

# Cambridge Local Health Partnership

3 July 2014

## Draft Proposal for a Workshop

### 1. Introduction

The Cambridge Local Health Partnership (CLHP) received a presentation outlining an innovative approach to offering advice. It involved local GPs referring people who presented with debt and other related problems, impacting on their physical and mental health, to outreach sessions based in their practices. The CLHP asked officers to look at this approach and examine its feasibility in Cambridge.

### 2. Purpose of Workshop

An afternoon session to explore how local advice and information services can contribute to improvements in well-being, using the Sefton CAB approach outlined in the attached case study, as a starting point.

### 3. Approach and Structure

#### When and Where

Wednesday 30 July, between 2 pm and 4.30 pm in Committee Room 1 in the Guildhall.

#### Who should be involved

This Workshop will benefit representatives from local organisations that offer advice and information services that contribute to the wellbeing of local people. It will provide an overview of the sector and look at an approach that could assist in getting advice to those people most in need of it, earlier.

#### What will the Workshop cover?

- What is out there?  
*Mapping advice and information services that contribute to wellbeing in Cambridge, particularly those where there is presently*

*the highest demand (Benefits, Debt, Housing, Employment, Relationships/family).*

- What is the present approach for referrals to advice and information services by health and social care workers, is there a problem? *A short discussion.*
- How do we improve on this approach, if it is problematic, and is a new approach like the Sefton Outreach Service an appropriate solution for Cambridge? *Looking at the Sefton Case Study and discussing it, drawing on other examples of referral services.*
- What should the next steps be? *A short discussion.*

#### **4. Conclusions**

Members are asked to give their views on the proposed Workshop, its approach and structure, and nominate representatives to attend, if possible.

# The Sefton Case Study

## Background

The Citizens Advice Bureau in Sefton offers outreach sessions in GP surgeries.

People are referred who have a variety of health problems relating to both physical and mental health. The main issues that are discussed are benefits and debt. Nine practices participate in the CAB Health Outreach service with Sefton and a total of 250 patients were referred to CAB staff during the period April to September 2009.

Within these nine practices there are 42 GPs, ranging from single handed to 13 GPs per practice (27.5 FTEs).

The practice list sizes range from 1,728 to 16,558, average 6,269, covering a total of 56,419 patients. There are slight variations in the service between practices, relating to self-referral, access to medical records and the duration and number of appointments available.

## Evaluation

An evaluation of the impact on GP surgeries of the Citizen's Advice Bureau Health Outreach Service was carried out in 2010 by NHS Sefton. The following shows some of the main findings from the evaluation.

Practice managers, GPs and CAB staff all agreed that the service was beneficial to patients, and none felt that the service had any adverse impact on any other services provided by the practices. The CAB service provides advice on problems outside of the GP's expertise and there was a belief that it may reduce GP workload. The service was considered to be open and accessible and reached a different client

group from those using the regular CAB drop-in service, including many with mental health problems.

Some interviewees from all groups felt that there was a need for more service availability and that greater publicity may be useful to encourage more self-referral. Both GPs and CAB staff felt more training was required on what the CABHO service could offer to potential clients and who to refer, although most practice managers felt that sufficient information was available. Data was gathered from 148 patients from six practices on use of health services six months before and six months after first appointment with the CAB service. These showed statistically significant reductions in the number of GP appointments and prescriptions for hypnotics/anxiolytics, non-significant reductions in nurse appointments and prescriptions for antidepressants, but no change in appointments or referrals for mental health problems.

## **Conclusions**

The evaluation came to the conclusion that CABHO service demonstrates actual and perceived benefits to the NHS in terms of staff time and prescribing costs. The evaluation said that expansion of the service and further training of practice staff in referring to the service should be considered.