

# Social Prescribing & Health and Wellbeing Coaching Newsletter

As we celebrate our first year as a team since becoming in-house at Nuneaton and Bedworth PCN we thought we would share our achievements and highlight the incredible strides we have made together in supporting the wellbeing of our patient population. This newsletter highlights the remarkable impact of social prescribing and health and well being coaching, showcasing the positive changes it's brought to individuals' lives and the strength it has fostered within our community. From new initiatives and expanded services to inspiring stories of personal growth and connection, we're excited to share our achievements and celebrate the collective effort that has made this year such a success! We hope you enjoy reading about the difference that we are making together and we thank you for all the support you have given throughout the year to make this possible.

## Award Winning Service!!



In 2024 Nuneaton & Bedworth PCN Social Prescribing Lead Karen Ashby & Social Prescriber Jayde Bromley were shortlisted for the Personalised Care Social Prescriber Award. We were proud to announce Karen as the winner in December 2024!

This award was presented by the Coventry and Warwickshire Training Hub for the hard work, dedication and commitment to General Practice that Karen has shown throughout the year of 2024.

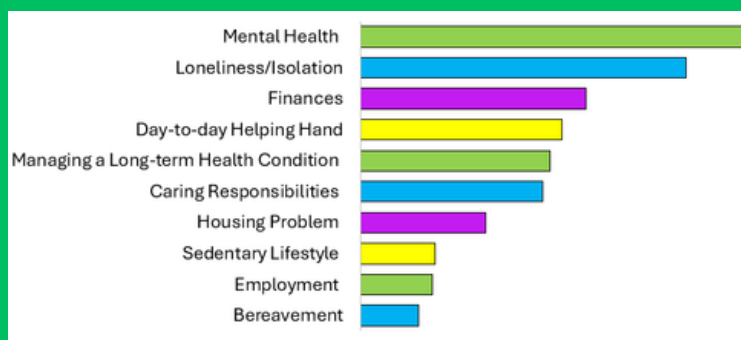
Karen was selected as the winner out of the 18 candidates that were shortlisted for this award. The PCN are delighted that Karen has been recognised for her continued dedication not only to Karen's team but also to the patients of Nuneaton & Bedworth.

Congratulations Karen & Jayde! 🎉🏆

## Referrals Update

Did you know that in the last year, our GP practices have sent over 2,552 Social Prescribing & Health & Wellbeing Coach Referrals to our team!! 🎉🎉

### The top referral reasons :



Our team have made 3,170 onward referrals and 1,298 signposts to local community groups and services on behalf of our patients, connecting them to organisations that can support with what matters most to them!!

Our amazing Social Prescribers have identified and have access to a whopping 787 different services they can connect you with! 🧐

All of these can be found on the JOY Marketplace... The JOY Marketplace isn't a place for unique finds and handcrafted goods – it's a hub for valuable support services! We believe in fostering a community that cares, and that means connecting you with resources that can make a real difference.

Find support now at

<https://services.thejoyapp.com/>



# Hot off the Press!!!

Our Lead Social Prescriber Karen Ashby has this month been appointed as a Social Prescribing Champion with the NASP! 🌈

Social Prescribing Champions promote the role of social prescribing in supporting people's health and wellbeing. The scheme acknowledges the great work of social prescribing advocates across the health and social care system, and offers additional social prescribing resources and opportunities.

Karen has championed the Social Prescribing service offered within the PCN over the last year leading to an incredible 2,552 referrals being sent over from our GP practices to our team since March 2024.

Karen has also been the driving force behind all of the groups established throughout the year, using her passion for identifying patient need to address issues such as loneliness, isolation and inactivity.

As a champion, Karen is hoping to build upon the success of the existing service as she promotes the value of social prescribing and to link in at national level to share good practice.

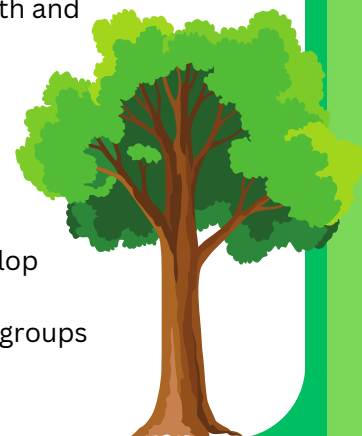


## Groups we are proud to offer to our patients...



Throughout our work over the year we have listened to our patients and identified a need to address loneliness and isolation amongst our community as well as other factors such as inactivity, all of which play an important part in our overall health and wellbeing.

By working in collaboration with our fantastic partners, we have been able to develop and grow all of the amazing groups below...





## Walk and Talk ☕



We're thrilled to announce that in the last year our popular Walk & Talk group has continued to grow! We've seen fantastic engagement and positive feedback from participants, and we're excited to keep this valuable programme in both Nuneaton & Bedworth.

For those unfamiliar, our Walk & Talk group offers a relaxed and informal way to connect with others while enjoying the fresh air and gentle exercise followed by a cuppa, quizzes and chatter. It's a great opportunity to boost your wellbeing and connect with others whilst enjoying all the benefits of nature.

You can ask any member of your GP practice team to send a referral for to our social prescribers who will be in touch to sign you up.

We meet every Thursday at alternating locations from 1.30pm - 3.30pm.

**Nuneaton:** Meeting at Saints Cafe Walking around Riversley Park and back to SaintsCafe.

**Bedworth:** Meeting at The Mayors Cafe Walking around Miners Welfare park and back to The Mayors Cafe.

## ☀️ Active Sky Blues 💙



Active Sky Blues is a 12-Week Fitness & Weight Loss Programme which we have launched in collaboration with Sky Blues in the Community. This program is designed to help individuals in our community achieve healthier, happier, and more active lifestyles and focuses on Healthy Weight, Nutrition, Exercise, Sleep/tiredness, Mental wellbeing and Smoking/Alcohol.

**Both professional and self referrals can be made via this link:**

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## Pain Café



On the 23rd January 2025 we were so excited to announce the launch of our newest group in collaboration with Pure Physiotherapy and The Makery... the Pain Café!

This group offers a safe, supportive, and understanding space for individuals living with chronic pain to connect, share experiences, and find mutual support. We meet every 3rd Tuesday of the month from 10.30am - 12.30pm at The Makery, Abbeygate Shopping Centre, Nuneaton, CV11 4EL

**Both professional and self referrals can be made via this link:**

<https://forms.office.com/Pages/ResponsePage.aspx?id=3x5DWA0->

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## Walking Football



On the 15th November 2024, we launched our Walking Football Group in collaboration with Sky Blues in the Community! Walking Football is a fantastic way to stay active and social, regardless of age or previous football experience. It's a more gentle approach to the sport, designed to keep players moving without the high-impact running of traditional football.

This group meets every Friday 11am - 12pm at the Jubilee Sports Centre, Nuneaton, CV10 7EZ.

**Both professional and self referrals can be made via this link:**

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## 👶 Buggy Talk 😊



In October 2024, we launched our Buggy Talk Group in both Bedworth and Nuneaton! Being a new parent can be both joyous and challenging, and connecting with others who understand the journey is invaluable.

Buggy Talk provides a relaxed and informal setting for parents/grandparents/caregivers to meet, share experiences, and support each other while enjoying some fresh air and gentle exercise.

Buggy Talk runs every Wednesday 9.30am - 10.30am in Miners Welfare Park (meeting at the Mayors Cafe), Bedworth and every Thursday 9.30am - 10.30am in Riversley Park (Meet at Saints Cafe), Nuneaton.

**Both professional and self referrals can be made via this link:**

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## 🪑 Seated Exercise 💪



Our Seated Exercise group launched on the 23rd October 2024! As many of you know, staying active is crucial for both physical and mental wellbeing, but traditional exercise can sometimes be challenging. Our Seated Exercise group offers a gentle and accessible way for everyone to enjoy the benefits of movement, regardless of mobility limitations.

This class is every Wednesday from 2pm - 3.30pm at Volunteer Friends, Darlaston House, 4 School Rd, Bulkington, Bedworth CV12 9JB

Due to the incredible uptake we have had, we are excited to be launching a second session on Tuesdays at 2.15pm - 3.45pm 🎉

**Both professional and self referrals can be made via this link:**

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# How we have engaged with individuals within our community...

Healthcare isn't confined to waiting rooms. Increasingly, social prescribers are venturing into the heart of communities, building bridges and fostering wellbeing in unique and culturally sensitive ways.

Two compelling examples of this are their work with the Gypsy, Roma, Traveller community and engagement within the Gurdwara where the Social Prescribers have been holding monthly support sessions. These initiatives highlight the power of personalised, community-driven support, demonstrating how social prescribing can effectively address the specific needs of diverse populations.

We are constantly seeking to engage with local communities so watch this space for other groups we are working with in 2025!



## Health Justice Partnership Programme

We are delighted to have been working with our partnership services to launch a powerful programme designed to improve the wellbeing of our community, the Health Justice Partnership Programme!

This innovative initiative brings together the expertise of our Social Prescribers, the Coventry Law Centre, and the Citizens Advice Bureau (CAB), creating a holistic support system for those facing complex challenges.

### What can the HJP support with ?

- Benefits
- Employment
- Child & Family
- Debt & Finance
- Housing
- Immigration & Asylum
- Public Law
- Social Care
- Consumer



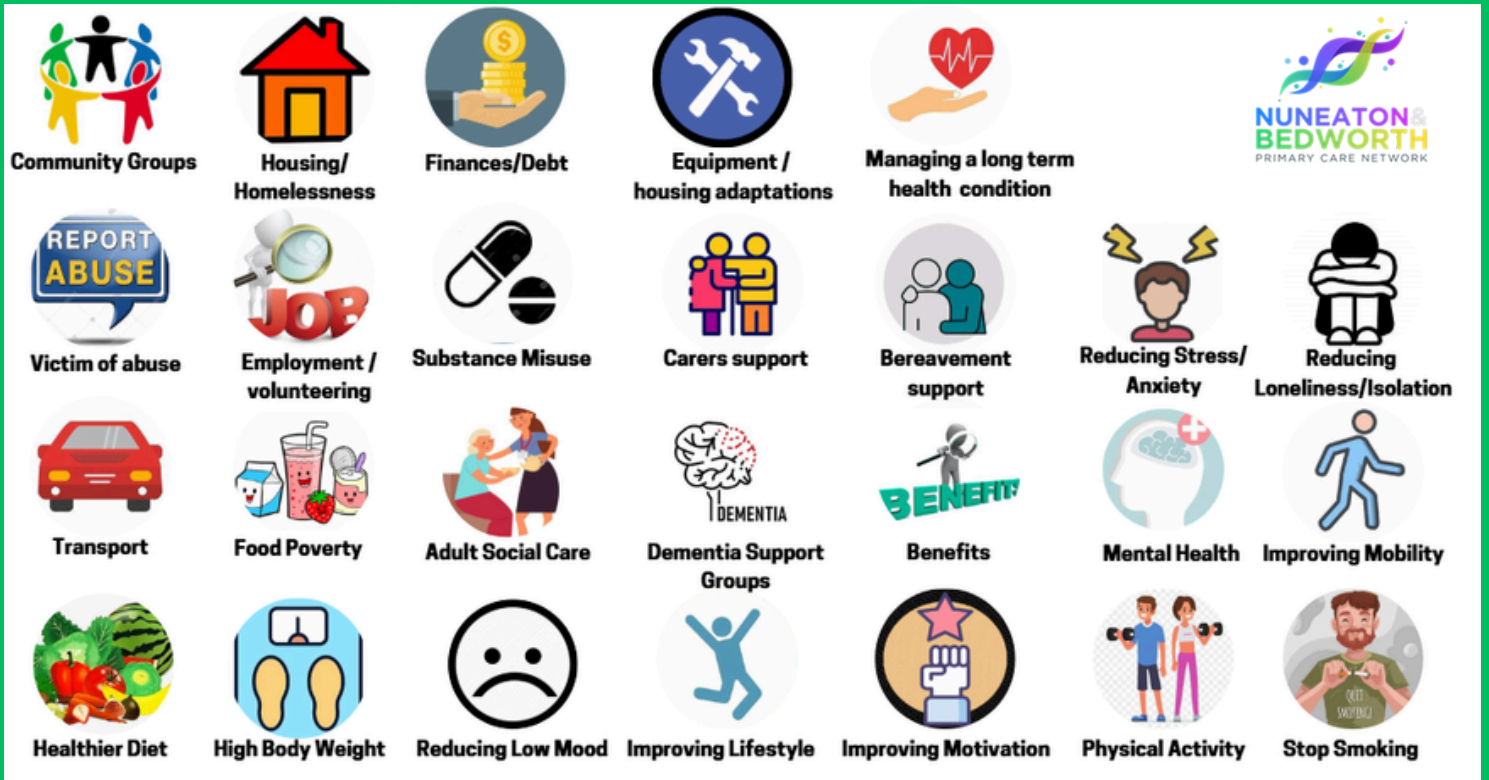
## Hill Top Active Sky Blues

In November 2024 Social prescribers from Nuneaton & Bedworth PCN partnered with Sky Blues in the Community, Think Active and The Big Local to launch a fantastic 12-week programme aimed at boosting the health and wellbeing of residents in Hill Top.





# What can our team support you with?



## Social Prescribing

Sometimes we may struggle in our day to day lives but clinical support or prescriptions are not always the answer to our problems. A Social Prescriber is someone who is there to provide a helping hand, to refer or signpost you to the correct services and provide support that will be of benefit to you in helping to improve your overall wellbeing, no matter how big or small the issues you are facing.

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 Link Workers 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.

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.

## Health & Wellbeing Coaching

People often have already received advice on how to make healthy changes in their life. They already know what changes to make but circumstances make these changes difficult to start or keep up.

That's where Health Coaching comes in. Health & Wellbeing Coaching is a service offered to help create lasting change to improve a persons well-being and over-all health.

It is a series of person centered sessions designed to help you work through goals and develop the skills needed to take control of your own health. It helps increase motivation and develop a healthier way of living life in a way that works for you.





# Social Prescribing Case Study

## Summary of Situation:

Patient A is a female octogenarian, the carer for her husband who has dementia and is now living in a care home.

The local council were demanding extra payments for Council Tax that they felt was owed and threatened court action.

The patient was experiencing low mood, poor sleep and was also feeling isolated.

## Actions / Interventions:

1. Referral to the Mental Health Crisis Team
2. Information on Wellbeing for Warwickshire support line and Recovery Academy
3. Referral to CAB for advice and support regarding council tax arrears
4. Referral to PCN Walk and Talk groups
5. Referral to Volunteer Friends groups
6. Signposting to the Silverline 24/7 support
7. Referral to PCN Mental Health Worker

## Outcome / Impact:

With my support, the patient received the help they needed.

Patient A received support from CAB which resulted in matters being resolved and the council dropped legal action.

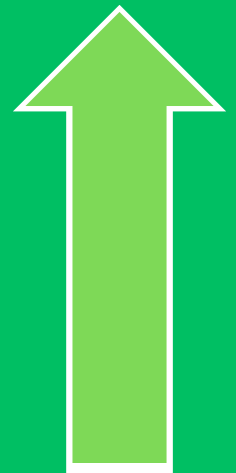
She engages with weekly walk and talk groups and she attends weekly groups at the Volunteer Friends project.

## Length of Intervention: 16 Weeks

### ONS4 Score (Improvement in Wellbeing)

Base Line  
**45%**

Follow Up  
**72%**



## Patient Feedback:

“I was feeling very low when you first contacted me however, after speaking with you I knew where to go for support and get the help I needed which was available 24/7.

It was good to know that the Social Prescriber was working on things between sessions and that I could speak to the them when I needed. I found it useful to go on the walks, hearing about other groups and what others were doing broadened my world. It took a lot to get me to go to a social group but I go each week, I have a laugh, a chat, I love it.”



# Health & Wellbeing Coaching Case Study

## Summary of Situation:

Patient B was struggling with high levels of anxiety. They were very scared to join groups but felt like they needed help in order to socialise more.

They were advised by the GP to exercise more because of their knee and joint problems.

Patient B had lots of stress at home looking after their son and the high level of anxiety that Patient B was feeling means they were forgetting things and worrying a lot.

## Actions / Interventions:

I explained about the seated exercise class in Bulkington and how it would benefit patient B both for their anxiety and also to help them socialise more. I also explained the benefits of the class in regards to her knees and also that they would have some fun whilst exercising! Patient B expressed that they were too afraid to go on their own however, wanted to attend. I offered to meet Patient B outside and introduce them to the team. Although Patient B was very nervous, they did it! I agreed to meet them outside again for the second class and on the third week they went in all by themselves! They were very proud that they built the confidence to go in on their own and now continues to attend every week. I also referred them to the care coordinator to have a memory test done.

## Outcome / Impact:

The seated exercise class has really helped Patient B's knees and their confidence has bloomed and continues to grow each session they attend which has improved their ability to be more sociable with other participants.

They would never have attended on their own and now they are a valued member of the group, even bringing biscuits in for valentines day and mince pies at Christmas.

## Length of Intervention: 9 Weeks

### ONS4 Score (Improvement in Wellbeing)

Base Line

**52%**

Follow Up

**80%**



## Patient Feedback:

"I joined the seated exercise class 4 weeks before Christmas, I was very anxious, scared even to be honest about joining however, I decided to set myself a challenge as I needed some sort of social life!

Hannah kindly met me outside the first two sessions however, on the third week i did! 😊

I am so pleased I did, the staff were friendly, made me feel welcome, Gina sat by me to help me settle in, so thoughtful! I'm gradually getting a bit more confident to talk to the other people there, who are also friendly. I love all the exercises, the staff make them so much fun and you just do the exercises to your ability, no one judging what you can or cannot do! I feel I have more movement in my joints already!

The staff are truly dedicated to make sure everyone is included and has a good time, they are lovely people.

I can honestly say it's the best thing I've done for years, I now have something to look forward to each week! (tea and biscuits are a treat too)

THANKYOU ALL SO VERY MUCH!"



# What do our patients have to say about us?

“You have taken the time to get to know me and understand my needs and restrictions along with what matters to me. You prescribed me to the Horse And People Project, I'd not heard of this before but jumped at the chance to spend time with horses as I love all animals. Being agoraphobic and suffering from anxiety I was very anxious about going but the pull to be with horses got me there and I am really enjoying it!

On my last session I was asked if I might consider volunteering at the stables in the future. I agreed and already have my volunteers form filled in ready!

I think the Social prescribing service is a really good as the professionals get to know their patients needs and interests and can match them up to a particular service.

I have to say, it takes something like animals to truly make me push my comfort zone. I've tried for years but haven't been able to overcome agoraphobia because the anxiety and panic attacks get to much.

I would have never put myself forward to volunteer without having these sessions even though I've often wanted to volunteer with dogs and cats”

“My husband really enjoys the seated exercise class, it was really upbeat, great fun and my husband even did things he usually refuses to do with me at home and being surrounded by people was really good for him. Even though he has lost his speech, I could see him mouthing the words of a song he knew and it made me realise what a massive part of music can still play in his life. I cannot talk highly enough and it has been fantastic for him, something he would not have experienced if it wasn't for you all”

“My wife says my mood is much brighter following a walking football session! It's a great project that will hopefully go from strength to strength”

“I love Walk & Talk and even though I struggle to walk, nobody judges me. I love chatting after with a coffee. I look forward to it”

“I found the service really good and I really appreciate your support. I feel like you are the only one to listen and push things for me. Thank you.”

“You've helped me in so many ways. You've connected me to different places and organisations, and you have had infinite patience with me”

"It's so nice to have someone who is interested in me and how I am doing, encouraging me to look after myself. You've made my day and now I have something to look forward to. Makes life worthwhile. "

“I am really appreciative of your support, it has made me feel really hopeful about things and getting back to feeling like myself.”





"I can't express how grateful I am to you for helping me achieve a better life, I didn't think it would be possible after being closed off from the world for so long. Your help and kindness gave me hope and encouraged me to do things I thought were not possible.

For the first time in my life, I am genuinely happy and looking forward to the future and it wouldn't have been possible without you."

"I will always support the Walk & Talk group because you have listened to everything I have ever said and created the group to support people like me who would otherwise be very lonely and isolated. I really appreciate the effort you've put into setting this up for us and I will be there every week I possibly can."

"The Pain Cafe was great! Very interesting presentation and covered lots of different subjects on pain. The group was very friendly and everyone was open to discuss about their pain and how they deal with it"

"I moved here 18mths ago, my husband passed away 2 and a half years ago and I have been really struggling with my life.

You have been a God send to me, you have kept in contact with me, offering support and suggesting services/groups to help me join in with the community and manage my grief. You are definitely a lovely person, so easy to talk to and that has helped me so much. I have eventually taken up 2 of your suggestions and I want to thank you so much because they are really helping.

I know I've still got a long way to go but with the reassurance from you, I'm hoping to eventually learn to live with my grief. You are an absolute asset to your team, so I want to thank you."

"I really enjoyed the Pain Cafe. I learnt more about my new condition, Fibromyalgia!"

"Walking Football was very welcoming with a great friendly group that doesn't take it too serious. Good exercise and really enjoying football again after 30years"

"Both the Pain Café and Talk element of the Walk & Talk have given me a purpose. I have found it helpful talking to others and realising I am not alone.

At the Pain café I feel able to talk about how I feel, It is all down to people like you!

The support has been amazing and changed my mind set which is what my daughter has always wanted for me too!"

"I am very thankful for the support that you have put in place for me. I am feeling excited to improve my quality of life, I am in a much better place than I was when you came to see me last year and it is all because of you"

"You've been very helpful; I feel the benefit of someone calling asking how I am. It makes me think about moving on. Thank you so much for your time, help and your listening ear."

"Your help is very much appreciated and thank you for still making an effort to call me even though at times I may not have been engaging as much as I could've been, it shows you really care. I have really benefited from your support and if I see someone who is in need, I will definitely recommend your services"



# What do our member practices & partnership services have to say about us?

“Not sure how much I can praise our social prescribing team. They are all so professional and have worked hard in expanding the service that they provide, we refer into the service heavily and patients and their families provide positive feedback to our clinical team. We would not know what to do without them. The fact that they have a heavy workload and extended waiting times suggests how invaluable they are to our Primary Care Team. Wish we could have more of them!”

Practice Manager, Old Mill Surgery

“I saw a patient on Tuesday that has been speaking to a member of your team and he asked me to pass on how helpful and kind she has been to him. I'd also like to second this because i have been working in the room next to her and its so refreshing to hear someone take pride in their job and really go the extra mile for their patients!”

Nurse, Queens Road Surgery



“I have worked closely with the Social Prescribing service over the last few months, particularly Karen (Social Prescribing Lead), as we set up a Pain Cafe support group in Nuneaton. Working with Karen and the team has been an overwhelmingly positive experience. The team have been incredibly supportive in getting this initiative off the ground with clear and consistent communication. They have worked with us to promote the cafe and encourage patients to attend, which has resulted in a well-attended event that has helped to provide a safe space for those in chronic pain.

Further to that, the social prescribing team have always been very helpful in referring patients to our service. They always take extra care to provide a detailed summary of the patients needs, which then helps us to proceed with our care in a way that is personalised to the patient. The team keep in contact when they have questions or patient queries, and we feel as though we can do the same.

It has been amazing working alongside the Social Prescribing team as part of this MDT, and I look forward to seeing what the future holds for this collaboration.”

Kieran, Pure Physio



“Personally, I have had a great experience with Karen Ashby and the team. It's a joy to see how big 'Walk and Talk' and 'Buggy Walk' are becoming, so many people have got involved!

It was great that Karen put us in touch with her colleague to learn about the online social prescribing resources. We are keen to continue to work together with the Social Prescribers in our area to help support those patients who are in difficulty.”

Saints Cafe, Nuneaton

Previous statistics that have been shared with us show we are the highest referrers to the Social Prescribers.

We value the support this team gives to our patients and we have received positive feedback from patients referred to them.

Practice Manager, Riversley Road

Since working with the PCN we have had a great relationship with both the Social Prescribers and Health & Wellbeing Coaches, all the staff have been very supportive, helpful, and enthusiastic. The relationship between us has been fantastic so we would like to say a big thank you and we look forward to continuing our collaboration as the PCN evolves.

Joshua, SBITC



The social prescribers are a pleasure to work with, they have been able to quickly pick up on the projects and services that we offer and have been referring clients to our services over the last two years. Nothing is too much trouble for them, they are always willing to help, and you can clearly see that they are all compassionate about the work that they do. The clients that we see once they have been referred always compliment the social prescribers and how helpful they all are.

All of the social prescribers are fantastic to work with, it's a pleasure working with them all.

Mannie CEO, Volunteer Friends

“We find the Social Prescribers a great benefit to our surgery as they offer a lot of support to our patients and this has really shown since having the role implemented in surgery. It is great knowing that we are able to refer our patients for many different things and they are available to support them and help find other services that can support them further.

It also gives the patients a chance to get to know the Social Prescriber and build a relationship with them so that the support is tailored to each individual patients non-medical needs, enabling the GP to concentrate on the clinical need. Having them in surgery means we can offer the patients more time on a clinical basis as the Social Prescriber can help with non-clinical needs, providing us with more time/appointments for the GP to concentrate on those who require clinical support.

They are huge asset to the surgery and we appreciate their support very much.”

Deputy Practice Manager, Stockingford Surgery



“Thank you for all the hard work that your team is doing. We have achieved 95% in our friends and family audit by the ICB, all thanks to the different roles with in the PCN and Primary Care”

GP, Bulkington Surgery



# Thank you for all your support!!

Lets look forward to the next year and all we can achieve together!

