

Better in Kirklees Annual Report 2016-2017

Introduction

The Better in Kirklees (BIK) social prescribing service is jointly commissioned by Kirklees Council Community Partnerships, NHS North Kirklees CCG and NHS Greater Huddersfield CCG. It is delivered by Touchstone, in partnership with Yorkshire Sport Foundation. The service was mobilised during February to April 2016 and the first referrals were received in April 2016. This annual report covers the period April 1st 2016 to March 31st 2017 and covers the measured outcomes and outputs set out in the service specification.

Background

BIK is a unique social prescribing service which differs from traditional models in three key areas; a) the service is built upon the assets that already exist in our communities, where peers play the most important role in building and maintaining community capacity, and referrals are made to existing community support; b) an integrated approach, receiving referrals from across health and care systems, including community provision, where the joint commissioning model, coupled with a recognition of the importance of the voluntary & community sector (VCS), enable a fully holistic approach to self-care and support; and c) referral and monitoring information is embedded in mainstream social care client management systems, which in the long-term will enable tracking of individual pathways, and individual and cohort outcomes.

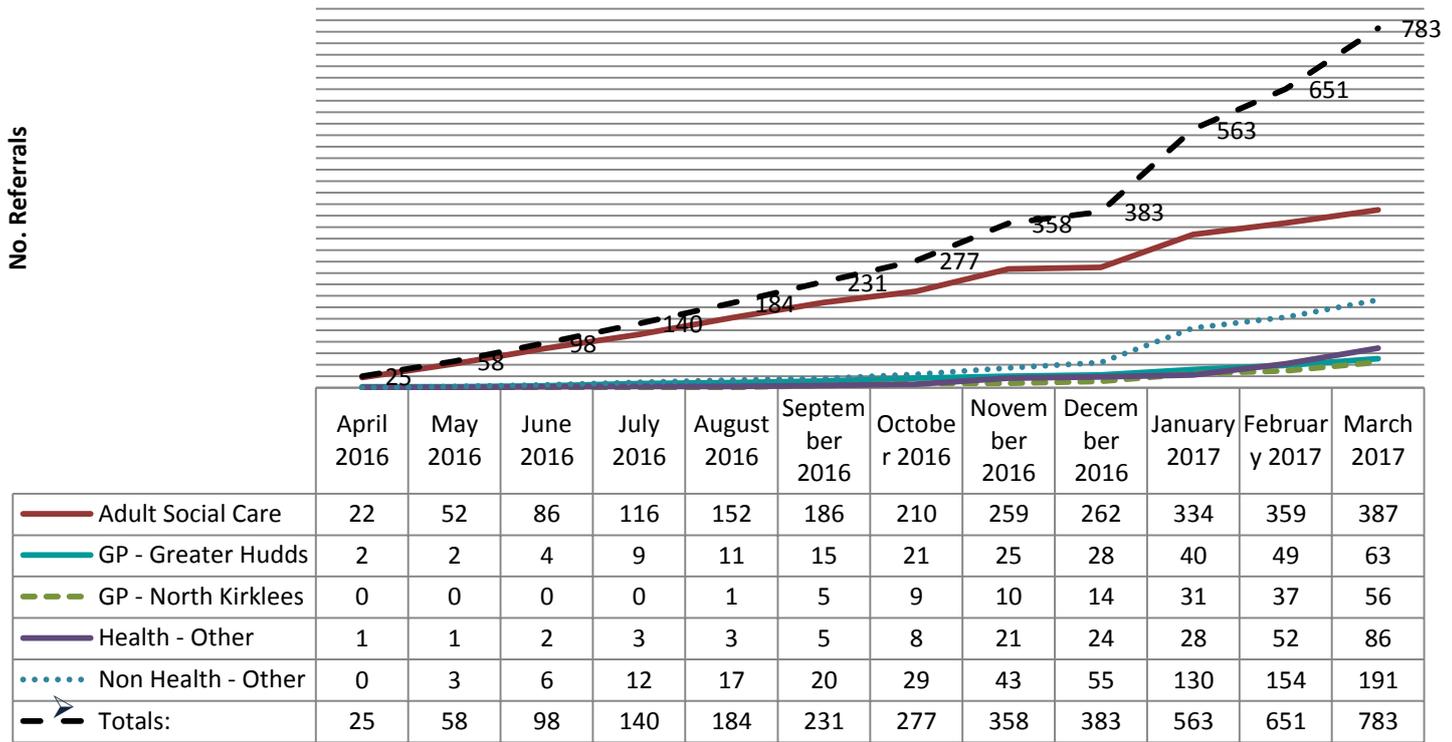
BIK has completed its first year of operation in which the focus has been mobilisation and growth. There are ambitious plans for year two, where consolidation and review will be the primary focus.

Measured Outcomes

BIK has enabled a total of 647 people with social care needs to become more active in community settings...

- During the period, **783** people were referred to the service by a wide variety of social, health and voluntary sector professionals.
- BIK workers are led by the individual and help place people directly into groups / activities, or conduct research on people's behalf or provide information that enables them to self-serve. One of our self-serve service users tells us... ***"I feel a little bit better just for having some information"***.
- After attending a walking group, one of our service users, Andrea said: ***"I walked for two hours and thoroughly enjoyed it. I've not done that for years. I especially enjoyed the friendly chats"***.
- BIK has enabled full time carers to become more active in community settings which gives them more time for themselves and improves their ability to fulfil their caring role... ***"I want to feel more like a person, rather than just a carer"***.
- Better in Kirklees connected people to **110** new community groups and activities during this period.
- There are **400+** community activities available within the BIK network spanning a range of interests including friendship groups, sports activities, hobby groups, luncheon clubs, support groups, educational courses, outdoor/nature projects and volunteering opportunities
- A service user who reported isolating themselves due to their health condition told us... ***"Meeting up with you was the first thing I did to get out and about"***.

Cumulative Figures - BiK Referrals



After support from BiK, individuals with eligible health and social care needs require less support from statutory services...

- Referrers, GPs and Service Users have reported the benefits of social prescribing resulting in reduced need of individuals requiring clinical / statutory support.
- A quote from one of our service users: ***"I was not aware of how physical activity could help with my condition"***.
- A quote from one of our most regular referrers: ***"I have been pleased with BiK's work and noticed that since a referral to them, some of our patients' frequent consultations have reduced considerably. It is great that they have been signposted to different agencies who can deal with their problems better"*** – Dr Zaman, Ravensthorpe Health Centre.
- Moving into year 2, the service is developing methods involving self-reporting via service user diaries as well as a reporting system for referrers/statutory services.

Individuals see benefits to their health, well being and quality of life...

- BiK thrives on this notion and enables people to become more open to the opportunities that are surrounding them. We connect people into new networks and communities based on their own interests, needs and wishes.
- A quote from one of our service users, Anne: ***"Everything for me had been put on the backburner. Now I feel I can take care of myself"***. Anne has care needs of her own and is also a carer for her husband. As with so many unpaid carers, Anne had always put her own needs last and was becoming isolated and exhausted. With BiK support both her and her husband have improved the quality of their care provision and she is able to explore options for fulfilling her interests and hobbies.

- Another BIK service user, Gertrude, was referred by her GP who had become concerned about Gertrude's increasing social isolation following a deterioration in her mobility and general self-confidence. With BIK support she is now accessing community groups where she is able to enjoy her love of flowers and flower arranging. She tells us she has really taken a step forward and feels an improvement in her wellbeing through being able to meet new people.
- A quote about BIK from Dr Hester Dunlop of Skelmanthorpe Family Doctors: ***“So much of what comes to me as a GP is as much to do with social isolation and lack of confidence; the impact on mental health is enormous. Everyone has something they can offer and share whatever their age or health issues and its sharing and friendship that is the engine that powers our health”.***
- Community Partnerships outcomes evidence shows improvements to participants' health and wellbeing across several domains (see online report at <http://www.kirklees.gov.uk/beta/grants-and-funding/pdf/community-partnerships-investment-outcomes-january-2017.pdf>) Individuals supported by BIK are referred to 22 of the same community activities, so it is reasonable to assume they see the same benefits.

BIK enables communities and groups to become able to welcome people with health and social care needs...

- During year one BIK has developed our **Community Survey** that we share with all groups that sign up to our network. Through this, we can liaise with groups, big and small, around their ability to take on people with health needs, particularly the priority group – i.e. people with Long Term Conditions. Here is Andrea after joining a new walking group... ***“It was great to be able to walk at my own pace with people of similar abilities, I felt very welcomed by the regular walkers and plan to go again in two weeks time”.***
- Peer Champions provide support for other Better in Kirklees service users, helping them to get involved in community activities and serving as positive role models in improving their health and wellbeing.
- Peer Champions feed back information to the service about community groups so Better in Kirklees is more able to signpost and refer appropriately.



The BIK service model enables Champions to develop new support groups in areas where there were gaps in provision...

See <http://www.examiner.co.uk/news/west-yorkshire-news/huddersfield-womans-new-self-help-12672134> for Patricia's story about building a peer support provision for people living with Arthritis.

- Patricia says she wouldn't have been able to achieve this without the support and encouragement from BIK... ***“In the past, other groups made me feel like I was a patient. You made me feel like I was worthy of doing something”.***

- The **Better in Kirklees Community Network** brings together community groups across four geographical hubs in order to develop community capacity by developing relationships, sharing knowledge, skills and resources, signposting to external financial and non financial support as well as co-creating solutions so groups are better able to welcome people with Long Term Conditions.
- A community group representative at a network meeting told us that they want the BIK events every month... **“We’re all learning from each other and we might have some issues that we need help with”.**



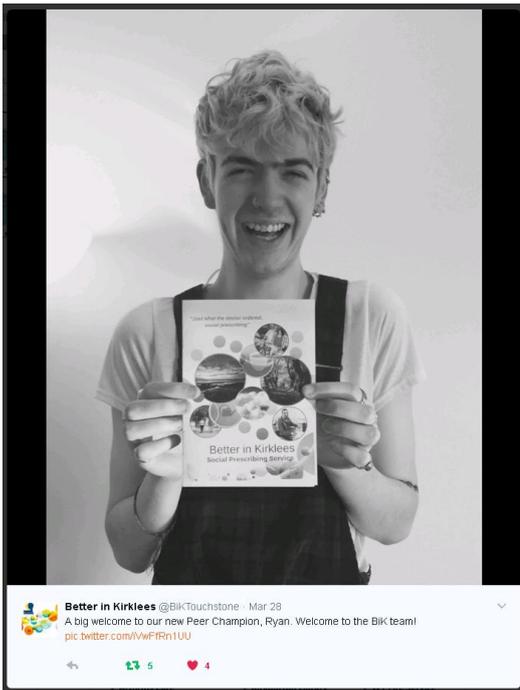
More agencies and referring organisations are becoming aware of BIK, the community network and of the value of community activity as a key element of prevention...

- BIK is unique in how it enables full integration between health, social care and voluntary sector agencies. The service recognises how individuals’ needs cross over between these agencies and how a failure to meet peoples needs creates a challenge for all by increasing the demands on clinical / statutory interventions. **50% of GP Practices in Kirklees have made referrals to BIK.**
- Year 1 has been a period of mobilisation and growth for BIK and the referral source data demonstrates how the variety and breadth of awareness is growing all the time. In the first month of referrals (April 2016) 3 Adult Social Care sources provided all the referrals, along with 1 GP source and 1 Locala source. By the end of March 2017, the service has grown this to a total of 15 ASC sources, 31 GP sources, 11 Locala, 12 SWYPFT and 31 different Voluntary Sector sources; that’s a **growth from 4 to 100 different sources within the space of 12 months.**
- BIK is one of the only social prescribing models that accepts **self-referrals** (55 received in Yr1), which demonstrates our commitment to self-care and person-centred working.

- A quote from an Adult Social Care referrer: **“I love this service! They can explore all the options when we don’t have the time or knowledge to do it!”**
- The year ahead will focus on consolidation and reflection where we further develop relationships across services including West Yorkshire Fire Service, West Yorkshire Police, Schools as Community Hubs, Healthy Child Programme, Pharmacies, Extra Care Housing, Kirklees Libraries, Community Mental Health Teams, Kirklees College and The University Health Centre.

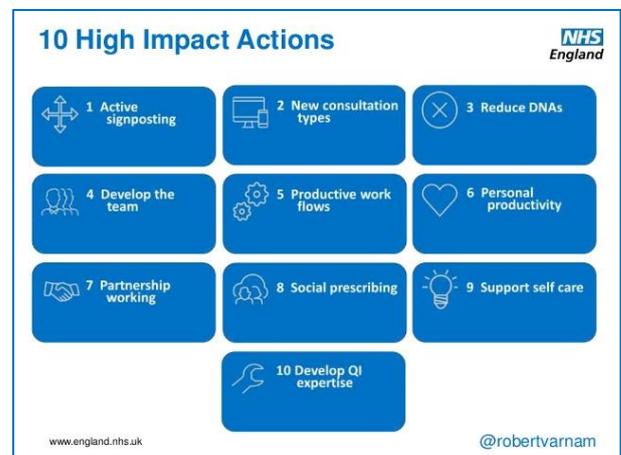
Better in Kirklees Peer Champions...

- In Year 1 BIK is proud to have recruited **40** Peer Champions to formally support others.
- 22 Peer Champions are current or previous BIK service users as well as many being identified from the wider community such as Patient Reference Group representatives.
- Peer Champion opportunities with BIK have become a recognised progression route for other projects such as LAB, a course which aims to improve people’s confidence and employability skills in the local community and CLEAR (Community Links Engagement and Recovery Service) which is a recovery-focused mental health service for individuals with mental health needs including dementia.
- Again we have big plans for Year 2. We are working with community partners in progressing with the **BIK Buddy System**, where Peer Champions accompany people to new groups for their first session(s). We are looking for all opportunities for Peer Champions to take on more formal supporting and befriending roles to fill the gap left by befriending services which have lost their funding.



Looking to the future, BIK will prioritise building on and consolidating GP referrals as well as enabling individuals to remain active in community settings...

- We will continue to play a fundamental role in how Kirklees GP’s can embrace the NHS England “10 High Impact Actions” to improve outcomes for individuals and reduce strain on NHS services.
- It is the goal of BIK and our commissioners to enable people to **stay involved** after they have been supported initially into activity.
- Peer Champions have commenced contacting the first cohort of people referred to the service 9 months ago to ascertain if they have remained active in community settings.
- We have implemented a system for collecting both Yr1 (retrospectively) and Yr2 data at 9 month review point.



- Moving forward, Wellbeing Workers will collect baseline data for all people referred to the service from April 2017.
- **We will develop how we share good news stories** through using micro case-studies, stats and quotes through a variety of engagement methods to build momentum and interest from referrers and potential service users.
- As part of our development of the review model we are exploring the introduction of simple diaries/online surveys for our service users to complete throughout the review period which contains questions about the use of services e.g. number of GP visits.
- We are developing the review model to include **reciprocal and collaborative feedback** system with referrers and GPs at intervals throughout the review period to gather meaningful global data around impact on use of services, improved health and quality of life.

Summary

The combination of Touchstone's **expertise in peer-led working**, and the Commissioners' vision of a **social prescribing model with a difference** has begun to demonstrate its significant worth in Kirklees. Over the last 12 months, BIK has developed excellent involvement from GP practices, community healthcare services, housing support agencies and Adult Social Care, building on an integrated model which has led to a sustainable source of referrals. We have already achieved an important and significant shift in the perception of social prescribing amongst our clinical partners and 2017-2018 will bring more hard data to demonstrate the financial value of our work. We anticipate Year 2 to be an exciting period; building on what we have started with the focus on review and the creation of service user stories to demonstrate the life-changing benefits that social prescribing can bring.



The BIK Team: (Left to Right) Wellbeing Workers Nazia Kabir, Petra Gordon & Padma Dontamsetti, Administrator Sharon Heywood and Peer Champion Development Worker Tamsin Macdonald.

Contact us to find out more and make a referral...

Tel: 01924 846808
Email: bik@touchstonesupport.org.uk
Web: www.touchstonesupport.org.uk/services/better-in-kirklees-bik
Facebook: www.facebook.com/BetterinKirklees
Twitter: @biktouchstone