and improve the quality of their lives. It was equally important for this couple's story to be heard and for them no longer to feel alone in their time of need. They now have contact numbers and people they can call if they need further support.

Patient feedback

Emma was very helpful and I miss her contact a lot. Since apart from close family, my friends and contacts are still sheltering as am I.

She helped me obtain attendance allowance which, although I am unable to have the cleaner I had hoped (due to sheltering), has helped me to buy things to help me with my condition.



Joanne Greenwood

Social Prescribing Link Worker covering the following surgeries:

Oakenhall Medical Practice
The Om Surgery
Torkard Hill Medical Centre
Whyburn Medical Practice

joanne.greenwood@nhs.net
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I have been supporting people in the community for 22 years. Before taking on this role, I was a Support Worker, Hospital Link Worker and a Senior Coordinator with the Age UK Notts Connect Team. Prior to that, I worked as a support worker in the city for 13 years with Notts City Council, Age UK Notts and Metropolitan.

My interests include spending time with my family, especially my grandchildren, walking my dogs, practicing meditation and mindfulness, reading (a lot) and meeting up with my friends for coffee.

The following story is one example of how a person's health and wellbeing can be improved by a Social Prescribing Link Worker.

Mrs X is in her late sixties and lives alone. She has Chronic Kidney Disease and Osteoarthritis, which is affecting her ability to complete everyday tasks. The referral came from a Physiotherapist, for support with physical health, getting around, practical support, self-care, and financial support. I completed a full holistic assessment with Mrs X to ascertain what support was needed. Part way through the support package, the ladies' home was burgled.

Referrals were made to NCC for an OT assessment for mobility aids. She was supported to claim for Attendance Allowance, Pension Credit, Housing Benefit & Council Tax Benefit. A referral was made to the Age UK Notts Warm Homes Hub for advice around cheaper utility suppliers and to be added to the Priority Register. This lady was supported to successfully apply for a Blue Badge. She was provided with information about a local swimming group tailored around her health issues and a referral was made to Your Health Your Way. Advice was given around door safety systems and she has now bought and installed a Ring Doorbell and camera system. The District Council were contacted and have completed a home safety/security check. New locks were fitted on of all her windows and a security light has been fitted. This lady has registered with the Telephone & Mailing Preference Service.

This lady is now in a much more financially stable position and due to all the safety referrals, she feels safe and secure in her own home again. She has stated that she feels confident that she knows when and where to ask for support, should she need it going forward.

Patient feedback

I have a number of health problems, live on my own, was made redundant. all of this made worse by COVID-19, but Joanne rang me every week which was great. Joanne helped me sort out contacting people to do with my health problems, and encouraged me to think positive. She was a life line for me. I could go on, and on Thank You JOANNE



Mark McConnell

Social Prescribing Link Worker
covering the following surgeries:

Stenhouse Medical Centre
Highcroft Surgery
The Calverton Practice

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mark.mcconnell@ageuknotts.org.uk

I've been working for Age UK Notts since January 2020. Prior to this, I spent 10 years working for East Midlands Ambulance Service as an Emergency Medical Technician responding to 999 calls. I've been married to Jennifer for nearly 28 years and we have two sons in their 20s and a granddaughter who has just turned 6. I enjoy spending time pottering in the garden but can very easily be persuaded to meet down at the local for a chat. We love to travel the world and explore the UK and I'm always planning our next trip away. If we have a spare weekend, then our go-to place is the Lake District for a walking weekend.

I suppose you might call me a bit of a 'petrol head'. If the sun is out and I'm not in the garden then you'll find me out on one of my motorbikes or in our classic car (hopefully not broken down by the side of the road!)

The following story is one example of how a person's health and wellbeing can be improved by a Social Prescribing Link Worker.

Mrs Z was being treated for cancer in Nottingham but lived outside the county. Every 2-3 weeks she had to travel to Nottingham for treatment and stay with relatives. She felt alone and scared and desperately wanted to move to Nottingham to be closer to her family and her treatment. Her mental health was being impacted.

When things became too stressful for her, she stopped taking her cancer medication saying that there was 'no point in carrying on and she might as well die'. The Social prescriber explained the process of moving to her and how it was going to take time to apply for a house move. The Social prescriber persuaded her to continue with her medication, to be positive, and to start to look after herself. A referral was made to Gedling Housing who liaised with her current housing association and a Nottinghamshire housing association, in order to successfully obtain a house swap for her. They successfully secured her a house in Nottingham.

She is now living in Nottingham, closer to her family and her treatment and is much happier about her situation. She feels like it's a huge weight off her shoulders and has given her the strength to carry on.

Patient feedback

MARK WAS A REALLY BIG HELP. TALKING ON THE PHONE AND ASSESSING MY NEEDS. ONE BIG THING WAS FILLING THE FORMS IN FOR MY BLUE BADGE. WHICH I HAVE BEEN ACCEPTED FOR. SO A BIG THANK YOU.



Molly Campbell-Mills

Social prescribing link worker for younger people (18-64) covering the following surgeries:

Oakenhall Medical Practice
The Om Surgery
Torkard Hill Medical Centre
Whyburn Medical Practice
Stenhouse Medical Centre
Highcroft Surgery
The Calverton Practice

molly.campbellmills@nhs.com
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I was lucky enough to start working at Age UK Notts in January 2021. This job has allowed me to have varied conversations with a diverse range of people, helping them to get the support and advice that they need.

As someone who is fresh out of Uni, this job has given me the opportunity to build my skills and to understand and appreciate the challenges that others go through. To be a part of that learning process is something I am not only proud of, but value greatly. Every day is different, every day is enjoyable, and the team is fabulous!

I have recently finished an undergraduate degree in Psychology and I am completing a master's degree within Forensic Psychology. I play as a centre back for Bingham town ladies (also a Notts county supporter, apologies Forest fans); and in the words of Freddie Mercury, I love to take a long ride on my motorbike. With the sun shining and my brightly coloured helmet on, I love to go down the country roads on my little red Suzuki.

The following story is one example of how a person's health and wellbeing can be improved by a Social Prescribing Link Worker.

The patient lives with her husband and, following an unsuccessful operation, she lives with a great deal of pain. Her husband is her unpaid carer.

The client was referred for support with pain issues, financial support, practical support and support with mental wellbeing. I made a referral for an Occupational Therapy assessment and the patient was advised to purchase some aids to help with her daily routine. I also referred the patient for a full benefits review. As a result, her husband is now a paid carer and she received an increase in her PIP payment.

The patient was a keen painter and I also provided the client with links to local art groups and encouraged her to participate. I am researching grant funding for a recline and riser chair.

Patient feedback

I thank you for the prescribing Service
It has been very helpful to me.
not being able to get out and about
like I use to. and the ladies who
deliver are always nice and friendly.
Thank you again all of you.



Rosanna Turner

Social Prescribing Link Worker
covering the following surgeries:

Daybrook Medical Centre
Unity Surgery
Westdale Lane Surgery
The Ivy Medical Group
Plains View Surgery
Peacock Healthcare.

rosanna.turner@nhs.net
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My early career was in finance. I trained in private practice accountancy, preparing accounts and tax returns for small businesses. I attended Nottingham Trent University to study ACCA (Chartered Association Certified Accountants after which, I joined Nottingham City Council, as temporary Support Services Assistant, applied for a position as Accounting Technician, was there 17 years in which time I progressed to Principle Accountant. As a result of local government reorganisation, I was made redundant. I worked for Nottinghamshire Fire & Rescue Service and as Deputy Clerk for Ruddington Parish Council.

In 2016 I decided on a career change, having supported my parents. Prior to joining Age UK Notts, I worked both in the community as a support worker and in residential care homes as a care assistant. I love my role and am passionate about supporting our increasing elderly population. I have met such a diverse range of individuals and characters and the role is so rewarding. In my spare time I like walking and reading.

The following story is one example of how a person's health and wellbeing can be improved by a Social Prescribing Link Worker.

The patient is an older lady who lives alone with a number of complex health conditions. This lady had suffered falls and had already had a full occupational therapy assessment where a walking trolley, commode and rails had been provided. She was now finding personal care difficult. Her shopping and laundry were being done by her daughter.

I made a referral for a Lifeline to be installed and a referral to the City Council for a full assessment to look at the patient's care needs. Her daughter was provided with details of a food home delivery service and the City Council home meals services to ensure that she was getting a hot meal each day. The patient was placed on a fast track to Attendance Allowance as she was now being considered as end-of-life care. As a result of the above, and with some assistance from the District Nurse, mobility aids were provided. The patient was also fast-tracked onto a care package and the lifeline has been installed. Advice has been given to her daughter to apply for power of attorney and she has started the application process.

The patient's daughter expressed her gratitude for my actions and said she was confident that her mother now had sufficient support in place for her to live as comfortably as possible.



Stephen Henderson

Social Prescribing Link Worker for Younger People covering the following surgeries:

The Jubilee Park Medical Partnership
Trentside Medical Group
West Oak Surgery
Daybrook Medical Practice
Unity Surgery
Westdale Lane Surgery
The Ivy Medical Group
Plains View Surgery
Peacock Healthcare

stephen.henderson3@nhs.net
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Born in Glasgow, I spent the first 10 years of my life living and working on a pig farm in Bo'ness, on the South bank of the Firth of Forth, Scotland. I Moved to the East Midlands with family in the early 1970's and left school at 16. I joined the British Army in 1983 (Royal Regiment of Artillery) and served as a Soldier & Commissioned Officer until 2006. I then moved with family to Abu Dhabi, United Arab Emirates to live and work in what was a military environment, predominantly, training as an Operations Manager through to early 2015. I returned to the UK in 2015. I have worked as a Programme Manager in a local Social Enterprise for a couple of years supporting Highlanders living with Dementia through an NHS Health & Well-Being HUB, Dinner to Your Door & Befriending Service, Men's Shed and several other local projects. I moved on to Age Scotland (AS) in Sep 2017, as a Community Development Officer (CDO), specifically on Age Scotland's Veterans' Project. I moved back to the East Midlands in 2020 and started in this role. I currently support 10 Medical Practices/Doctors Surgeries in and around North East Nottingham. My interests are Rugby Union, walking and keeping physically fit.

The following story is one example of how a person's health and wellbeing can be improved by a Social Prescribing Link Worker.

The client was a gentleman who lived on his own. He was in arrears with rent and council tax. He was fed up and struggling with addiction. I conducted a guided conversation and obtained a detailed history, discussing what was important to him at that moment in time.

The client was concerned for his finances and his addiction issues. I contacted the Age UK Notts Warm Home Hub Team to review his bills, improve his home insulation if necessary and to do a benefits review. I also connected the patient to the Energy Voucher Scheme and he has received a voucher. He was connected to The District Council for an allotment and is now on the waiting list. He was also referred to Help My Street for an allotment friend. He was also referred to Your Health Your Way and Change Grow Live to combat his addiction through direct action and exercise. This gentleman was so pleased that someone had taken an interest in him and was trying to help him, spend time with him and to listen to him.

He said he really was feeling happier and that for the first time in a long time he felt his life was moving in the right direction. He was looking forward to 2021 and applying for work again.

Patient feedback

Helped me get the life line which is very & comforting
to have

Cause hang I am now on their waiting list

Telephone befriending a lady rings each week



Simon Cooper

Social Prescribing Link Worker for Younger Persons (18-64) covering the following surgeries:

Oakenhall Medical Practice
The Om Surgery
Torkard Hill Medical Centre
Whyburn Medical Practice
Stenhouse Medical Centre
Highcroft Surgery
The Calverton Practice

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I came to Age UK Notts in November 2020 and I have found the role diverse, challenging and interesting. The variety of work and the differing circumstances that some of our clients find themselves in has given me a new perspective on life and the communities in which we live. I am also heartened by the stoicism and cheer that some clients employ to deal with their situation.

I have had many jobs prior to this role. I worked as a Police Officer for 30 years. During this time I was a regular beat officer both in City and rural settings. I worked in intelligence and carried out low level surveillance. I also carried firearms for 6 years and acted as a Protection Officer for Royalty and Politicians. I had a certificate that said I was a Bodyguard, however, don't be misled by this and rely on me to do anything heroic!

I have worked as a taxi driver, a Pastoral Officer in a Comprehensive School, an Intelligence Researcher for a Child Sexual Abuse Inquiry, and an NHS driver.

I played rugby for many years and now enjoy it in the relative warmth and safety of my armchair. I enjoy reading, primarily history, and I don't consider a film to have any merit unless it has subtitles.

The following story is one example of how a person's health and wellbeing can be improved by a Social Prescribing Link Worker.

The client was a 35-year-old man with a history of depression and anxiety. He was self-harming, with thoughts of suicide and he was abusing alcohol. Previous support and talking therapy had been ineffective. I provided the client with links to Harmless, Anxiety UK, The Tomorrow Project and Turning Point for guidance but also for crisis support 24/7.

I also referred him to counselling services. Early indications showed a huge improvement in his mood and no thoughts of suicide or self harm. His dependency on alcohol was vastly reduced. I provided him with a link to Change Grow Live to help keep this momentum going.

Patient feedback

I have felt supported in caring for wife and daughter, and put in touch with several groups that have helped build my confidence. I feel happier and less troubled. I have also been supporting others to help them use computers and keep connected in these difficult times.

Community Care Co-ordinators

“ A care coordinator’s main role is to ensure patients of the GP practices we are attached to are getting everything they can out of community services to avoid admissions and promote independence at home.

Social prescribing supports this massively by helping patients gain confidence and understanding of community projects and groups near to them, providing telephone support and many other services suited to the individual. I keep in close contact with the social prescribers that cover my area so we can identify if there are any care gaps that health can fill. Anecdotally I am confident that the people I refer to our social prescribers will be looked after and I have had only positive feedback from the contact they have had.

The social prescribers input at GP multi-disciplinary team meetings is invaluable, as is the service they provide. ”

Sinéad Ross

Community Care Co-ordinator, Community Health Services Division

Adult Integrated Care Team, Nottinghamshire Healthcare NHS Foundation Trust



From all of the Age UK Notts Social Prescribing team, we hope you have enjoyed celebrating with us. We would like to thank all of the GPs, Health Professionals and community teams who have supported us this year. The whole team are looking forward to working alongside you in the future, strengthening our community links and providing support which will positively impact and improve the health and wellbeing of the most vulnerable within our community.

