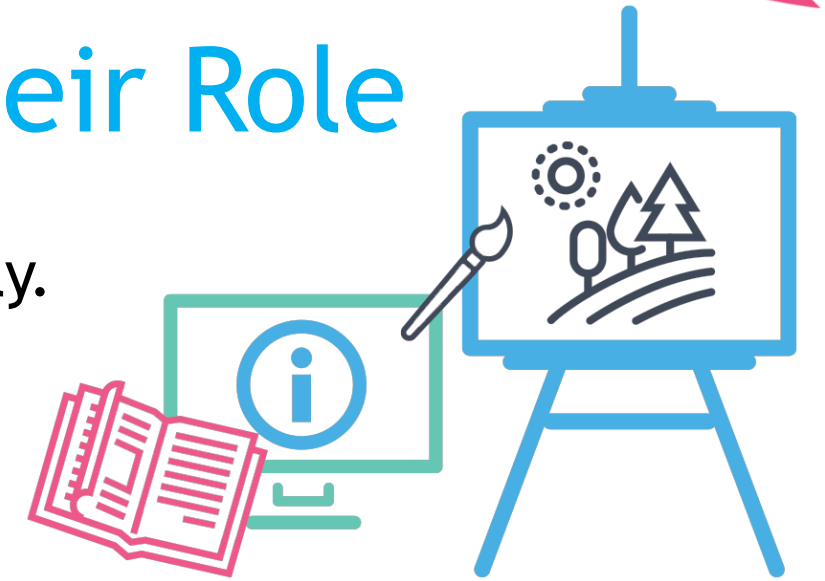
National Academy for Social Prescribing

NASP Webinar Series:

Supporting Link Workers In Their Role

Thank you for joining us. The webinar will begin shortly.



National Academy for Social Prescribing

Housekeeping

- Please note we are **recording** this webinar *(you will be sent the slides and the link to the recording, and they will be on NASP's website too.)*
- Please submit questions via the **Q&A function.** We will hold a Q&A session at the end of presentations.
- Please use the **chat function** for introducing yourself and networking. If you have any technical issues, please raise these in the chat, and a member of the NASP team will assist.
- BSL Interpreters will be on screen throughout. **Closed Captions** are available (turn these on at the bottom of your screen)

National Academy for Social Prescribing

Overview

Chair:

Monica Boulton (Healthcare Integration Lead at NASP)

Speakers:

Alex Trigg (Link Worker, Bromley by Bow Centre)

Shelley Reynolds (Head of Health and Wellbeing, One Westminster)

Amina Begum (Senior Social Prescriber, One Westminster)

Gosia Chmielewska (Acting Social Prescribing Team Lead, Groundwork London)

Alex Trigg

Bromley by Bow Centre

Gosia Chmielewska

Navigating the Social Prescriber Induction Guide:

Comprehensive Overview

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Key Components of the Guide

- Guide Outline
- Social Prescribing Landscape
- Roles and Responsibilities
- Key Skills and Competencies
- Essential Traits for Social Prescribers

Practical Tools & Resources

Acronyms

As a new Social Prescribing Link Worker (SPLW), you may come across a variety of different acronyms used in everyday language at work.

To help you familiarise yourself with these, below is a brief list of some of the more frequently used acronyms you might hear. This is in no way a full list but rather a guide to get you started.

Abbreviation	Definition	Abbreviation	Definition
AHP	Allied Health Professionals	ICS	Integrated Care Systems
ARRS	Additional Roles Reimbursement Scheme	IIF	Investment and Impact Fund
ASC	Adult Social Care	LA	Local Authority
CAMHS	Child and Adolescent Mental Health Service	LW	Link Worker
CC	Care Coordinator	MECC	Make Every Contact Count
CD	Clinical Director	MHST	Mental Health Schools Team
CE	Child Exploitation	MSK	Musculoskeletal
CIN	Child in Need	OT	Occupational Therapist
CMHT	Community Mental Health Team	PCN	Primary Care Network
CN	Care Navigator	PC	Personalised Care
CP	Child Protection	PCSP	Personalised Care and Support Plan
CSC	Childrens Social Care	PIP	Personal Independence Payment

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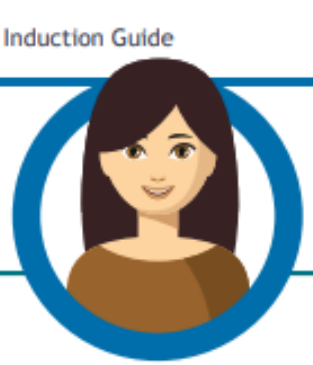
CVS	Council for Voluntary Service	PM	Practice Manager
DES	Directed Enhanced Service	QI	Quality Improvement
EHCP	Education Health and Care Plan	QOF	Quality Outcome Framework
EMIS	Educational Management Information System	SNOMED	Systemised Nomenclature of Medicine
FSS	Family Support Service	SPLW	Social Prescribing Link Worker
GDPR	General Data Protection Regulation	UC	Universal Credit
IAPT	Improving Access to Psychological Therapies programme	VCSE	Voluntary Community and Social Enterprise
ICB	Integrated Care Board		

Practical Tools & Resources

Social Prescribing Link Worker Induction Guide

Induction Roadmap



START

Checkpoint 1

Welcome and Introductions

- Welcome and introduction to the organisation (PCN, Local Authority, VCSE)
- Meeting colleagues (Clinical Director, Practice team)
- Booking introductions at practice /clinical meetings and MDTs

Checkpoint 2

Organisational overview

- Organisational structure, vision, culture, and values
- Workplace policies and procedures/code of conduct
- Copy of employment contract, company handbook and HR manual
- Work Health and Safety information (layout of premises, including fire exits, first aid facilities)

Checkpoint 3

Administration

- Setup of workstation/laptop and systems
- Provided with tools of trade (ID, name badge, swipe card, mobile phone, log in details for SystemOne/EMIS)
- Copy of contact staff list

Checkpoint 4

Mandatory Training

- Set up accounts to access essential training (e-learning modules)
- Receive copy of list of training resources and local training hubs

Checkpoint 5

Roles and Responsibilities

- Copy of job description
- Guidance on the role of an SPLW
- Shadowing SPLW in a session if appropriate

Checkpoint 6

Asset Mapping

- Introduction with key stakeholders in the community and providers of services
- Copy of local directory of services

FINISH

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Practical Tools & Resources

Roadmap of the SPLW/Patient Journey

START

Checkpoint 1
Referral pathway
- Receive a referral from the PCN or other local organisations.
- Contact patient to confirm the reason for the referral, explain the support offer and book an initial appointment.
- You may want to access patient medical notes and review possible interventions (according to reason for referral) ahead of the session.

Checkpoint 2
Initial personalised conversation
- Prepare the 1 to 1 space, whether in person or over the phone (e.g. private area for confidentiality).
- Discuss what matters most to the patient.
- Together, create a shared plan to meet their needs and agree realistic goals.
- Agree next session if appropriate.

Checkpoint 3
Measuring Impact
- Use of evaluation tools in a session to measure impact (baseline and follow up).
- NHSE validated tools include ONS4 and PAM.
- Follow up carried out after the intervention has ended.

Checkpoint 4
Keeping Accurate Records
- Good practice to update session notes after the session to manage caseload effectively.
- You may need to update a referrer on progress of session.
- Use of SNOMED coding.

Checkpoint 5
Link into the Community
- Carve out some time to search local services/activities in line with the personalised support plan.
- Where appropriate, make an onward referral or signpost and let the patient know so they have all the information.

Checkpoint 6
Check in and follow up
- Contact patient to check on progress of goals set.
- Find out if patient has engaged with activity/service if referred.
- Review whether a further session is required.
- If ending intervention arrange a follow up to complete final evaluation.

FINISH

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Practical Tools & Resources

Measuring Data Impact

Measuring the impact of social prescribing allows you as a SPLW to show the difference you are making to people's lives and serves as a good way to prove the benefits.

In accordance with the Network Contract DES 2023/2024

> "A PCN must ensure referrals to the Social Prescribing Link Worker(s) are recorded within GP clinical systems using the new national SNOMED codes."[16]

SNOMED coding can be inputted into GP I.T systems such as SystmOne and EMIS. As a link worker inputting these codes should be carried out as part of your role.

The two main codes track the number of referrals into social prescribing and act as a good measure to monitor demand of the service.

871711000000103 - Social prescribing declined (situation)

871731000000106 - Referral to social prescribing service (procedure)

As the need for capturing the benefits of social prescribing increases NHS England will be introducing a national minimum data set for social prescribing and will include the following new codes:

1373501000000105 - the needs and concerns

1373511000000107 - support received by people being socially prescribed

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NHS
Central and North West London
NHS Foundation Trust

NHS
Central London
Clinical Commissioning Group

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Induction - a tool for managers

- Give confidence to managers of teams
- Joined up approach across all SP teams - makes us unified
- Creates a standard

Confidence

- Organised space for a checklists - little room for missing something important!
- Standardised and structured
- Adaptable to fit in with organisational culture - can feel co-designed
- Ongoing so can check back in

Consistency and clarity

- All staff can receive same introduction and information
- Thorough information covering many aspects of the role
- written in clear language so easy to adapt to staff needs
- Repeating gives confidence and can enable a smooth process

Managing tool

- Can be used to flow through further supervisions and probations
- Provides evidence of support, knowledge and training offered to staff
- Manages expectations and boundaries for staff

Quality

- Managers feel they are offering a quality stat to new staff
- branding can be added to flow with organisational documents
- Staff receive qualitative information at the stat of their role and supported by managers to offer the best of themselves to the people they work with

EDI

- Forms may be adapted to meet diversity needs but are currently in accessible format easily adapted on individuals screens
- Opportunity is placed within the induction to explore EDI need and offer reasonable adjustments to meet these - supporting the team the best way possible

Management benefits

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What could possibly go wrong!?

If we do not have a consistent appoach to inducting staff, what are the risks?

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Over to Amina …

tips in the first few weeks

What is social prescribing and why do we need it?

Many things that affect our health can't be treated by doctors or medicine alone, like loneliness, debt, or stress due to financial pressures or poor housing. Social prescribing provides non-medical support by connecting people to services to address these challenges, and other unmet needs.

Social prescribing often begins with a referral from a GP, hospital, charity, or other organisation to a Social Prescribing Link Worker (SPLW). SPLWs listen to people and try to understand their situation by identifying their unmet need, using a 'what matters to them' approach. They then "link" that person to community services, statutory services and information that can help.[10]

The aim is to support people to address these needs holistically, using a person-centred approach, thus giving individuals a greater sense of control over their own health and wellbeing.

Social prescribing support from a SPLW can look like:

- Connecting someone struggling with paying their bills to access debt advice and financial management.
- Supporting people who are dealing with loneliness and isolation to engage in community activities that work for them, such as gardening groups, art activities or befriending.
- Working with individuals to manage their weight and nutrition and access exercise groups.

SPLWs play a critical role in creating the right conditions for individuals to open up about what matters to them most. Through displaying empathy and openness, they give people the time and space they need to be able to navigate some of life's challenges. As a result, they co-produce a personalised plan of support that may include goal setting, implementing behaviour change techniques or referrals to services that potentially that can work specifically for them. This person-centred approach means it is more likely that significant results follow, such as a reduction in feelings of isolation, or improved quality of life and general health.

This is the impact of social prescribing. It can transform the lives of individuals by empowering them to have control over their health and wellbeing helping them to feel heard, valued, and understood.

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1. Welcome	Completed (Y or N/A)
Welcome and introduction to: • Manager / supervisor • Colleagues • Primary Care Network (PCN) staff (practice manager, safeguarding leads) • Key stakeholders (community services, mental health teams, social welfare services etc.)	

2. Administration and I.T.	Completed (Y or N/A)
• Copy of employment contract and probation period information • Overview of the PCN structure, visions, culture, and values • Set up workstations (PC, laptop, phone). • Complete IT form to enable access to clinical IT systems for GP practices (e.g. SystmOne/EMIS) • Record of key contacts for each GP practice	

3. Understanding the Role	Completed (Y or N/A)
• Copy of job descriptionm such as title, roles, and responsibilities • View NHS England Workforce Development Framework for SPLWs (https://www.england.nhs.uk/publication/workforce-development-framework-social-prescribing-link-workers/) • View NHS England Competency Framework for SPLWs (https://www.england.nhs.uk/long-read/workforce-development-framework-s	

4. Training and Development	Completed (Y or N/A)
• Complete GP I.T. systems training (SystmOne/EMIS) • Complete mandatory training – e-learning for healthcare platform (12 modules) 1. Introduction to the Social Prescribing Link Worker role 2. Developing personalised care and support plans with people 3. Developing partnerships	

Workplace Policies and Procedures	Completed (Y or N/A)
• Work Health and Safety information (layout of premises, including fire exits, first aid facilities; overview of PCN policies) • Identify safeguarding leads for organisation/individual practices • Copy of safeguarding procedures for organisation/individual practices	

Employee Name:

Line Manager Name:

Start Date:

Below is a suggested weekly induction timetable that you can edit to suit your own induction outline.

Time	Monday	Tuesday	Wednesday	Thursday	Friday
9am-11am	Line Manger Induction Welcome Meeting Employee paperwork (contract, badge/smartcard	Line Manager Check-in Buddy Meeting	Line Manager Check-in Stakeholder Introduction	Line Manager Check-in Stakeholder Introduction	Line Manager Check-in Recommended Reading
11am-1pm	Workstation set up Staff Introduction Buddy Introduction	PCN Introduction Staff Shadowing	GP Practice Introduction Staff Shadowing	GP Practice Introduction Staff Shadowing	GP Practice Introduction Staff Shadowing
Lunch					
2pm-4pm	Recommended Reading	e-learning for healthcare mandatory training (12 modules)	GP I.T. system training e-learning for healthcare mandatory training (12 modules)	e-learning for healthcare mandatory training (12 modules)	e-learning for healthcare mandatory training (12 modules)
4pm-5pm	Line Manger Check in	e-learning for healthcare mandatory training (12 modules)	Recommended Reading	Recommended Reading	e-learning for healthcare mandatory training (12 modules)

	Pre-start Date Items	Completed By	Date
1	Prepare employment contract/probation information		
2	Set up workstation (PC/laptop/work mobile)		
3	Apply for email account		
4	Apply for log in details for GP IT systems (remote access if needed)		

	Welcome/Introductions	Completed By	Date
1	Appoint a colleague as a mentor (or buddy) to help the new employee feel welcome		
2	Set up colleague introductions to give an overview of their roles and responsibilities		
3	Organise Introductions with key stakeholders		

	Set up of Core Meetings/Supervision	Completed By	Date
1	Set up frequency of line manager supervision (check-ins)		
2	Set up clinical supervision		
3	Confirm invites to practice clinical meetings/MDTs		

	Training and Development	Completed By	Date
1	Send register information for mandatory training modules		
2	Apply for registration to NHS Future Collaboration Platform		
3	Organise shadowing sessions with other SPLWs and other roles such as Pharmacists or Practice		
4	Provide a list of useful reading materials (see suggested reading list in induction pack)		

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Getting Started

The induction process forms an important part on the start of your journey as a Social Prescribing Link Worker (SPLW). This guidance document will give you an outline of some of the main aspects that you should expect to cover during the first few weeks in the role, with practical tools you can use to support your work.

To hear about the experiences of the induction process from Social Prescribing Link Workers click the below video links.

Training and Development

Tips to support Social Prescribing

Asset Mapping

Supervision

Social Prescribing in Action

As a Social Prescribing Link Worker (SPLW), you will be playing an important role in supporting individuals to gain more control over their health and wellbeing. SPLWs do this through building trusting relationships that allow individuals time and space to reflect on what matters to them.

To hear more about the role of a link worker and the positive impact social prescribing has on the individuals accessing support, click on the following link to hear Sarah's inspiring story.

Below are practical tools and information that you may find helpful when carrying out your work as a SPLW.

Included in this section of the pack are:

- Templates to support one to one sessions with patients
- Information on how to manage your caseload
- Guidance on data inputting and monitoring
- Tips for asset mapping

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Q&A