

MIDLOTHIAN WELLBEING SERVICE – summary of data to March 2017



- ✓ Since September 2015 a Wellbeing Service, provided by Thistle and NHS Lothian, has been working with people with complex social and health needs in Midlothian.
- ✓ Initially provided in 2 Health Centres from September 2015, the service was extended in January 2017 to a further 6 GP practices.
- 🗨 The approach is based upon having a good conversation focussing upon personal outcomes and building on people’s strengths, assets and community supports.
- ⚙ The service is provided on a 1:1 basis and through group support. People are also supported to access local services.
- 📝 Evaluation of the Wellbeing Service by NHSL, Healthcare Improvement Scotland and National Services Scotland will report in November on:
 - *What difference the service has made to patients’ lives*
 - *What impact the service has had on primary and secondary care*



Other services adopting a similar approach include the Transforming Care After Treatment; the Health Inequalities Team ; and the Mental Health Access Point

Data to March 2017

Referrals to the Wellbeing Service

Referrals have come from all involved practices with numbers being in line with practice population and length of participation in the project. (Available in Newbattle and Penicuik Practices from Sept 15 and Dalhousie, Quarryfoot, Strathesk, Dalkeith, Eastfield and Newbyres from January 2017)

75 % of referrals are from GPs - referrals are also being made by AHPs, nurse practitioners and a small number of other health staff

Participation

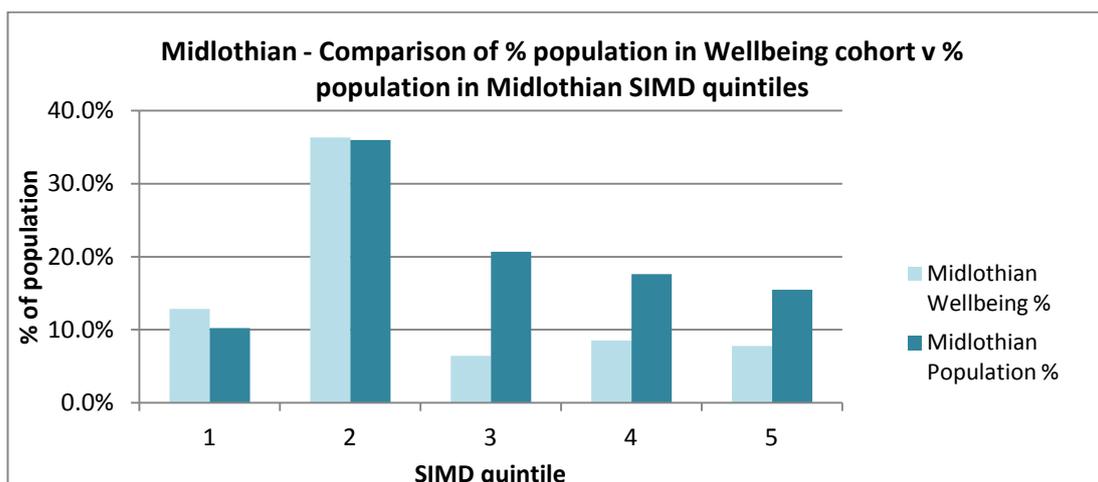
809 people have been referred to the service to date. The service has supported 508 people in 1648 appointments.

45% of people referred only attend one appointment-this was often the only support needed

Rates of attendance varied across GP practices

Practitioners recognise that people referred to the service are often living complex lives. As a result they will make persistent efforts to contact and engage people.

The Service is engaging people who are experiencing deprivation as the table below illustrates.



Key issues affecting patients

Long term mental health issues

Long term conditions

Housing issues

Family / relationship issues

Money worries

People sought changes to their physical health, mental wellbeing and social situation (e.g. *get fitter to run round park with toddler; retrain for a new trade; acknowledge bereavement; have everyone in the family be civil to each other*)

What people valued about the service

'You got ideas for what to do'

'There was acknowledgement of the person's own strengths and resources'

'There was time to talk and feel that someone is listening to you'

'It is more personalised'

'The GP looks at everything from a medical point of view to solve through pills/ medicine. Coming here it's the complete opposite -> try to get to the root of the problem and not meds. Find a solution to deal with it''

'It is very positive'

Analysis of action Learning Cycle data in GP practices show that the wellbeing practitioners are valued members of the team that GPs are keen to use appropriately

Outcomes – improved wellbeing

There is a statistically significant increase in people's WEMWBs (accredited mental wellbeing evaluation tool) over time (see chart).

On average, people have moved from a score of 35 at first appointment to 49 on discharge. This is just over the population average score

87% of patients identified what matters to them in the form of a 'personal outcome'

Patients gained significant improvements in confidence from using the service. On average patients' confidence score increased by an average of 3 (out of 10) from first to last appointment

The service has supported people to access appropriate, community based support and services.

25% of people whose case notes were sampled were referred to Midlothian Active Choices –a Midlothian Council service supporting people to become more active

People were also referred to peer support groups and statutory and voluntary agencies, including VOCAL, CAB, CRUISE, Men in Sheds, Women's Aid, Business Gateway, Careers Advice Service, Ageing Well, Physio and OT.

