

Connect Well Questionnaire Report 2016

General Overview

- 42 people responded to the questionnaire
- Good mix of practice managers, GPs and admin staff filled it in
- 98% of people know who Connect Well is and 77% have referred to the service
- 80% described themselves as being “very satisfied” with the service so far. Nobody described themselves as being very dissatisfied

What level of impact do you believe the WBC and/or service has on your GP practice?

GP answers

reducing GP appts by addressing the wider needs of patients and involvement of voluntary sector -previously I would have spent a lot of time trying to find out who to refer to and possibly referring inappropriately. I strongly believe this leads to improved general welfare and health of the -people who have used the service and a reduction in my own workload

Feel better able to meet the needs of patients which are often not clinical but social.

Patients love it - reduced attendance

The coordinator has proved very useful in supporting vulnerable and lonely patients

Making a very positive impact, good to have someone to refer complex social patients to

Because of the skills of the individual doing this role she has been excellent at developing relationships with patients and signposting them to alternative services that are appropriate for them. It's difficult to quantify reductions in appointments but I'm sure that's happened.

There is also **significant patient satisfaction**

Excellent patient satisfaction

Practice Manager answers

Gives us another option for people who have more social issues

Ability to give time to vulnerable patients - rather than taking GP time

Getting an appointment is quick and the **referral process works very well**

Admin Staff

Wellbeing Coordinator has supported both our clinicians and patients in directing them to an appropriate service be it in the community or the current (mainly) Healthy Living Services and mental Health_Support Services.

Think this has a positive impact as this takes away from GP practice time, a good remedy in terms of an alternative to medical prescriptions

Some patients have preferred an appointment with a WBC rather than a GP

Patients have someone they can talk to rather than a Doctor

How do you see the role of Wellbeing Coordinator (WBC) working in your GP practice?

The WBC role sits well within the practice as a necessary 'bolt on ' in terms of a supportive (social) service.

Free's up valuable GP time and resource. A useful service for staff to liaise with re patient's social issues

Works well and in conjunction with gp and nurse team. contribute and attend meetings. Knows patients well

A very good idea, free's up GP's time - less stressful for them A helpful support network for both patients and staff - can come to WBC for help and advice if needed

Integral - has become a valuable part of our service delivery

Integral part of the team

I feel it is working really well our social connector joins us for lunch times and we chat about any patients she is worried about when she needs to

WBC have a wealth of information about what is available locally which others members of staff can find out about.

Completely integrated - attends meetings, takes actions, works independently

Are there any issues, challenges or potential areas of improvement?

More of it!!!

Could do with more appointments as waiting times too long with little manoeuvre

WBC needs a more private area/room 11/11

More leaflets available. Encourage patients to self-refer. Reception staff on board guiding suitable patients towards the service

I would like to see more people booking directly to see the wellbeing coordinator. I would like more feedback eg something like; task sent went seen, see entry

I hope this will be a long term project. It is early days and I think we have yet to see the full potential of having a practice based wellbeing coordinator

Is there anything working well or areas of good practice that you would like to see continue?

The whole service

This is an extra offer that we can provide for our patients who have very diverse needs that cannot be solved/addressed with a medical prescription alone.

Feedback from patients is always positive

All practices should have WBC to help with social prescribing

Good knowledge of voluntary/ charitable services reduced demand on statutory services.
Reduces social isolation.

Intangible benefits are likely to be significant.

General Constructive Feedback

It is taking a bit of time to get used to where we can use this service, and can be difficult at times, persuading patients to accept referral, but growing in popularity

It is a very new service to our patients and some are reluctant to use it and so referrals have been low currently but we are hoping to promote and increase this

Those lacking in motivation will not be referred to WBC

Need to try and ensure doctors and nurses are referring appropriate patients - further meetings to be held with clinical staff

Feel that system isn't working as efficiently as could be due to WBC not being able to have access to clinical system which delays their access and practice access to WBC consultation - this would assist GPs/clinical staff

A concern I have is that the service may well become overwhelmed with the number of patients who would benefit...

Good idea but we get bogged down with all the new initiatives especially when they have titles which are difficult to understand