

Healthy Futures



A social prescribing service delivered by Gateway Family Services in partnership with SDS MyHealthcare (GP Federation). Evaluation carried out by Mott Macdonald, 2017.



Aim

To support people with a broad range of social needs, building their resilience and improving their quality of life



To reduce unnecessary time spent with Primary Care



Method

GPs refer anyone who needs non-clinical help to Gateway. Gateway allocates a skilled Navigator who works with the patient to give one-to-one, tailored support.

The Navigator, who has excellent knowledge of the local area and knows what activities and services are available, co-ordinates the support. They also work alongside other services and organisations so that all of the patient's needs can be met - whether these needs are lower-level, or more complex.

Key Findings

Cost savings to the NHS:



"The use of non-clinical staff members instead of GPs is cheaper by around one third" (Mott Macdonald, 2017)

"GPs are happy because the service is reducing the burden of social needs patients on primary care" (Mott Macdonald, 2017)

"Feedback (from patients) indicates that self-resilience levels have increased due to the scheme. Anecdotally, there is evidence of behaviour change and it has helped some patients to understand that the GP is not always the most appropriate source of support" (Mott Macdonald, 2017)

"I think this service is great, especially for the community I am working within. Many of the patients have financial / housing issues, one had gambling issues, and it has been great to re-direct them to you to help."

Dr J Agarwal, GP, Greet Medical Practice

"You spent lots of time looking with me at my finances and helping me with the forms for the bank. I couldn't do them. You also spoke to the lady on the phone at Severn Trent. I struggle to hear and I forget what people tell me so it's nice to have some help."

Benjamin, Healthy Futures participant

Cost savings to Social Care:



"Had (Gateway Family Services) not intervened, patients would likely have been referred on to social services at a much greater additional cost, representing a saving of approximately £10 per hour" (Mott Macdonald, 2017)

Conclusions

- Experience gained from delivering other outreach services to people with complex needs meant Gateway had an existing understanding of what was needed and were able to employ, or redeploy, the **right kind of staff**
- Due to an established relationship with Gateway, **GPs had confidence** in the approach and referred more readily
- Some patients were **more willing to engage** due to their GP's recommendation
- The Navigators provided a flexible, understanding and open minded service, providing "**whole person**" support
- Healthy Futures did not fall into the trap of "doing what's best" for patients; generally **the patients led the support**. Gateway believes that asking someone what their priorities are, believing them, and working with them to build self-confidence and resilience creates a programme of support that is more successful and sustainable

Return on investment:

