

## Welcome.....

Welcome to the Spring edition of our patient newsletter “Willow News”. With this newsletter, we will continue to keep you up to date with the latest health issues, and also developments occurring within the practice.

## A message from Sarah McLaughlin, General Manager.

Dear Willow Group patients,

We have all had challenging times this past year and faced nothing that we could ever have prepared for. During these times of change it has been amazing to witness how our team at the Willow Group have worked to adapt and support our patients in different ways. We have been overwhelmed by the majority of our patients’ ongoing support and willingness to work with us as we all adjust in this new world we find ourselves in.

We have introduced our Klinik system that enables our patients to consult with us electronically and our clinical staff are able to triage patients by phone or video consultation with the ability to see patients face to face when needed. In addition to continuing to offer all primary care services we have also set up a covid vaccination centre to support the vaccine programme for our patients and Gosport residents. We have worked closely with Gosport Borough Council to ensure our most vulnerable residents have been offered their vaccine.

Our patient participation group have continued to meet with us via zoom and work with us to help us evolve. We have been overwhelmed by our volunteers who continue to work alongside us to deliver the vaccine programme. None of us can predict what the future will look like but please be assured that we are always striving to improve how we can best offer you the support you need within the challenges we are facing.



## What’s in the newsletter this season?

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## Covid-19 Update

To date, we have vaccinated 92% of our eligible patients in the top 9 cohorts (patients aged 50 +, care home residents and care workers, and patients with underlying health conditions). We are now working through phase 2 of the covid vaccine rollout, which are the 18 to 49 year olds. All patients aged 30 to 49 have been invited and their vaccine appointments are waiting for them at Brune Medical Centre.

If you are aged 30 or over, or have underlying health conditions and have not yet had your covid vaccine, please phone our dedicated phone lines, 9am to 4pm , Monday to Friday, on 07831 370297 or 07831 368543



- ✓ Every covid-19 vaccine dose gives us hope of getting life moving again and protecting our friends and family from the virus.
- ✓ All of the COVID-19 vaccines in use in the UK protect you from coronavirus. Don't delay in getting yours when it is offered to you.
- ✓ You're much less likely to get serious COVID-19 or be hospitalised if you've been vaccinated

We are incredibly appreciative to have the on-going support of our wonderful volunteers. They, along with our nurses and admin team, have worked tirelessly to invite patients to their covid vaccination appointment, meet and greet, vaccinate, update health records, and oversee waiting rooms.

One of our volunteers, Gina, said "I wanted to volunteer to give something back to our community, meet new people and learn new skills".



If you are interested in being a volunteer at The Willow Group, please e-mail [Rebecca.hylands@nhs.net](mailto:Rebecca.hylands@nhs.net).



## Social Prescribing Update

The Social Prescribers and Health & Wellbeing Coaches can address social factors impacting on health, wellbeing, personal resilience and self-management.

The Health & Wellbeing Coaches provide practical support and information that will help people to take an active role in managing and improving their health and wellbeing. The coaches work with adults (18+).

This might include practical help such as;

- Referring on to support services in the voluntary sector such as befriending, money advice, gardening or housework services, peer support, interest or hobby groups
- Onward referrals to and liaison with statutory services such as social care and housing
- Supporting patients to improve own resilience e.g. encouraging them in making a first phone call to a service, or supporting to attend an appointment for the first time
- Help with forms such as applying for a Blue Badge or benefits

## Health Connector Case Story

John was initially visited by a mental health nurse who had identified further health and social needs during their assessment. John had become more isolated after shielding and was frequently calling services which weren't best placed to support his needs and it culminated in an attempted overdose.

The health connector provided befriending calls to increase his wellbeing and found him access to the right support for his social needs. A series of accidents set back his confidence and reduced the safety for using a wheelchair in an upstairs flat. John had also stopped going out due to continence problems after an injury using non adapted public toileting.

He was connected to Gosport Borough Council who provided him with a Radar Access Key to access disabled toilets safely on longer outings. John was also connected to Hampshire Fire & Rescue Service for a 'Safe and Well' check. Safety issues were identified and are now being addressed via the Housing Officer from his local authority landlord.

Finding the right services for his needs improved the situation quickly. The property was safer, his confidence returned for supporting daily tasks and he is no longer frequently calling services.

## Your Social Prescribing Team



Diane McEwen  
Health & Wellbeing Coach



Maria Fisk  
Health & Wellbeing Coach



Alex Murray  
Social Prescriber

Please speak to your health care professional about a referral



## New way to contact the Practice – Klinik Access.



Klinik Access is available between 6am and 6.30pm Monday to Friday and allows you to submit your request for an appointment or to send enquiries without needing to call the Practice. The link can be accessed via smartphone, tablet or PC. This in turn frees up our telephone lines for those patients who are elderly or vulnerable and either does not have access or are unable to use online technology.

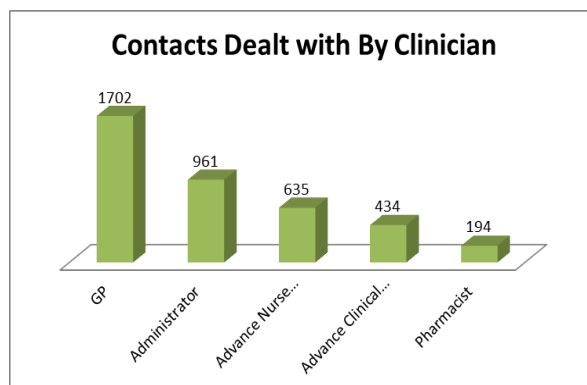
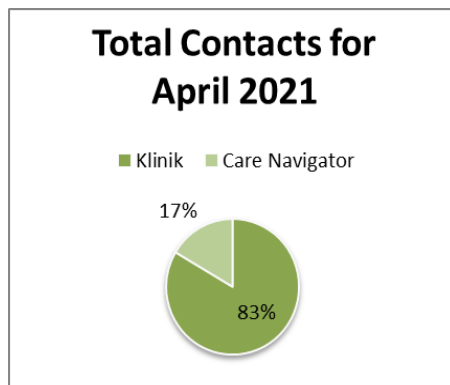
If you do not have access to the internet you can still call us. Our Care Navigators will use the system to direct you to the most appropriate clinician within the Practice.

Once you have submitted your Klinik form you will receive an automated email to confirm receipt.

For routine enquiries you will receive a text within 24 hours to advise you will be contacted once a routine appointment becomes available. For urgent enquiries you will either be added to our Same Day Access Service or receive a call from a clinician for an initial consultation. If a face to face appointment is required this will then be arranged for you.

### Figures for the month of April

Total Klinik form submissions during April were 6387.



Feedback from patients using the service – 80% rate as Good or Excellent

“Easy to use site. Completed form with confidence. If this is the way forward, then I will be happy to communicate in this way in the future.”

“First time use so far so good. I think it’s a good way of everyone contacting a doctor or medical navigator to save their time and money on unnecessary visits.”

Please send your feedback to our Patient Experience Team at [fgccg.mywillowexperience@nhs.net](mailto:fgccg.mywillowexperience@nhs.net) or make a suggestion in our Patient Feedback box on each of our sites.







## Department of Work and Pensions Patient Advisory Service

The Willow Group are excited to be working with the DWP on their Patient Advisory Service pilot scheme. We are one of 22 sites across the UK to trial this service.

The Patient Advisory Service (PAS) is aimed at patients who have been unwell for a period of time or have long term health conditions.

Advice available;

- Are you unsure about working because of your health
- Are you worried about losing your job due to a health condition
- Help you change career because of a new health condition
- Support you with attending your Work Capability Assessment
- Help you explore available work options such as voluntary opportunities or training

If you have a long term health condition or disability you can get support from the DWP without a claim to benefit.

Below are some case studies from across the UK where the scheme has already been in place.

### Case study 1

This patient was referred to the service as she had a number of complex health issues causing low self-esteem and confidence issues. She was unable to leave the house and had a number of black outs on public transport. She was finding mainstream support intimidating and difficult to engage with. She agreed to work with the Patient Access Service. Over several weeks, goal setting and supporting her with counselling helping her to prepare and attend interviews. She has successfully started voluntary work at a museum and her confidence is growing.

### Customer feedback

"I can say with absolute certainty I would not have been capable of managing a job emotionally or mentally, if not for the help and support of PAS. I have now held a job for 15 months."

### Case Study 2

This patient had been on benefits for 6 months with depression and anxiety. He had not worked for 4 years. He had low confidence and was struggling to see a way forward. Initially PAS referred him for help with weight management and counselling services. They then worked on realistic goal setting with him. Helping him to complete a CV and working on interview preparation with him, he has now started working.

### Customer Feedback

"The support from PAS was invaluable, giving me guidance and information that helped me secure employment."

You do not need a referral from your GP; you can refer directly to the service yourself by emailing:

[kate.hobbs@dwp.gov.uk](mailto:kate.hobbs@dwp.gov.uk)

**PLEASE NOTE THIS IS A PROGRESSION INTO EMPLOYMENT SERVICE  
AND NOT A BENEFIT ADVISOR SERVICE.**





## Employment support for wounded, injured or sick veterans registered with the Willow Group



The Poppy Factory is an employment support charity with specialists based in communities across England and Wales. It supports wounded, injured and sick veterans into employment, no matter what challenges they face. Its employment specialists have helped hundreds of veterans change their lives by starting new jobs during the Covid-19 pandemic.

There are almost 5,000 working age veterans living in Gosport, many of whom are struggling to find or sustain work due to ongoing mental or physical health conditions. As part of a two-year NHS England funded pilot project, there is now a dedicated employment specialist from The Poppy Factory available to support registered ex-Forces patients with health conditions.

### Eligibility

- Available to anyone who has served for **one day or more** in the Armed Forces or Reserves, and consider themselves to be wounded, injured, sick or disabled.
- A physical or mental health condition does not have to be attributed to Service.
- Must be unemployed and not accessing Career Transition Partnership assistance.

### How the Poppy Factory can help

#### Support into employment

- Advice on job opportunities to match each veteran's own skills and goals ✓
- Support with CVs, job application forms and preparing for interviews ✓
- Support with training and qualifications when they are needed ✓
- Signposting and referrals to partner organisations, regular joint working ✓

#### In-work support

- Regular contact with veterans after moving into employment ✓
- Help identifying workplace adaptations so veterans can stay in work ✓
- Working with veterans and their employers to find creative solutions ✓
- Contact with health professionals and partners to ensure consistent support ✓

If you are eligible you can self-refer via the Poppy Factory website:

<https://www.poppyfactory.org.nhsregister>

Or call 020 8939 1937

