

BHPP MAY 2021 – JULY 2023

SOCIAL PRESCRIBING DELIVERY

Deliver light touch social prescribing, supporting facilitated referrals and communication. Work with VCSE partners to explore existing methods outside of B&H and scope delivery across Sussex

SIS had been delivering specialist, light touch, social prescribing for people with language needs in Brighton and Hove since 2013. There was concern about a lack of parity or equity of provision for people with language needs in the wider Sussex area.

Feedback from CVS organisations attending the ICB facilitated *Ethnically Diverse Focussed Engagement Group* attested to the language, culture, information and power barriers that created challenges for people with language needs to access social prescribing.

SIS spoke with PCN Link Workers across Sussex, asking key questions about service delivery, referrals, networks and support for diverse ethnic communities. It was clear there had been little regional service delivery for diverse ethnic communities and scant consideration given to their needs; some Link Workers believed there was no cultural/linguistic diversity in their PCN but they were open to feedback and willing to engage in helping reach patients.

We promoted our Social Prescribing offer by mailing [service information](#) to PCN Link Workers, GP practices, VCS organisations, Health Visitors and social care practitioners. We delivered presentations on [Setting up SP for Excluded Groups](#) at a PCN Personalised Care Webinar, [The Importance of Specialist SP](#) to a PCN Additional Roles Community of Practice group and at the Ethnically Diverse Focussed Engagement Group. We also met with social prescribing commissioners and teams across Sussex to discuss parity and equality in access to our services.

Monitoring information from the delivery of social prescribing in B&H, shows 60% of referrals are direct from SIS Service Users. We used interpreting service data to identify over 2000 SIS Service Users resident in Sussex (outside of B&H) to send first language email and SMS messages providing information about social prescribing and self-referral pathways into SIS.

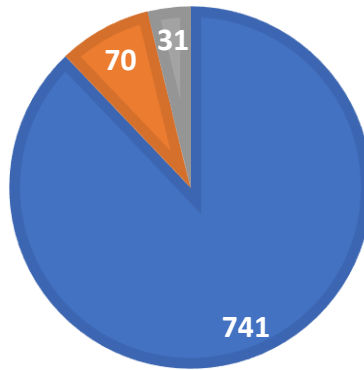
Uptake of social prescribing for people with language needs remained low particularly when compared with population size and interpreting uptake for other NHS services indicating there is still a lack of understanding and/or trust in the services.

We had planned to deliver (in 2023-24) more extensive outreach for West and East Sussex; collaborating with local community groups and targeting places that, through engagement, people from diverse ethnic communities have told us to visit e.g. faith settings, ethnic food stores, ESOL classes. These plans are on hold since funding for this work has ceased.

In July 2023 we wrote to all stakeholders advising we are no longer able to deliver the social prescribing service. We committed to continue making onward referrals, for Service Users that contacted us, to the appropriate PCN Link Workers along with details of how interpreters can be booked to support service delivery appointments.

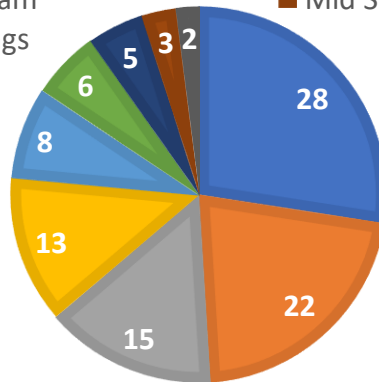
INDIVIDUALS SUPPORTED BY SIS SOCIAL PRESCRIBING MAY 2021 - JULY 2023

■ B&H ■ West Sussex ■ East Sussex

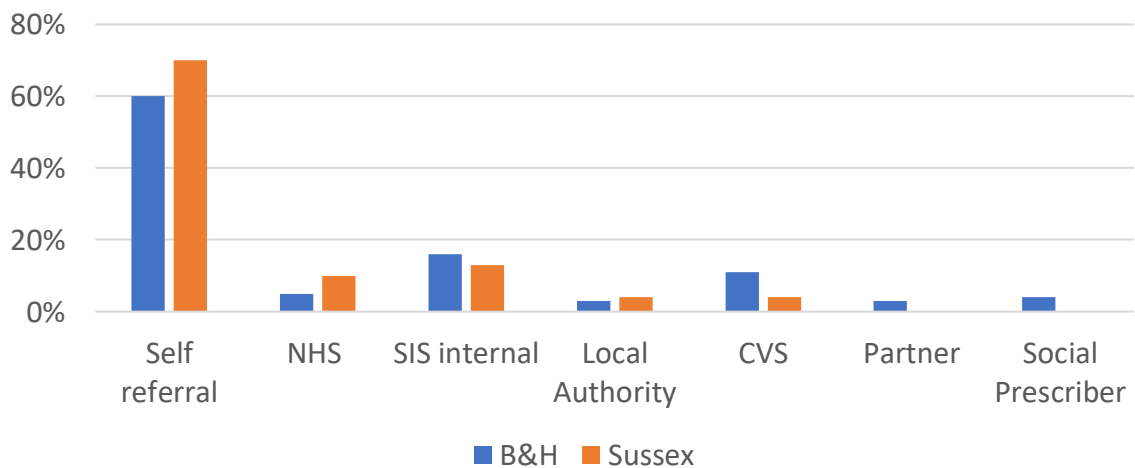


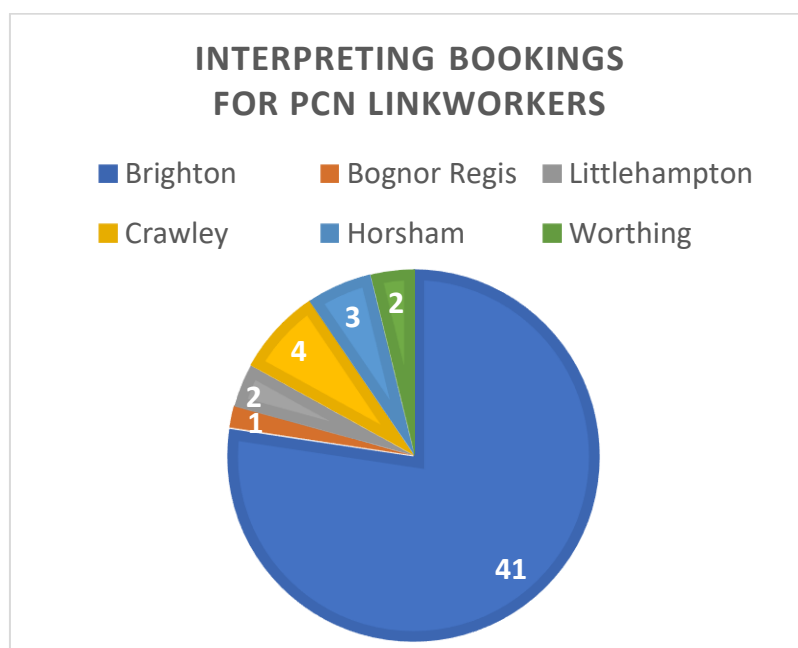
INDIVIDUALS SUPPORTED BY GEOGRAPHICAL AREA

■ Arun ■ Lewes
 ■ Crawley ■ Worthing & Adur
 ■ Eastbourne ■ Chichester
 ■ Horsham ■ Mid Sussex
 ■ Hastings



REFERRAL SOURCE





Since the end of funding (01-08-2023) we've received 7 self-referrals which we've actioned as follows

Area	Issue	Action	Service
Arun	PIP applications	referral	Arun & Chichester CAB social prescribing
Arun	ESOL classes	signpost	PCN Link Worker
Crawley	Employment rights	signpost	ACAS
Arun	Help making GP appointment	actioned	
Worthing	Housing maintenance	signpost	PCN Link Worker
Arun	NHS complaint	referral	ICAS
Arun	Homelessness	Signpost	PCN Link Worker