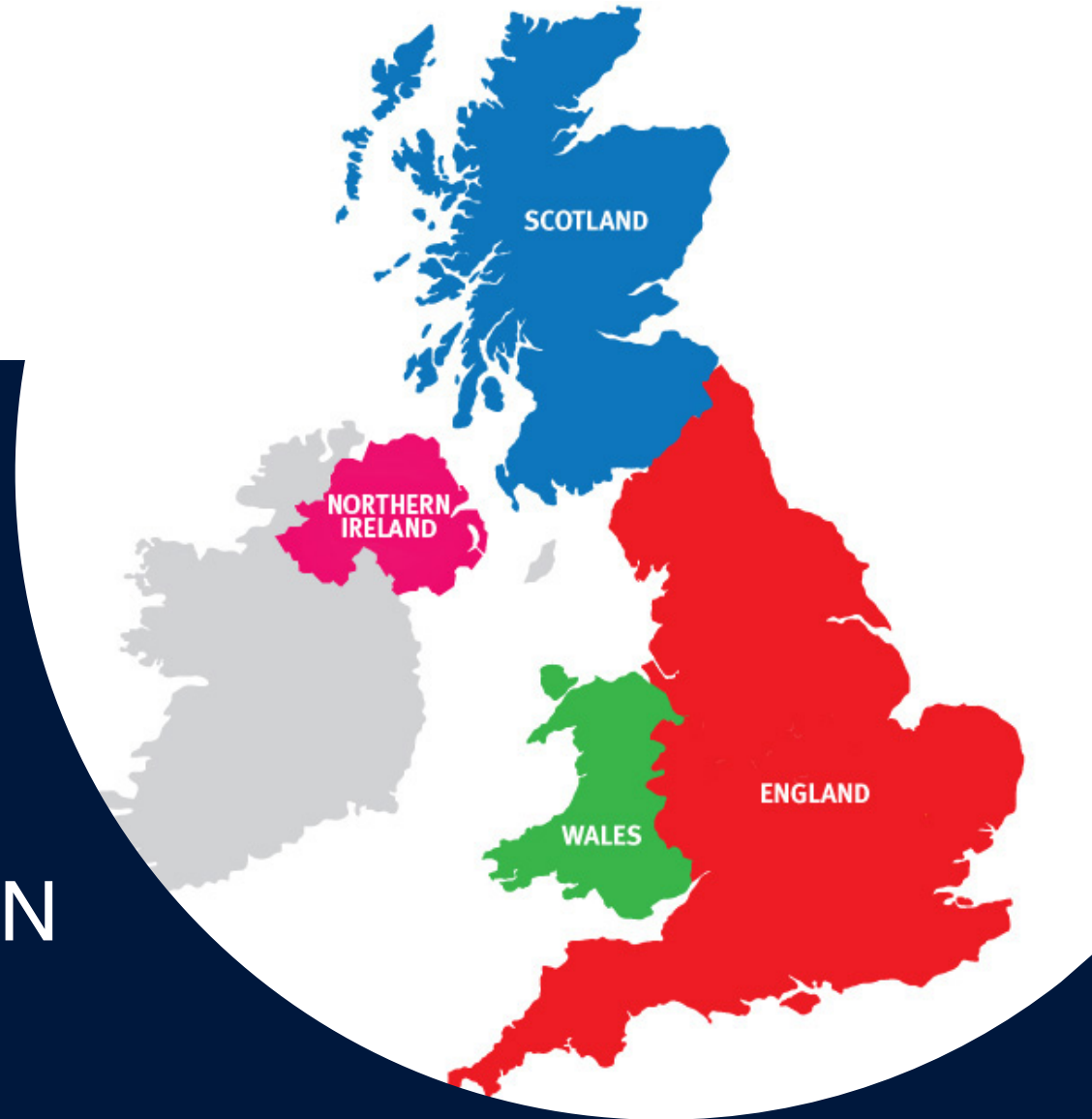




Professional  
Record  
Standards  
Body

# SOCIAL PRESCRIBING CLIENT JOURNEY – CASE STUDY 1 - ALAN

2 FEBRUARY 2022



**Better records  
for better care**

# CONTACT

I'm being referred to social prescribing

## Client



- I see my GP because I'm feeling low after my Mum died
- I now live alone and miss my Mum who I lived with and was my closest relative
- I'm told about social prescribing as my GP thinks it might be helpful
- I discuss my Asperger's with my GP who says they'll include it as part of the referral
- I agree to start social prescribing and am told I'll be contacted by a Link Worker

## GP



- I see my patient who tells me about how they're feeling low
- I think that they might benefit from social prescribing
- I tell my patient about social prescribing and they agree to give it a go
- I pull together a referral including what I see as the patients presenting need and include details about their Asperger's
- I send the referral to a local social prescribing service

Information captured by the referrer and shared with the

- Social Prescriber on referral

Data captured by whom	Data point	Automated or entered	Must/Should
	Demographic information	Automated	Mandatory
	Referral details	Automated	Mandatory
	GP practice details	Automated	Mandatory
	Presenting needs	Entered	Required
	Risks	Semi automated/entered	Mandatory
	Safeguarding	Automated	Required
	Other relevant problems	Semi automated	Optional
	About me	Automated (if available)	Optional
	Care and support plan	Automated (if available)	Optional
	Individual requirements	Automated/entered	Optional
	Social Context	Semi automated/entered	Optional

Referrer

IG and GDPR must be considered before the sharing of any information with other organisations / individuals

# CONSULTATION

## I'm contacted by a Link Worker

### Client



- I'm phoned a few times by my Link Worker but feel really uncomfortable talking on the phone
- My Link Worker picks up that I feel uncomfortable so arranges a time with me to visit me at home
- I meet my Link Worker who talks to me about what social prescribing is and how it might help me
- I feel quite overwhelmed talking about my feelings and my Mum
- I'm shown some leaflets about services which might be of interest but I couldn't focus on them
- My Link Worker doesn't push me to make any decisions and instead says we can talk which makes me feel calmer
- I send some messages to my Link Worker and we meet a few more times, one of them outside in a park which I enjoy
- I feel much more comfortable and am able to express myself clearer
- I agree to try a bereavement service after a bit of time to think about it
- I'm asked a series of questions about my wellbeing

### Link Worker



- I receive a referral from a GP that has information about Alan
- I check the referral to find out more about Alan and notice he has Asperger's
- I check to see if he has a care and support plan but notice that he doesn't
- I think about some services that Alan might benefit from before I contact Alan
- I get in touch with Alan but notice he isn't comfortable on the phone. I update his contact preferences and meet in person
- After some relationship building, I discuss bereavement counselling with Alan
- I ask Alan ONS4 questions and record them as well as what he sees as his goals

Information captured by the SPLW – can be shared with

- the Social Prescriber Provider (if referred)
- the individual
- the referrer

Data captured by whom

Data point	Automated or entered	Must/Should
Meeting details	System supported	Required
Individual requirements (update)	Entered	Optional
Care and support plan – needs, goals, actions	Entered	Optional
Additional findings (inc. risks)	Entered	Optional
Referrals	Entered	Required
Free text summary	Entered	Optional

Link Worker

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# INTERVENTIONS

I attend and speak to services that I am referred to

## Client



- I sign up for the bereavement service but I feel nervous about it
- I find the sessions really helpful and I feel a bit better than I used to
- I meet lots of people who are just like me
- I feel much more confident and become a lot more vocal at the sessions
- I tell my Link Worker about how I'm getting on

## Service Provider



- I receive a referral from a Link Worker
- I check the information about the client including their demographic information and their individual requirements
- I read that Alan has just lost his Mum and that he feels lonely
- I note that he has Asperger's and think about the best group to put him in
- I let Alan know about the times and dates of the counselling sessions and he lets me know which he wants to attend
- When he attends, I record his attendance and send notes on his progress back to the Link Worker

Information captured by the Social Prescribing Provider can be shared with-

- the individual
- SPLW and
- initial referrer

Data captured by whom

Data point	Automated or entered	Must/Should
Attendance	Entered	Required
Free text progress notes	Entered	optional

Link Worker from the Service Provider or Client

IG and GDPR must be considered before the sharing of any information with other organisations / individuals

# FOLLOW-UP

I keep in contact with my Link Worker, meeting more times

## Client



- I keep messaging my Link Worker and we meet regularly
- I like meeting my Link Worker – I feel a bit more confident every time we meet
- I ask my Link Worker about other services they think might be helpful – My mum used to do all the finances and I need help to do this.
- I join a community service group called Life Rooms
- I ask to try more activities as I want to meet more people and try new things
- I'm asked a series of questions about my wellbeing (similarly to first meeting)

## Link Worker



- I read the notes and progress that the service provider sends back and add to Alan's record
- I feel great seeing how much he's progressing
- I contact Alan often to stay in touch and make notes on any progress
- I ask him ONS4 questions every now and again which I make a record of
- I ask whether any of his goals or action plans have changed
- We identify another need for help managing his finances
- I agree to signpost Alan to the Citizens Advice Bureau Managing Finance course

Information captured by the SPLW can be shared with the:

- Social Prescriber Provider
- the individual
- the referrer

Data captured by whom

Data point	Automated or entered	Must/Should
Meeting details	Entered	Required
New assessment	Entered	Optional
Update Needs, Goals, Actions, progress	Entered	Required
Signposting	Entered	Required
Free text summary	Entered	Optional

Link Worker

IG and GDPR must be considered before the sharing of any information with other organisations / individuals

# OUTCOMES

## I complete my course of social prescribing

### Client

- I feel confident to attend the groups on my own
- I'm really pleased I decided to do social prescribing
- I'm really grateful to my Link Worker who has helped me so much
- I discuss with my Link Worker about completing my course of social prescribing
- I'm asked a series of questions about my wellbeing
- They make me aware that some information will be sent back to my GP so they know how I've progressed
- I'm happy for the information to be sent back and know that if I need support again, I can contact my GP for referral
- My GP is sent a conclusion message and I'm sent a copy

### Link Worker

- I discuss concluding the Social Prescribing and Link worker support with Alan
- I ask Alan the ONS4 questions for the last time
- I make my final progress notes and prepare a message which I check with Alan is ok to share with his GP
- I send back key data to the GP with my summary and a copy to Alan

### GP

- I receive a conclusion message from Alan's Link Worker
- The message includes any updated findings as well as how Alan is progressed
- I'm pleased to see how far Alan has come
- I add the information to his GP record (which will automatically update his shared care record)

Information captured by the SPLW can be shared with:

- the individual
- the initial referrer
- Registered GP

Data captured by whom

Data point	Automated or entered	Must/Should
Key demographics	Automated	Mandatory
Social prescribing summary	Entered	Optional
Risks	Automated	Mandatory
Care & support plan – Needs, goals, actions	Automated	Required
Requested actions for GP & Alan	Entered	Required
Individual requirements (updates only)	Automated	Optional
Assessments (First and last only)	Automated	Required
Consent	Entered	Required

Link Worker / Client

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# For more information



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