

East Barnwell GP Surgery Cambridge and District CAB Project Report
22nd October 2015

Since the outreach started at East Barnwell GP Surgery, we have delivered face to face advice to approximately 50 clients and we have 6 more clients scheduled for appointments with us following our sessions at the Flu Clinics.

For the 50 clients seen so far we have helped clients to claim approx. **£66,500** between them on benefit entitlement. For every £1 gained for clients it is said to generate an economic value of approx. £10.45 for the local community. This shows an economic value **of £694,925**.

On average we are seeing 3 to 4 clients per week but we are happy to offer more appointments to meet demand.

The top areas for advice have continued to be Debt, Benefits and Housing. Clients presenting problems in these areas normally have additional problems in two or three of the additional areas. .

Out of the 50 clients 14 (28%) have disclosed they are suffering from mental health issues.

11 clients have seen us about debt problems specifically, however many clients have visited us about other issues may also have an underlying debt problem relating to the presenting issues .

We have spoken to clients about reviewing their gas and electric bills as part of the Energy Best Deal initiative. We've helped clients, on average to **save £340 each!** This has been additional money gained for the clients **of £640** with two more clients wanting appointments for Energy Best Deal checks. This is a service we are hoping to offer the surgery during Energy Best deal week.

We are now also working with the Stop Smoking Group in the Surgery and Debbie has helped arrange for us to visit a local Church coffee group and offer CAB services.

According to the Citizens Advice Value of Advice* data, Cambridge CAB's advice service has a public value of £7,768,847. For every £ invested in Cambridge CAB we generate £10.45 fiscal and public value.

In terms of how we can put a value on our relationship with GP surgeries, it has been calculated that through providing advice services we can help cut down on demand for GP appointments. This generates a fiscal benefit of £39 per client for clients with Physical Health problems and for clients with Metal Health issues, a fiscal benefit of £830.00 per client.

GP consultations	Reducing the demand for GP services (physical health)	All clients, 2014/15	£	39.00
Mental Health	Reduced cost of health interventions	All clients in 2014/15	£	830.00

* Our financial model uses a tool produced by New Economy alongside Citizens Advice management information and impact research. The Treasury has approved the model.

If we use the Citizens Advice Value of Advice approved by the treasury then we can calculate to date that the approx. saving to the GP surgery would be:

For the 36 clients disclosed with physical health or have not disclosed their health issues we have recorded them at a saving of £39 per client equals saving of **£1,404**. This client group could also include clients suffering from depression or other mental health issues that have not been confirmed during the CAB interview.

14 clients disclosed with mental health/debt/health issues at a saving of £830 per client equals saving of **£11,620**

Total saving to GP surgery today approx. £13,024.00

Clients gains in financial outcomes approx. £66,180.000

Economic benefit for the community £694,925.00

Alongside the saving in economic value to both the Doctors surgery and Community we have helped to reduce stress for clients and aim to reduce number of visits for clients to see their GP.

We continue to have a good working relationship with the Doctors surgery and appreciate their support.

Sally Salisbury
Deputy CEO
Cambridge CAB

A prescription for free advice

Meet our in-house Citizens Advice Advisor and get help with:

- Budgeting
- Benefit Issues
- Dealing with Debt
- Other issues such as employment & housing

Name: _____

Advice about: _____

Referred by: _____

Date: _____

Book your appointment via email:

moneyadviceteam@cambridgecab.org.uk

Would you prefer to call? 07876 865991 or speak to a member of the GP reception team.

