

Oxfordshire Mind Wellbeing Workers can offer up to six one-to-one sessions with patients who may be experiencing mental health issues or other social or lifestyle issues that are impacting on their wellbeing. The number of sessions offered will be based on the needs of the patient so it is best not to suggest to patients that they will receive 6 sessions. Wellbeing workers will work in a non-clinical person-centred way to encourage and enable patients to link in with existing support services, use the support available in their local community and develop tools to increase their ability to manage their own wellbeing.

Referral Criteria:

- Presenting with mild to moderate mental health concerns?
- Would otherwise require a GP follow-up appointment for mild depression or anxiety?
- Has multiple health problems and/or complex needs with important psychological factors and frequently attends primary care and other medical services due to mental health, social and/or wellbeing needs?
- Has potential to benefit from brief psychological intervention and signposting, even if they have found it hard to engage with other mental health services?
- Has a long term condition (LTC) and may have mental health issues but will not engage with IAPT LTC?
- Experiencing loneliness/isolation?
- Experiencing drug/alcohol issues?
- GP/referrer thinks there is a significant mental health issue at some level which would benefit from a link worker with a more mental health background?

If YES to any of the above 'Referral Criteria', referral to Mind Wellbeing Worker is welcomed with the caveat of the *exclusion criteria* below.

Exclusion Criteria:

- *Patients who require counselling/long term 1-to-1 support. This service is structured and goal-focussed and aims to help people link with existing services and to increase people's ability to manage their own wellbeing.*
- *If patient only wants support with physical pain and is not open to support with their mental health/wellbeing then this would not be an appropriate referral.*
- *Please do not refer patients simply for advice on medication/diagnoses as we are a non-clinical service and cannot provide this.*
- *We are unable to find accommodation for patients – we can only signpost to housing support.*
- *If patient is in a mental health crisis then another Oxfordshire Mind service, the 'Oxford Safe Haven', may be better suited to their needs than the Primary Care Wellbeing Project. Oxford Safe Haven is an out-of-hours service. Please ask Wellbeing Worker for further details. However, when a patient is no longer in crisis and is ready to engage with a Wellbeing Worker at the practice then a referral can be made.*