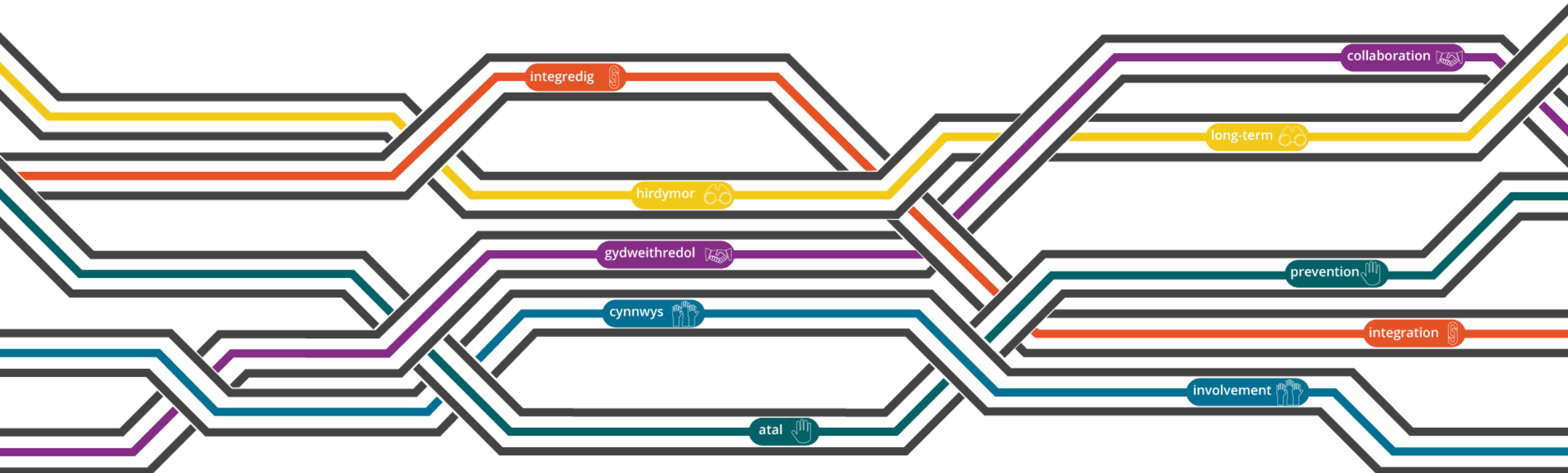


Meeting the challenge: Improving health and wellbeing

Accountability for future generations: Sharing the learning so far
17 May 2018



Workshop aims

- To explore a major challenge facing Wales
- To consider how the Act can help public bodies respond
- To share practice and learn from each other

What we will cover

1. Why health and wellbeing is a major challenge in Wales.
2. How Torfaen Neighbourhood Care Network (NCN) is seeking to meet the challenge.
3. Q&A
4. Group discussion

Why improving health and wellbeing is a major challenge in Wales

[OFGC slide setting out:

The key facts that tell us this issue is a challenge, covering:

- Why this is important and what this means for Wales/ parts of Wales.
- Why this is a priority for the Future Generations Commissioner.
- Including relevant recent statistics, results of engagement, future trends.]



**Your Doctor
isn't the only
person who
can help you
feel better...**



- 70% of health outcomes are determined by social factors
- 20% of patients in Primary Care present with a social problem
- Estimated that GPs spend a 5th of their time responding to patients' social problems such as debt, isolation, housing and employment
- A partnership between Torfaen County Borough Council and GP Practices across the borough, facilitated through the North and South Neighbourhood Care Networks
- Supported x patients during 2017/18 to access appropriate, non-clinical sources of support

Long term

- Getting to the root causes of poor health and wellbeing
- Using learning from social prescribing to develop other new ways of working
- Challenges around primary prevention, many individuals already vulnerable with complex social circumstances
- A journey for individuals accessing the service and for professionals engaging with it

Prevention: From the simple.....

- Charlotte has autism and struggles with anxiety.
- In receipt of benefits; 10 hours 'permitted work' a week
- Frequent letters requesting fit notes
- Call to DWP removed need for fit notes reducing anxiety & number of GP appointments.
- Huge difference to health and wellbeing

.....to the complex

A lady is referred for support with her finances as in lots of debt. Her benefits have been stopped and she discloses she has been borrowing money from family and friends to pay bills. She is in rent arrears and received a letter threatening eviction from the housing association. She has 2 children who she has not been sending to school as she is too tired every morning to get them dressed and ready. She breaks down during the consultation advising everything is going wrong and she feels very unwell and been self-harming. She has not told the GP for fear social services will come and take her children.

Integration

- Recognition that diverting demand from primary care places demands on other services
- Improving health and wellbeing has positive outcomes for individuals, families, communities and services
- Opportunity to identify those individuals that are accessing a range of services, for example, “frequent attenders”

Collaboration

- Local authority employed staff based in GP Surgeries, using clinical record systems
- Providing the link between primary care and community based support
- Working together holistically to solve problems

Involvement

Up to 45 minute conversation to understand individual circumstances

- What matters to them?
- What can they do to help themselves?
- What services could support them?
- What is the best way to connect them to those services?
- Make phone calls, arrange appointments, provide information and follow up

Where we are now

- Almost three years on from where we started
- Complex nature of individuals accessing the service
- Generally positive feedback from primary care
- No evidence that has led to a reduction in GP consultations
- On-going review as part of wider transformation

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Any questions?

Group discussion

- What does [insert workshop subject] mean for your area / organisation?
- How can you use the Act to address it?

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Thank you for your contributions

Please make your way to the next session

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