

The Care Forum

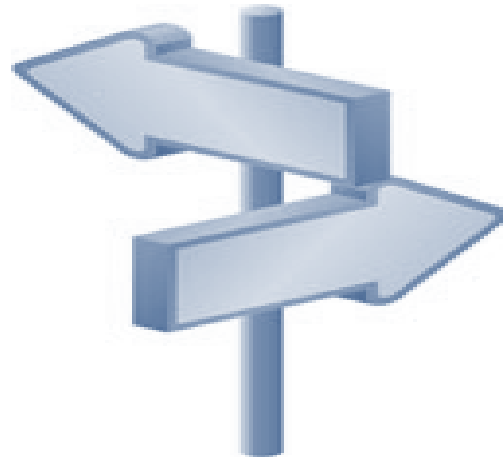
Anna Sansom and Debbie Howitt



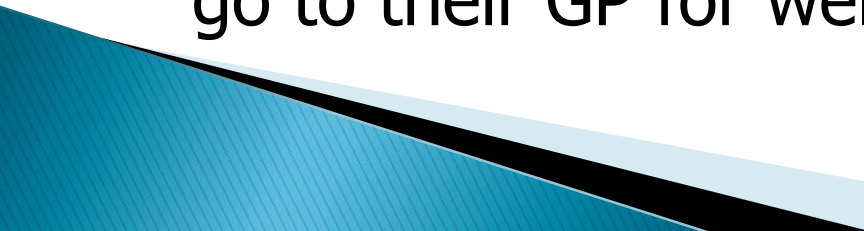
the care forum

New Routes

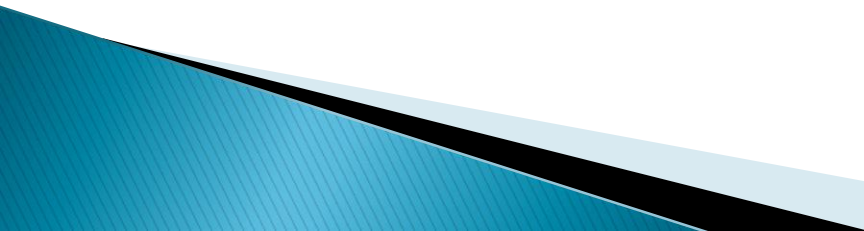
Community Avenues to Well Being



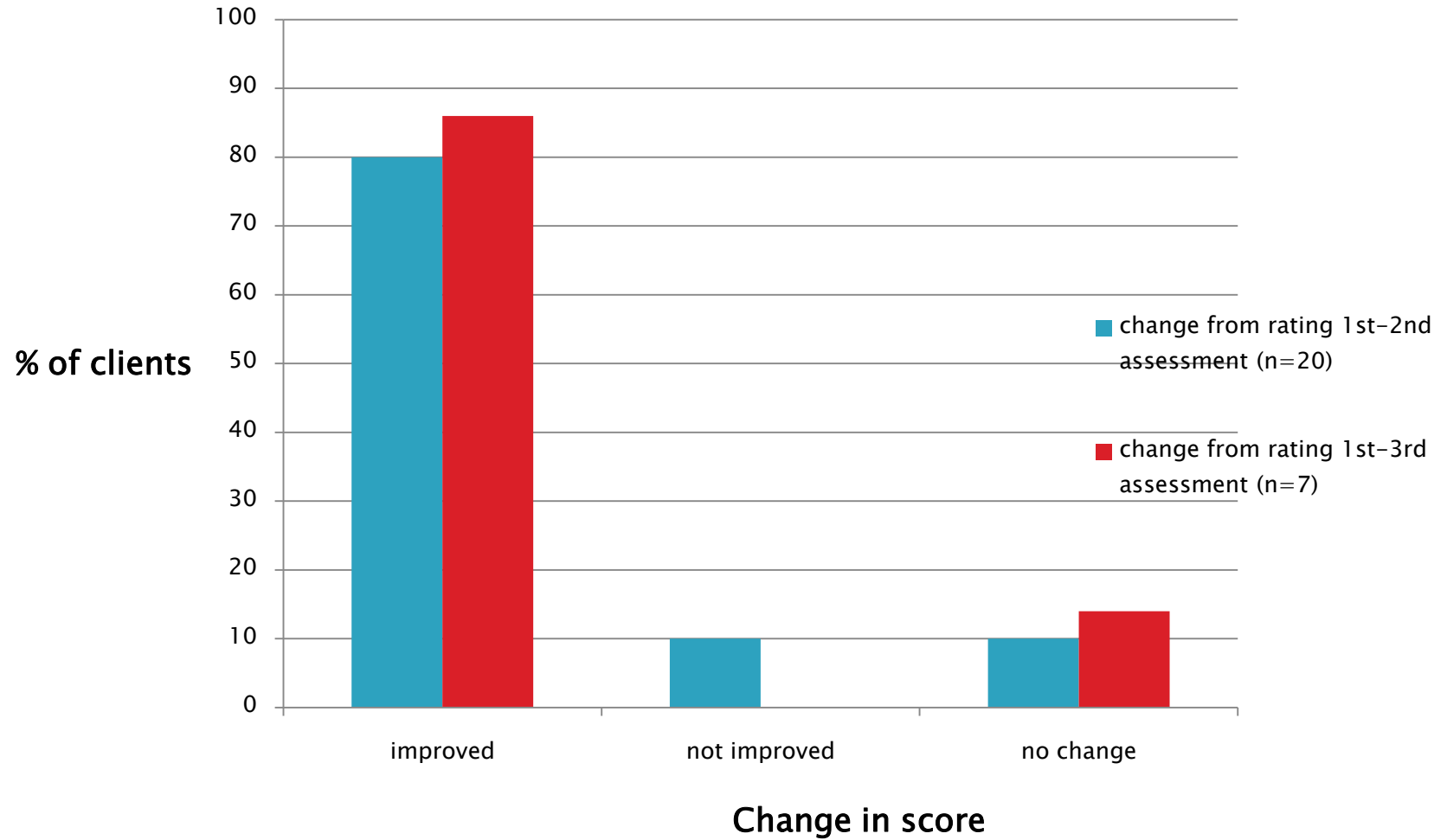
Background

- ▶ Two year pilot project ; GP referrals only; Keynsham area
 - ▶ Aim to improve health and wellbeing via signposting to local resources, using Well Aware
 - ▶ Funded by B&NES Council and PCT
 - ▶ Evaluated by University of Bath
 - ▶ Example of cross sector working
 - ▶ Example of preventative working
 - ▶ Designed to address the number of patients who go to their GP for wellbeing related issues.
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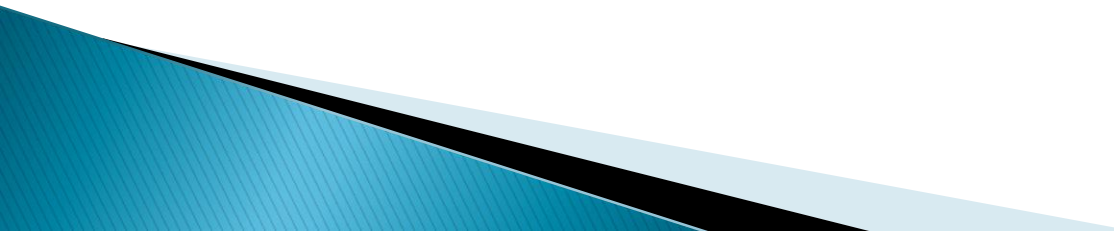
Monitoring and Evaluation

- ▶ University of Bath evaluation (use of Warwick Edinburgh Mental Well Being Scale, interviews, diary data from NR Coordinators).
 - ▶ Our methods with adaptation of a standardised wellbeing measure and two follow up assessments.
 - ▶ Preventative work very important but often the most difficult to evaluate.
 - ▶ Use of case studies and anecdotal evidence.
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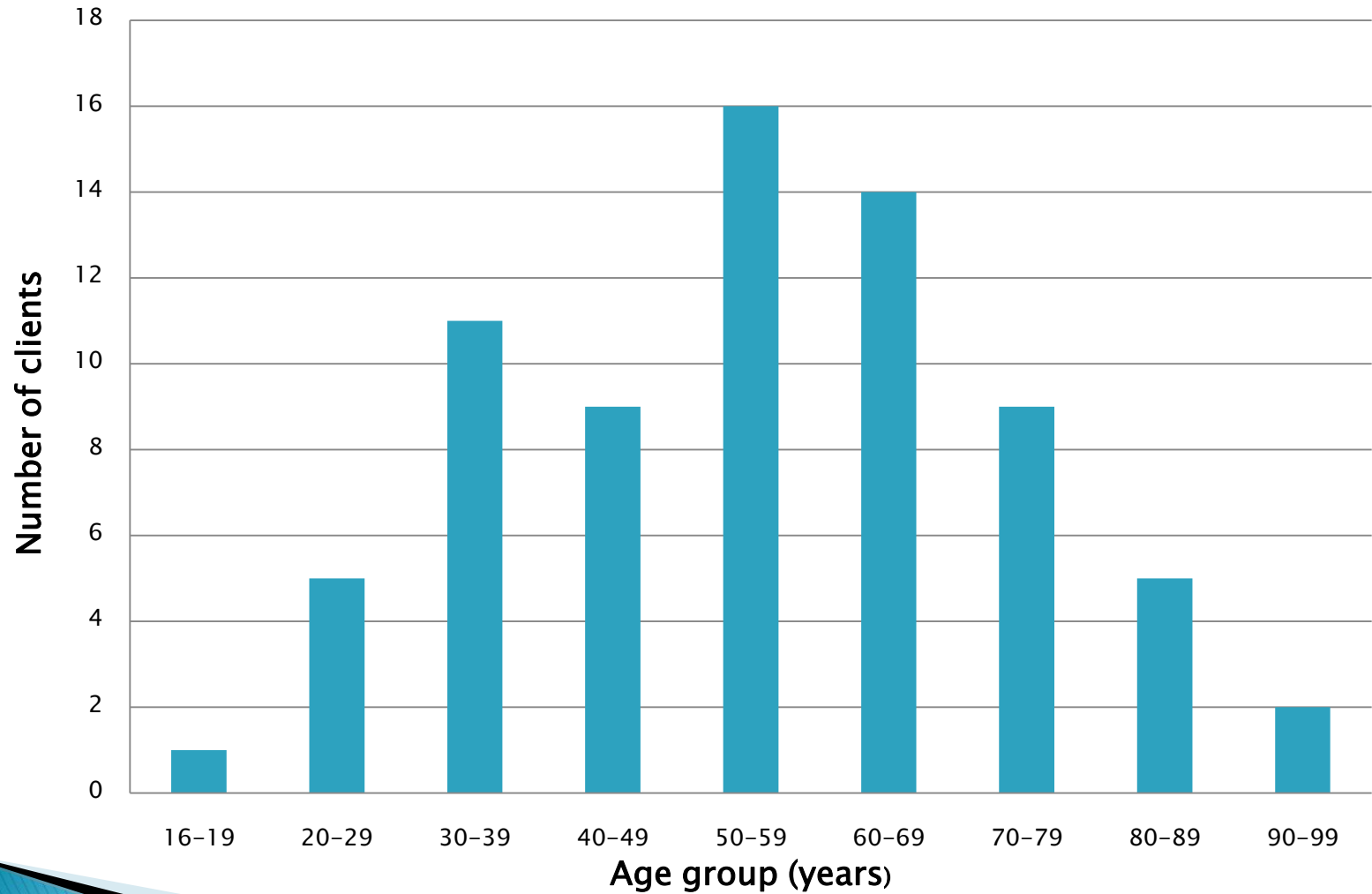
Client self-rated wellbeing score



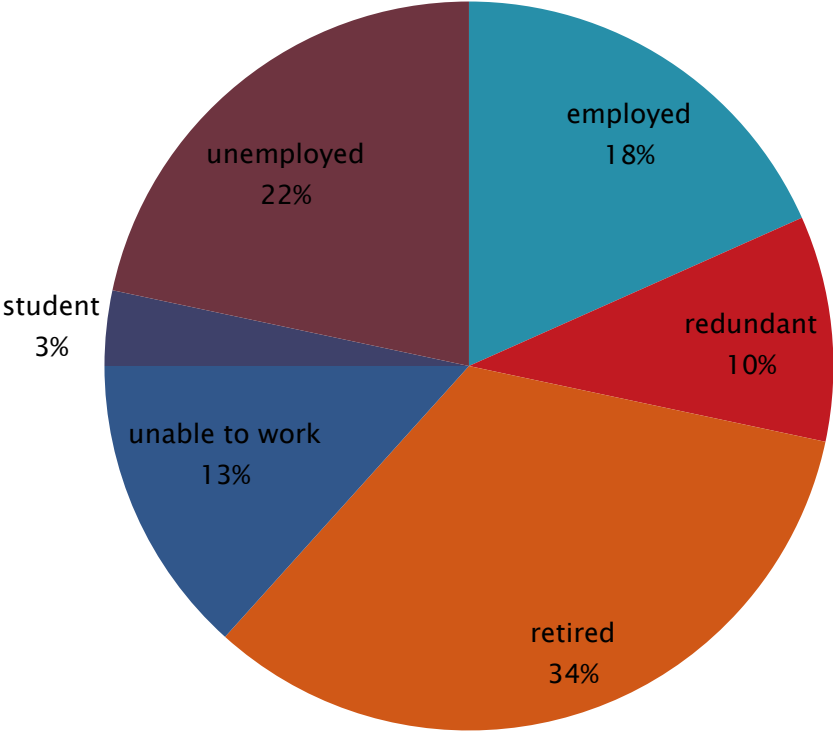
Referrals

- ▶ 75 referrals since October 2009.
 - ▶ Reasons for referrals include: low mood, isolation, depression, bereavement, redundancy, chronic pain, memory problems and/or frequent attendance at the GP surgery.
 - ▶ Referrals reflect the demographic of Keynsham.
 - ▶ Most have some physical health problem (which took them to the doctor in the first place).
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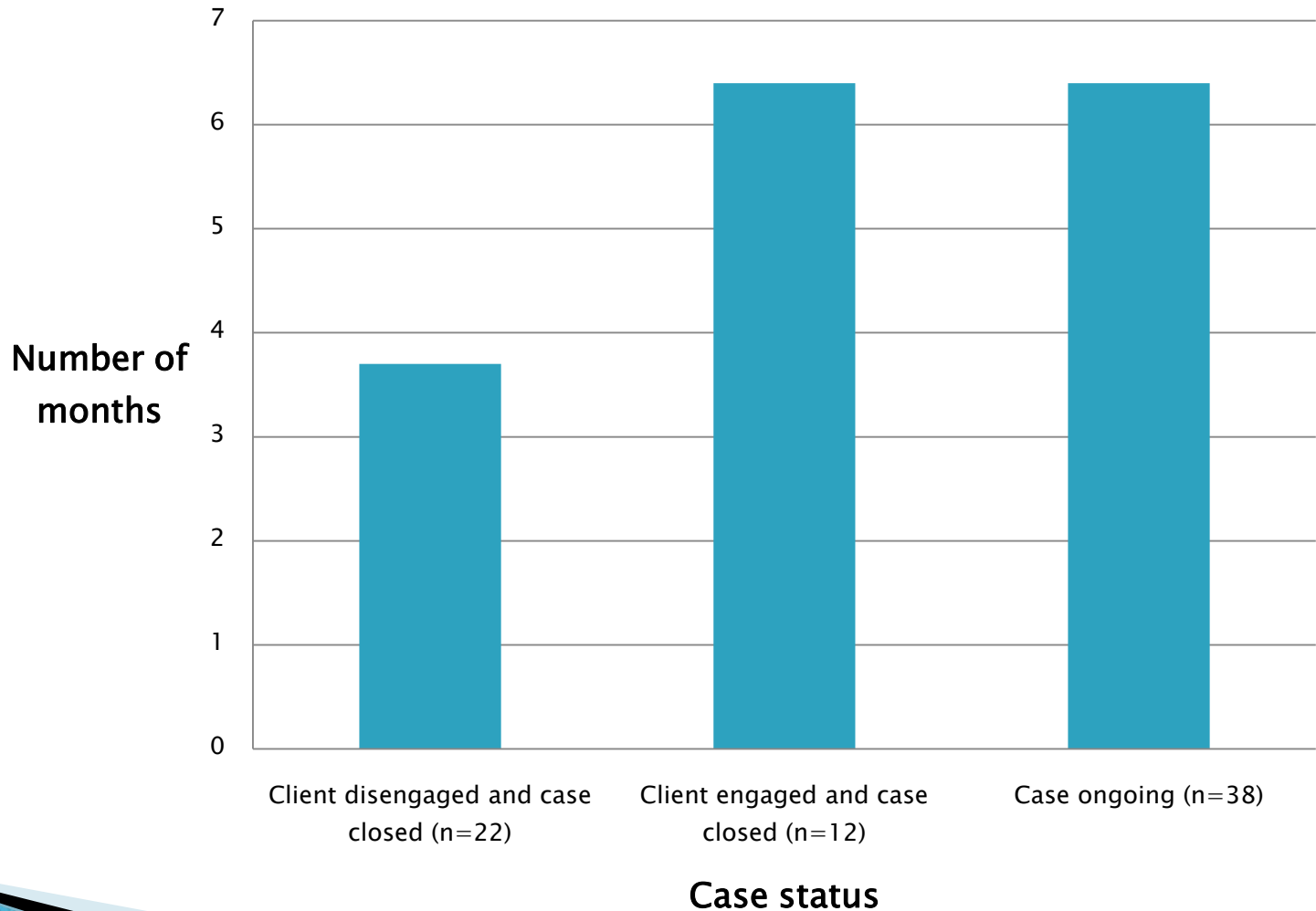
Client Age at Referral



Employment status

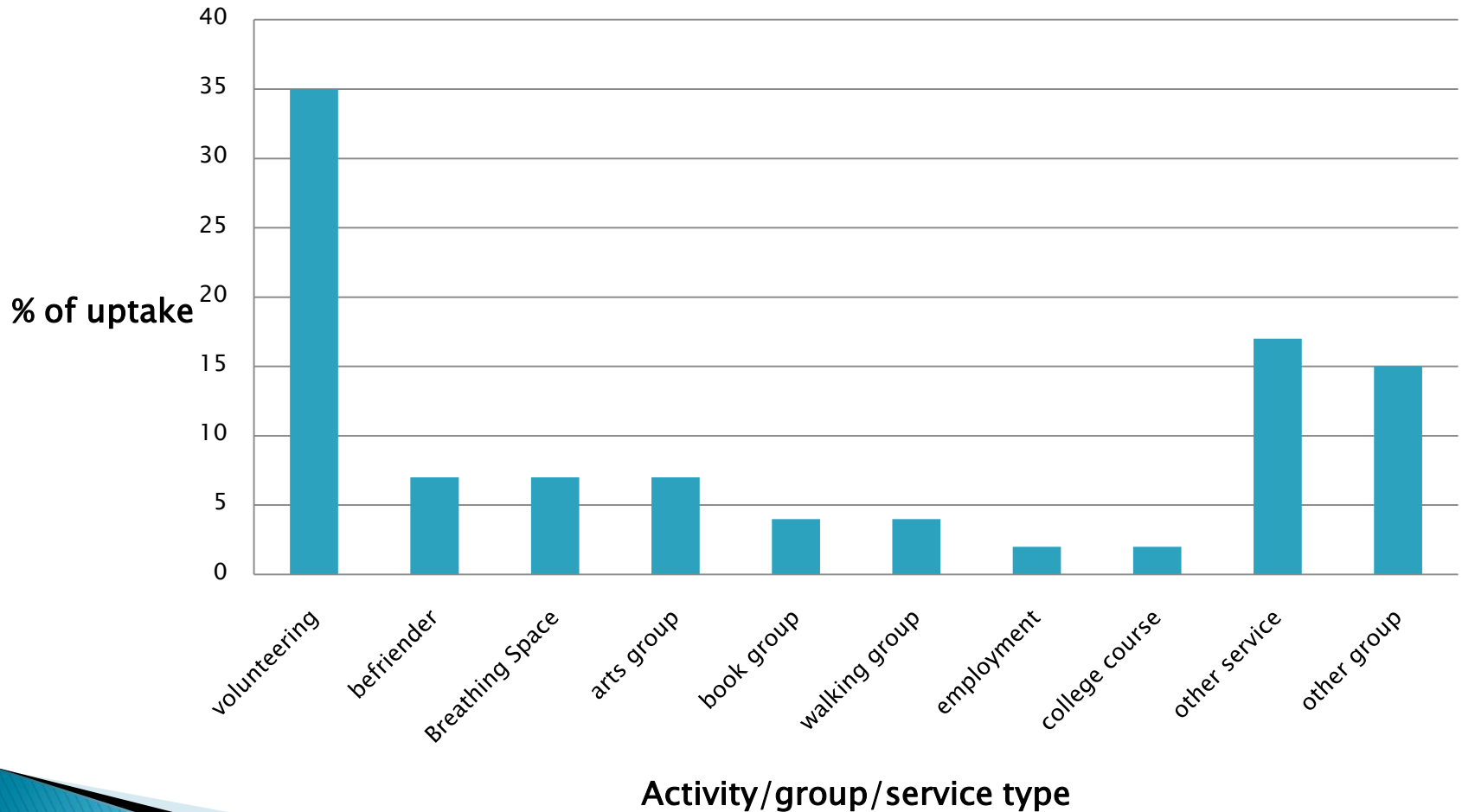


Average duration of client involvement with New Routes (months from referral)

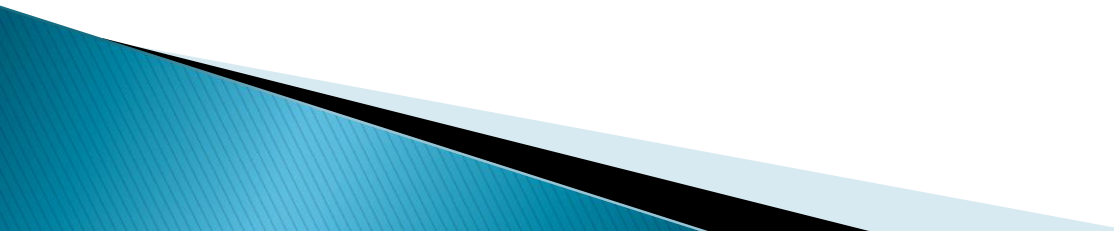


Types of Services Referred To:

Client uptake from signposting



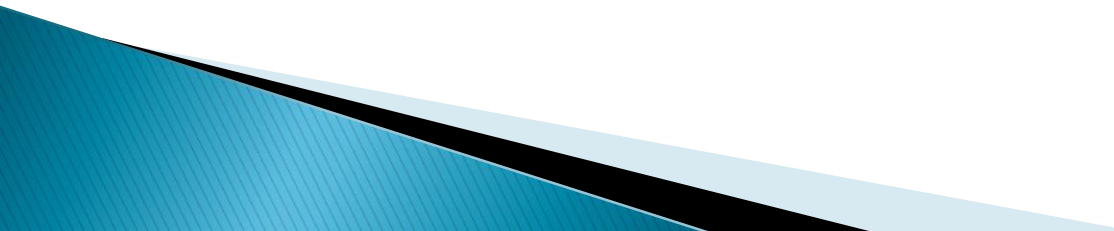
What works and what does not?

- ▶ Length of time a person has been in pain, isolated, immobile or depressed
 - ▶ Transport issues
 - ▶ Clarity of purpose of New Routes
 - ▶ Appropriate referral?
 - ▶ Motivation to self manage well being issues
 - ▶ Stigma associated with 'mental ill health'
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Hurdles Encountered



Hurdles

- ▶ Time constraints
 - ▶ De-motivated clients
 - ▶ Difficulty getting hold of clients and GPs
 - ▶ Difficulty in obtaining feedback
 - ▶ Transport
 - ▶ Complexity of cases
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When it works, it works because...

- ▶ Cross sector working is of great benefit to more complicated cases.
 - ▶ Early intervention/prevention.
 - ▶ Saving costs on services as part of a stepped care approach.
 - ▶ Supports the public mental health agenda – i.e. Improving community wellbeing through access to sustainable self management.
 - ▶ Prescription costs for anti depressants have risen, and some people choose not to take them anyway.
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Summary

- ▶ Strong and effective partnership working between statutory and voluntary sector essential to finding alternative solutions to the tremendous burden mental health issues places upon primary care.
- ▶ Especially need to be careful of attaching a medical diagnosis to manifestations of socio-economic problems.

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