

# Darlington PCN Living Well Service

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## Darlington PCN

- Clinical Director - Dr Amanda Riley
- Covers all 11 GP Practices in Darlington
- Approx., 110,920 patients
- Working very closely with GP Federation - Primary Healthcare Darlington (PHD)
- Coterminous with DBC
- Building on good stakeholder relationships

# Population Health

- Clinicians tend to focus on the patient in front of them
- Practices focus on their registered lists and contractual obligations (Quality and Outcomes Framework, etc.,)
- PCN provides an opportunity to approach healthcare from a population/locality level, working with partners to meet identified needs

# Health Inequalities

- We know that certain groups in our locality experience poorer health outcomes for multiple reasons
  - Deprivation and wider determinants of health
  - Difficulty accessing health care
  - Cultural and language barriers
  - Mental health problems
- We need to understand which specific groups face the poorest outcomes in Darlington in order to target services
- PCNs cannot do this alone- needs to be a system approach

## Data and evaluation

- Use data and local knowledge to identify focus of work
- Monitoring and continuous evaluation will be key
- Multiple data sources (e.g., LA, PCN and Trust) will provide more accurate view of what is happening
- Use of PCN data dashboards, e.g., Foundry
- Data needs to be interrogated by the right people to ensure we are asking the right questions
- Data alone won't tell the whole story

# The PCN Plan

- Over £300k PCN investment in service delivery and development, including:
  - Living Well Operations Manager
  - Practice Placement Facilitator for TNAs
  - Premises, desks, chairs, headphones, computers, laptops, mobile phones, training, etc.,
- The PCN has subcontracted the delivery of the Living Well Service to PHD
- Over £1million worth of Additional Roles Reimbursement Scheme (ARRS) staff annually:
  - Health Coaches
  - Social Prescribing Link Workers
  - Trainee Nursing Associates (TNAs)

## The PCN Plan

- Bigger focus on data and evaluation
- More cross organisational working
- Community focus and investment
- Identify 'Anchor Organisations' in Darlington and develop close working relationships
- PREMISES – how to do we support the new recruits?
  - hybrid working and hotdesking to ensure new recruits have access to IT facilities, networking, peer support and high-quality supervision

10 public  
health  
priorities  
identified by  
Tees Valley  
CCG

1. Frequent attenders to Primary Care
2. A&E & Non-Elective demand
3. Alcohol
4. Healthy Weight (including physical activity)
5. Drug / substance misuse
6. Mental health
7. Poverty and wider determinants of health
8. Unknown to services / access health systems as emergency / late stage
9. Best start in life (0-2)
10. Older people / Loneliness (linked to falls / A&E admissions)



## Suggested focus for Darlington

- Area 1 - Not known to Primary Care
- Area 2 - Frequent fliers
- Area 3 – Older people / Loneliness

## Progress so far...

- In development: a PCN Virtual Link Worker Service
- Co-location of a social prescriber at AGE UK
- Provisional agreement that the PCN will part-fund Age UK to develop and provide a befriending service for Darlington residents aged 50+
- Motivational interviewing/coaching education for existing PCN staff and ARRS workers
- Adverts out for:
  - Trainee Nursing Associates (TNAs)
  - Practice Placement Facilitator for TNAs
- Recruited:
  - Operational Manager
  - Social prescribers (9 = 6.2 WTE)

## Progress so far...

- Agreement to create a social prescribing drop-in service at the Dementia Café in Cockerton
- Agreement to create bookable social prescribing sessions and drop-ins at AGE UK
- Working with the Enhanced Care in Care Homes service to offer a bespoke social prescribing service to residents discharged from respite care
- Social prescribing drop-in sessions planned at Food Banks across the town
- Looking to work with St Teresa's Hospice to create bookable sessions and/or drop-in sessions with social prescriber and/or health coaches
- Bespoke referral pathways for GP Practices, Adult Social Care, MSK, CDDFT, cancer services, self-referrals and more
- THIS IS JUST THE BEGINNING!