



Enhanced Care Navigation for Social Prescribers and Link Workers The **SocialPrescriberPlus™** Program

What is Social Prescribing?

The last few years has seen an explosive growth in the number, variety and job titles of 'Navigator' and 'Social Prescriber' roles throughout the Health and Social Care sectors. As the two sectors increasingly work together to deliver joined up care for the community, the role of Navigator or Prescriber has become ever more important. The role acts as a bridge, linking vulnerable patients and clients with a multitude of services that will allow them to lead a healthier and more independent life.

Navigators, Prescribers and Link Workers work on a case management basis with patients and clients, addressing the holistic whole of their needs and helping them to move from a state of dependence to one of independence.

Who should attend the **SocialPrescriberPlus™** Program?

The course is suitable for newly appointed or currently in-role Social Prescribers, Care Navigators and Link workers who wish to take a more professional approach to their role -increasing the likelihood that their interventions will have the desired impact and benefit for their patients and clients.

Ideally suited to GP Practices introducing Social Prescribing to the Practice for the first time, or for new or recently appointed community-based Social Prescribers, the Program equips Prescribers with the professional knowledge, expertise and confidence to hit the ground running and to make a positive impact right from the start.

It is estimated
that around

20%

of patients consult
their GP for what
are primarily social
problems.

The **SocialPrescriberPlus™** Program

The syllabus of the **SocialPrescriberPlus™** Program is applicable to all Prescribers, Navigators and Link workers, whether they are Practice based or operating in the Social sector or wider community. The Program provides new and existing practitioners with all the skills, techniques and knowledge needed to work effectively with vulnerable patients or clients, helping them to navigate the wider health and social care system and move from dependence to independence.

Regardless of the sector or nature of the role, Social Prescribers and Care Navigators working at an enhanced level all require a similar set of skills and competencies. They will normally have been carefully selected or recruited for their combination of health care experience, soft people skills and a real desire to help their patients to live a healthier life. The **SocialPrescriberPlus™** Course builds on these innate person qualities and provides the skills, techniques and competencies required to engage on a more effective and holistic level with their patients/clients.

Using a patient-centred approach and a structured meeting and conversation model, Prescribers establish a trusting and beneficial relationship with their patients/clients. The support that the Prescriber can provide, once this relationship is established, leads to more positive health outcomes and reduces the patient's dependency on primary care services and long-term care needs.

Social Prescribing Delivers Results:

An average

28%

reduction in demand
for GP services
following referral.

An average

24%

fall in A&E attendance
following referral.

*University of Westminster,
June 2017*

Features of the SocialPrescriberPlus™ Program

- **Face to Face training** at your place of work or choice of local venue
- **Three half day modules** with Active Learning session and facilitated, ongoing professional networking
- **Customised training**, specific to the nature, working environment, needs and circumstances of the Social Prescriber, Care Navigator or Link Worker
- **24/7 telephone support** for each individual Prescriber for 12 months following the training.



The **SocialPrescriberPlus™** Program

The **SocialPrescriberPlus™** Program comprises 3 half day modules, two of which normally take place on the same day and the third which takes place several weeks after the delegates take up their new role.

Module 1

The role of the Social Prescriber/Navigator in the Practice or Community (Half Day)

This module introduces the concept of Enhanced Care Navigation and helps delegates to understand their role in relation to their patients, the rest of the Practice, the community and the wider health and social service. The module focuses particularly on the soft skills needed by the Social Prescriber to represent the views and needs of their patients to their Practice colleagues and to other service providers in the wider health system. It includes negotiation and advocacy skills, history taking, record keeping, networking and presentation skills to enable them to advocate for their patients to other health professionals and MDTs.

Module 2

Case Management Skills with the Patient/Client (Half Day)

This module looks at the approaches and techniques central to engaging effectively with the patient. It introduces, explains and provides practice in the skills and techniques by which the Prescriber can encourage the patient to take a more pro-active approach to managing their condition. Using anonymised video case studies, audio clips and practical exercises the module covers the key competencies of active listening, health coaching and motivational interviewing. It also includes discussion and practise in conversation and meeting models designed to put the patient at ease and to open up to the Prescriber.

Module 3

Active Learning Session (Half Day)

Module 3 takes place several weeks after the delegates have started their new role and is hosted by one of the delegates in their own Practice or place of work. In a facilitated learning environment, delegates are invited to present anonymised but real life situations and case studies they have encountered since being trained, that have presented a challenge in their new role.

The assembled delegates discuss the challenge and, through a structured and facilitated process, provide feedback and suggestions to help the delegate with the challenge. It is an immensely powerful process and is designed to help delegates with their own challenges, as well as to provide a professional networking forum that will provide regular opportunities for the delegates to meet and discuss current topics and issues.

The Key Attributes and Competencies of the Social Prescriber

Person Attributes

Successful Social Prescribers are often described as excellent advocates for their patients/clients, able to negotiate effectively with both clients and providers to achieve the best outcomes. They are seen as competent, compassionate, empathetic, persistent, resilient, diplomatic and organised, with excellent communication skills and the temperament to work effectively without close supervision.

Active Listening

'Active Listening', as its name suggests, requires the Prescriber to fully concentrate on what is being said rather than just passively 'hearing' the message of the speaker. Most people don't listen with the intent to understand, they listen with the intent to reply. Active Listening focuses on the understanding and is a skill that allows the Social Prescriber to engage on a more intimate level with the patient or client and make sense of what they are saying.

Motivational Interviewing

Motivational interviewing is a style of patient-centred counselling that enables the Prescriber to facilitate change in their client/patient's health-related behaviours. It attempts to move an individual away from a state of ambivalence or indecision and towards the motivation needed to make positive decisions that will improve their health and wellbeing.

Health Coaching

Health Coaching by the Prescriber helps patients/clients to gain the knowledge, skills, tools and confidence to become active participants in their own care, so that they can achieve their self-identified health goals. Health Coaching is a client-centred partnership that occurs through a process of client enlightenment and empowerment, facilitated and encouraged by the Health Coach.

Assessment, Feedback, Evaluation and Long Term Support

DNA Insight provides extensive assessment, feedback, evaluation and support for 12 months following the conclusion of training. This includes:

- **Assessment** – The SocialPrescriberPlus Program is aligned with Health Education England's Competency Framework for Care Navigators at the 'Enhanced' level, designed specifically for Care Navigators, Social Prescribers and Link workers. Delegates are assessed during the Workshop on their understanding of the skills and techniques and their ability to put them into practice. Successful delegates receive a Certificate of Training that provides evidence for CPD.
- **Feedback** – Delegates are encouraged to complete a feedback form after each module. This allows us to conduct quality assurance and to continually review and improve the program. Where delegates are part of a wider organisation that has arranged for their attendance, feedback forms can also be provided to the commissioner if required.
- **Evaluation** – Delegates are encouraged and given guidance in recording the detailed performance and outcome of their prescribing activity. Where delegates are able to provide this detailed data, we will analyse and create a detailed report for the Prescriber that can then be used as evidence of success to their management chain or to commissioners.
- **Long Term Support** – Delegates have access to 24/7 telephone support from their trainer for 12 months following the training. There is also a dedicated Closed Facebook Group for Social Prescribers to promote professional networking and Best Practice.

Confidentiality

The overarching importance of patient/client confidentiality is taught and practised throughout all aspects of the Program. All examples and case studies presented during the training are either fictitious, played by actors or are fully anonymised. During the Active Learning module where delegates discuss real life challenges, case histories are fully anonymised and cleared with the facilitator before presentation.



DNA Insight provides advice and training to GP Practices in Active Signposting, Correspondence Management and Workflow Optimisation, and Social Prescribing/Care Navigation, three of NHS England's Ten High Impact Actions, designed to transform General Practice as part of the GP Forward View strategy.

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