

Citizens Advice Liverpool is looking for an individual or organisation to undertake an evaluation of its health programme **CA: Ways to Wellbeing Liverpool service**

The evaluation will focus on the health professional side of the service including:

How has the service impacted on health professionals' approach to social welfare issues in terms of :

- Time spent on social welfare issues?
- Improved identification by primary care staff of those at risk of poverty and social exclusion?
- Increased confidence in primary care staff in identifying and supporting patients with economic and social needs?
- How do health professionals experience the integration of the service into health care settings in terms of:
 - Accessibility
 - Joint/multidisciplinary working
 - Outcomes for patients

The outcome/findings will direct the programme management team and steering group in future planning.

Background Introduction

In 2016 Liverpool Clinical Commissioning Group (LCCG) commissioned a city-wide primary care mental health anti-poverty service to provide practical advice and support interventions through primary and mental health care. In practice, this looks like a Liverpool-wide benefits and debt management service. The Advice on Prescription Programme is embedded in primary care, and operates as part of a range of mental health supports available in the community. In November 2018 a new Link Worker service was added to the existing APP model to expand its reach and impact. The new service provides supported access to a range of services that encourage, physical activity or creativity, reduce social isolation, and provide a clear pathway to personal economic resilience and development

Citizens Advice: Ways to Wellbeing Liverpool (CA: WWBL) is made up of two linked but distinct parts:

1. The Advice on Prescription Programme (APP) which provides practical (anti- poverty) support to vulnerable patients, e.g. benefits, debt, housing etc.
2. The Wellbeing **Link Worker** Service which is the pathway to health enhancing activities and community services (and includes, developing pathways to work through confidence building, training, volunteering and employment opportunities. The service also supports individuals and groups that build community capacity and resilience.

Objectives of APP

- The service will aim to increase community resilience by supporting individuals vulnerable to mental ill-health in developing practical solutions in the face of hardship and deprivation
- Improvement in mental health and well-being of clients
- Improved identification by primary care staff of those at risk of poverty and social exclusion
- Reduced financial hardship and crisis
- Increased problem solving/money management skills to reduce risk of future crisis
- Reduced amount of GP consultancy time spend on welfare issues
- More appropriate use of clinical/psychological support
- Reduced reliance on health care services
- Increased confidence in primary care staff in identifying and supporting patients with economic and social needs

Objectives of Link worker Service

- Provide a health and wellbeing offer which is fully integrated into primary care, psychological therapies and practical and social support systems
- Improve well-being, quality of life, social inclusion, community connectedness
- Promote economic wellbeing and economic resilience
- Support redistribution of demand for primary care, acute and social care services for better preventative health outcomes
- Reduce duplication and fragmentation across social prescribing and well-being services in Liverpool
- Contribute to the outcomes and evidence-base for social prescribing
- Promote self-care
- Promote the five ways to wellbeing

Evaluation Purpose

The evaluation will focus on the health professional side of the service including:

- Do GPs and health professionals think that they spend less time on social welfare issues?
- Is there improved identification by primary care staff of those at risk of poverty and social exclusion?
- Is there increased confidence in primary care staff in identifying and supporting patients with economic and social needs?

How the evaluation will be used

- Evaluation will be used” to develop and improve service design and delivery i.e. – “what works well” and “what needs improving”?

Other issues affecting the evaluation

Methodology

Mixed methodology – questionnaires, F2F, focus group

Who are the key stakeholders the consultant should speak to?

- Advisors
- Health practitioners – GPs teams nurses receptionists
- LCCG
- PCNs

Internal responsibilities and liaison

- CA: WWBL Programme Manager will be responsible body for liaison with consultant – they will also be responsible for feeding into the steering group
- CAL will liaise with consultant and co-ordinate any data collection or administration of the research that is with the exception of the report production itself. Contact person will be
- Health Programme Lead: Debbie Nolan

Practicalities

- Consultant to provide a CV or statement (no more than 4 sides of A4) and send/email your CV/Statement to email address below by: Wednesday 18th March (12 noon) successful applicant will be informed by CAL Health Lead (two weeks later)

Timing of the work

- The work is to undertaken between April and July 2020 with first draft available by 15th June 2020

Budget £12,500 – 15,000 to be agreed with action plan details. Citizens Advice is not VAT registered

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