

Drake Medical Alliance Ltd proudly work with Knowle House Surgery, Lisson Grove and Woolwell Medical Centres, North Road West Medical Centre, Roborough Surgery and Wycliffe Surgery



Social Prescribing

What is a Social Prescribing?

Many people that visit the GP surgery tell us that they feel isolated, lonely or stressed by work, money or housing problems. These things can't be fixed through appointments with a doctor or by taking medication alone.

A Social Prescriber, also called a Social Prescribing Link Worker, is a person who works alongside the clinical team in the GP surgery to help address non-medical needs. This will often start as a conversation to discuss what is important to you. The social prescriber will discuss what support is available so that you have more control over your health and find ways to improve how you feel in a way that suits you.

This might involve putting you in touch with people and activities to make you feel better. It could also include being introduced to a community group, a new activity or a local club; or even legal advice or finding volunteers to help around the house. It might be information and guidance, a bit of knowledge of local information or pinpointing local resources.

All advice and guidance is tailored to you to support you to make decisions to improve your own health and wellbeing.

What advice can a Social Prescriber provide?

- Advocacy
- Benefits Advice
- Befriending
- Bereavement Support
- Budgeting Advice
- Debt Advice
- Domestic Abuse Support
- Family Support Services
- Hobbies
- Housing Advice
- Mental Health Support
- Physical Health Activities
- Social Activities
- Specialist Services
- Specific Condition Support
- Support Groups
- Volunteering
- Work, Education and Training





Social prescribers work with a wide range of people including:

- Those with one or more long term-conditions
- Those who need support with their mental wellbeing
- Those who feel lonely or isolated
- Those with financial and housing issues
- Those who need practical support
- Those who want to improve their health
- Those who are looking for support and interest groups
- Those who need support with work, education and training
- Those who require a foodbank voucher
- Those who are carers or supporting others in some way.

How does it work?

You can ask to be referred to the Social Prescribing service by any member of the GP Surgery team, whether that be a receptionist, a nurse or a doctor. This can be requested in person, over the phone or by online triage (if supported by your GP surgery). You will need to give a brief reason for the referral.

Once the referral has been received and your name is at the top of waiting list, you'll be contacted by a Social Prescriber to arrange an appointment. The appointment can be in person at your GP surgery, via telephone or a combination of both.

You will be offered between 1 to 5 sessions of 45 minutes at a mutually convenient regular time. The amount of sessions depends on the support required. Any additional sessions are at the discretion of the service.

This is not a crisis or medical advice service. If you find yourself at risk or are in crisis, please contact your GP surgery in the first instance.

For out of hours mental health support, you can contact First response Team on 0800 923 9323 or Samaritans on 116 123 – both these services are available 24/7. In an emergency, please contact 999.

Social prescribing – addressing people's needs in a holistic way

GPs and other health care professionals can refer people to a range of local, non-clinical services, supported by a link worker or connector



Learn more

To find out more about social prescribing and how they can support you, please watch the below video: <https://youtu.be/O9azfXNcqD8?si=Ryr0UBnHLetOT0rj>

Resources

The Social Prescribing service works with a wide range of services across Plymouth and beyond. Advice provided in sessions with the Social Prescriber will be tailored to you.

You can also self-refer to any of the below services if you find them relevant to your circumstances.

How to contact us

Once you start your Social Prescribing journey, your assigned link worker will provide you with a set of contact information to reach out to them directly.

Whilst awaiting contact following referral, you can contact your registered GP Surgery to check on the waiting list.

You can also leave a voice message on the Social Prescribing answering machine by calling **01752 315 535** or by email:

d-icb.drakepersonalisedcareteam@nhs.net

Self referring into the available services.

There are many services in your local area that you are able to sign up for without the need for your GP or social prescribers input.

This may be helpful for you to look into if you do not want to go through your GP practice. The majority of these services have a telephone number or email address that you can use to contact them regarding the services they offer, or a website you can visit to see if the service will offer what you are looking for.

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Services in your local area

Harbour Centre; Harbour offer support for people struggling with drugs and alcohol misuse.

www.harbour.org.uk, Email; hcpltd.harbour@nhs.net, Phone; 01752 434343

Hospital transport; Derriford hospital provide a hospital transport service for patients who are housebound and can not attend hospital appointments without assistance, or those who have poor mobility. They do have a criteria you must meet.

Phone; 0345 155 1009

Plymouth Domestic Abuse Service (PDAS) and refuge; PDAS offer support and protection from abuse.

Phone; 01752 252033, For Plymouth Refuge call; 01752 562286

Trevi/The Sunflower Centre; Trevi is a charity who offer a range of support for women, The sunflower Centre offers a safe space for women, this support includes, addiction, mental wellbeing, health, criminogenic behaviours, domestic abuse and social isolation.

Phone; 01752 977614, Email; office@trevi.org.uk

Mens Advice Line; If you're a Male and experiencing domestic violent from a current or ex partner.

Phone; 0808 801 0327

If you are in immediate danger please call 999.

Plymouth Options; Options is an NHS talking therapy service for people ages 16+

Livewell First Response; First response is a 24/7 crisis line providing support and signposting for people experiencing mental health difficulties. You can call the crisis line on **111**

Bereavement Counselling; A charity lead organization who support with complex grief and traumatic loss

Phone; 01752 349769 Email; enquiries@bcsplymouth.com

Adult Social Services; Plymouth social services can support with organizing a package of care for yourself or loved one.

Phone; 01752 306900 Website; www.plymouth.gov.uk

Loneliness and isolation; The NHS have a check in and chat service who offer weekly check ins via a telephone call

Phone; 0808 196 3646

Legal,benefits,work,debt and much more ; Plymouth Citizens Advice offer a variety of different services for advice and support.

Phone; 08082787910 Website; www.citizensadviceplymouth.org.uk

Housing; If you are at risk of being made homeless or are already homeless.

Phone; 01752 668000 Email; CommunityConnections@plymouth.gov.uk

Green Social Prescribing.

Green social prescribing is the practice of supporting people to engage in nature-based interventions and activities to improve their mental and physical health. Social prescribing link workers (and other trusted professionals in allied roles) connect people to community groups and agencies for practical and emotional support, based on a ‘what matters to you’ conversation.

Green social prescribing includes both what is known as green and blue activities. These could include local walking schemes, community gardening projects, conservation volunteering, green gyms, open water swimming or arts and cultural activities which take place outdoors. These activities may be ‘prescribed’ by link workers (and other trusted professionals) alongside other forms of support, for example, referrals to support for housing or finances – based on the needs and circumstances of each individual.

Evidence on green social prescribing

There is a strong and growing evidence that nature based social prescribing plays an important role in improving mental and physical health and reducing loneliness.

The National Academy for Social Prescribing’s briefings and visual guides give a clear overview of existing evidence. They point to the success of social prescribing initiatives, and they identify where we need to do more research.

The nature briefing helps set out what the evidence currently tells us about nature and health and wellbeing. It summarises the key findings from a rapid evidence review and delivered by the National Academy for Social Prescribing’s academic collaborative.