

Primary Care Wellbeing Project July 2019: Summary

The project continues to produce very positive results. Across the **31 GP practices** in the City and South West localities, the project has engaged with **nearly 1,400 people** since its inception (mid-October 2018).

279 people have already completed the intervention and the outcomes have been excellent – **67.7%** of these have seen a **significant increase in wellbeing** based on the Short Warwickshire-Edinburgh Mental Wellbeing Scale (SWEMWBS). This is **over 17% higher** than our target of 50%.

Furthermore, one of the key aims of the project is to **reduce demand on NHS services**. **77%** of GPs who responded to our primary care staff survey in April/May believed that *'The Oxfordshire Mind service is **reducing the need for multiple GP appointments for patients with wellbeing / mental health issues**'*. An updated survey will be completed in autumn 2019.

Using data collected up until the end of July, the average outcome for someone who enters and completes the service **is a significant increase in wellbeing (based on their SWEMWBS score) having had only 2 or 3 sessions**. This emphasizes the effective and efficient service Oxfordshire Mind provide.

'You heard me when no-one else did. Priceless'

'I feel a lot better having spoken to you...The resources provided by the Wellbeing Worker will also be helpful in the future.'

 = service user feedback

'This is amazing, it should be available everywhere in the UK'

Project to date:

	City	South West	Whole Project
Number of referrals	960	768	1728
Number of patients attended first appointment	710	687	1397
Percentage of attendance at first appointment	73.96%	89.5%	80.8%

Primary Care Wellbeing Project Report REPORT ON 1 JULY 2019 – 31 JULY 2019

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Project Development

Integration of Elmore Community Services

To date 28 service users have been referred for the Elmore Community Services brief intervention as part of the primary Care Wellbeing Project. We have been receiving outcomes data from Elmore and this will be presented in the August report along with a case study of a client's experience of engaging with a Primary Care Wellbeing Worker and an Elmore Worker to show how the different services are linking together.

'My time with Elmore has been life changing. I'm so much more confident and I get out of bed now. Everybody needs a Rachel [Elmore Worker] and everybody needs a Chloe [Mind Wellbeing Worker]'

- Service user feedback

Year 1 Project Report

Following discussions with Juliet Long and David Chapman at a recent contract monitoring meeting, a Year 1 report will be produced in the coming months which will review the project to date and will support the case for continued funding past March 2020.

Areas for Development

Access to EMIS 'Clinical Services' will be a welcome addition for improved safeguarding, communication and patient experience.

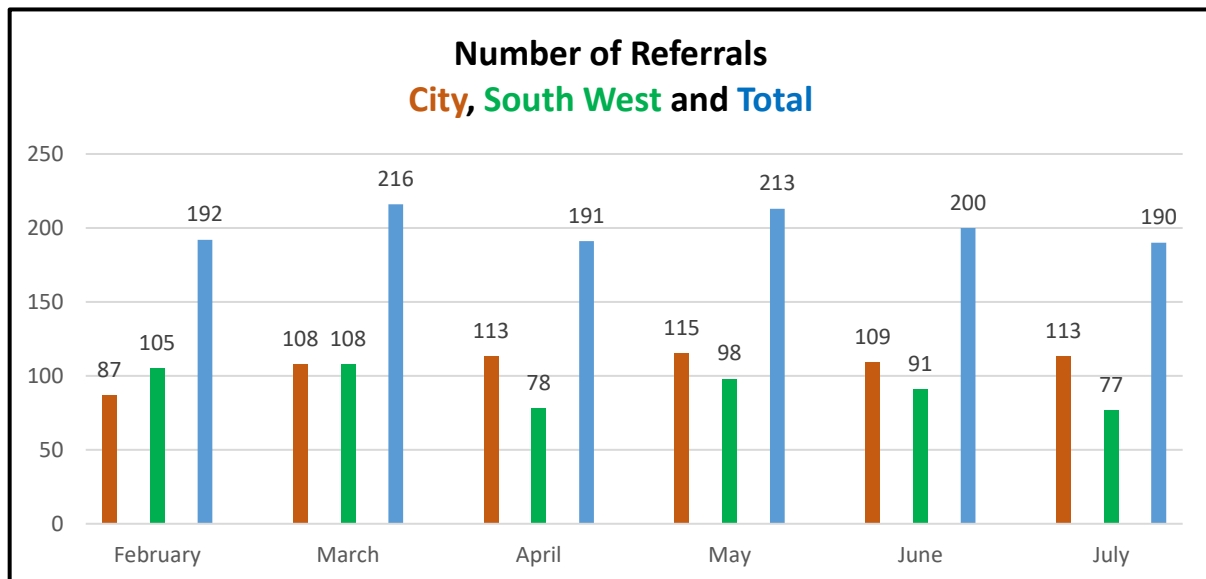
Recruitment

A new worker is now in post in South West Oxfordshire, following a member of staff leaving in June 2019. One of the Oxford City based workers is due to leave their post at the end of August 2019, with recruitment and plans to minimise the impact of this employment gap in progress.

Referrals and Appointments

July 2019:

	City	South West	Whole Project
Number of referrals	113	77	190
Number of patients attended first appointment	78	63	141
Percentage for attendance at first appointment	69%	81.8%	74.2%



Project to date:

	City	South West	Whole Project
Number of referrals	960	768	1728
Number of patients attended first appointment	710	687	1397
Percentage for attendance at first appointment	73.96%	89.5%	80.8%

In comparing attendance rates for this project with attendance rates for Options sessions delivered from the Oxfordshire Mind Wellbeing Locality teams (July data), attendance rates for this project were lower in the South West / South and Vale and in the City. Please see below for comparisons from **July** data.

Location	Options sessions in OxMind Hubs	Location	Primary Care Project Initial sessions
City	87.5%	City	69%
South and Vale	84.78%	South West	81.8%

The attendance rates for the Hubs were much higher this month (87.5% and 84.78%) compared to last month (64.29% and 60.66%) as well as the month previous (73.02% and 68.42%). This suggests that this month's data regarding the Hubs may be an anomaly.

We will continue to use this comparison each month to contextualise the attendance rate for this project in comparison with other parts of our Oxfordshire Mind Wellbeing Service. This will give some indication as to the relative success of attendance for the project and/or will prompt a review of our processes if attendance rates are consistently lower than comparative sessions delivered at Wellbeing Locality hubs.

Efforts will be made to increase this project's attendance rate. For example, Oxfordshire Mind will have a new database system from September which might include the capability to send text reminders to patients so this could be helpful for reducing the rate of non-attendance.

Demographic Information:

(% based on number of clients who have attended initial appointment from mid-Oct 2018 to end of July 2019: 1,397 patients)

Specific age brackets	Number (with percentage)
16-24	215 (15.4%)
65+	141 (10.1%)

Gender	Number (with percentage)
Female	902 (64.6%)
Male	451 (32.3%)
Transgender	2 (0.1%)
Other	2 (0.1%)
Prefer not to answer	7 (0.5%)
No answer	33 (2.4%)

Presenting needs

This information is gathered from the initial appointment with a patient ('main support issue or need'). Some patients will present with more than one issue, hence the total patient numbers in the table exceeding the total number of people who have used the service. Different categories have been used for reporting purposes and this data is regarding patients who have actually entered the service rather than all referrals (i.e. does not include data on presenting needs from patients who do not attend).

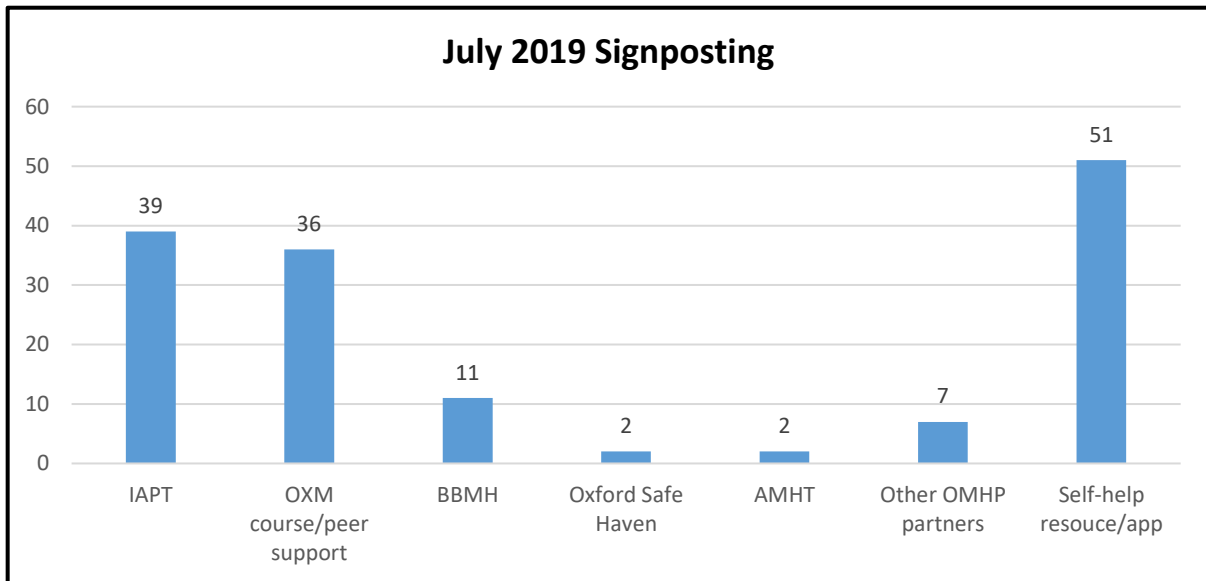
Main support need or issue	Total number of patients in July 2019 (141)	Percentage of patients who attended in July 2019	Oxford City patients (Total 78)	South West patients (Total 63)
Low mood to moderate depression	66	46.8%	34 (43.6%)	32 (50.8%)
Mild to moderate anxiety	58	41.1%	31 (39.7%)	27 (42.9%)
Stress	39	27.7%	20 (25.6%)	19 (30.2%)
Severe/enduring mental health condition**	8	5.7%	3 (3.8%)	5 (7.9%)
Personality Disorder	2	1.4%	0	2 (3.2%)
Anger	9	6.4%	6 (7.7%)	3 (4.8%)
Alcohol/drugs	5	3.5%	3 (3.8%)	2 (3.2%)
Abuse	5	3.5%	2 (2.6%)	3 (4.8%)
Loneliness/isolation	6	4.3%	2 (2.6%)	4 (6.3%)
Bereavement	10	7.1%	5 (6.4%)	5 (7.9%)
Self-esteem	2	1.4%	0	2 (3.2%)

** Includes psychosis, PTSD, bi-polar.

Signposting

Patients are often signposted to more than one service/resource so the number of signposts won't necessarily equal the number of patients who attended in July (141).

Of the 141 patients who attended an initial appointment in June 2019, **39** (27.7%) were signposted or referred to IAPT. **36** (25.5%) were signposted to Oxfordshire Mind courses and peer support groups. **11** (7.8%) were signposted to BBMH and **2** (1.4%) were signposted to the Oxford Safe Haven. **51** (36.2%) people were signposted towards self-help resources.



Other services signposted to include Step Change, Cruse Bereavement Care, OSARCC, Recovery College, Donnington Doorstep, Relate, Oxfordshire Domestic Abuse Service, No Panic, CALM, Mind Legal Line, Abingdon Bridge.

Outcomes

SWEMWBS

The Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS) is completed with all patients at their initial Information and Options session with an Oxfordshire Mind Worker. A second scale is completed at their final session. The project specification states that the target is 50% of patients or more to show a significant increase in wellbeing based on their SWEMWBS score (increase of 3 or more points).

In July 2019, 39 patients finished the intervention and completed a second comparative SWEMWBS. Of these 39 patients, 22 (**56.4%**) showed a significant increase in wellbeing based on their SWEMWBS score (increase of 3 or more points).

Since the start of the project in October 2018, 279 patients have completed the final contact questions. 189 of 279 patients (**67.7%**) have shown a significant increase in wellbeing based on their SWEMWBS score (increase of 3 or more points). The average change in SWEMWBS across all of the 279 patients is **+5.52**. A further 205 patients have been discharged without completing final contact questions as they were unable to be contacted or they did not wish to complete them.

Number of sessions (completed patients)

Number of sessions with a Wellbeing Worker before final contact questions	1	2	3	4	5	6	8*
Number of patients	128	69	40	11	9	21	1
Percentage of patients	45.9%	24.7%	14.3%	3.9%	3.2%	7.5%	0.4%

**8 sessions carried out due to staff change and accidental over-provision. However, client had significant increase in wellbeing based on SWEMWBS change and substantial amount of positive work carried out, including referral to Elmore, successful grant application to fund passport and birth certificate, appointment to discuss homelessness/housing situation set up and referral to Mind Housing made.*

Patients who have finished the intervention (279) have attended **2.18 sessions on average (mean score)**. This would suggest that the majority of patients are receiving a relatively brief intervention. Furthermore, this average has decreased by 0.59 between data to the end of February and data to the end of July, **suggesting that the service is becoming more efficient.**

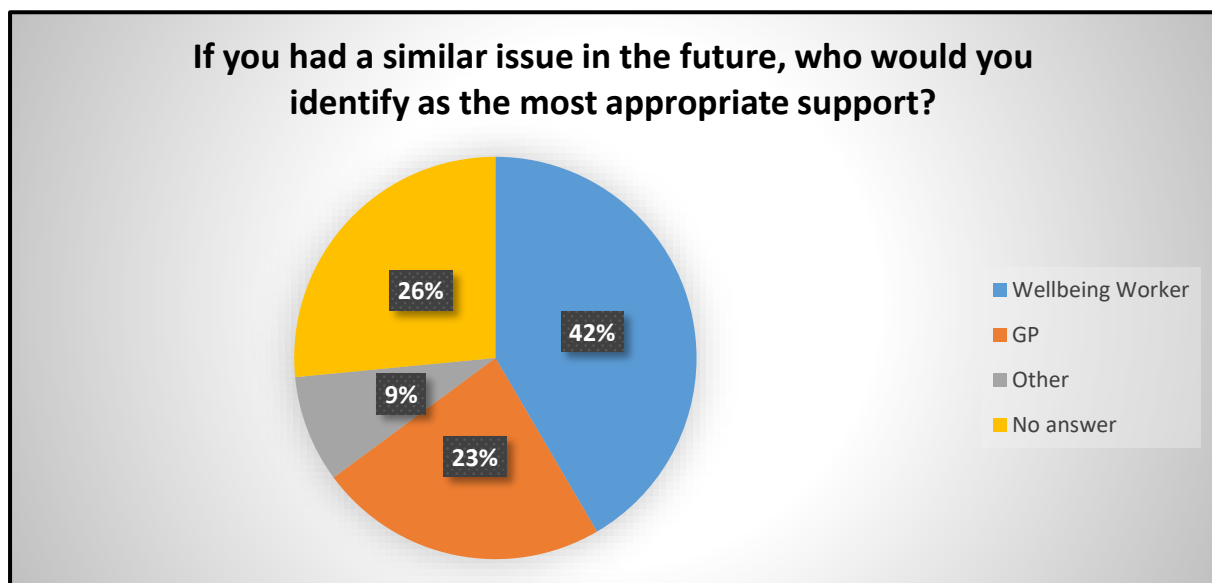
Using the data above, we can state that **the average outcome for someone who completes this service is a significant increase in wellbeing (based on their**

SWEMWBS score - which rises by 5 or 6 points) having had only 2 or 3 sessions. This emphasizes the effective and efficient service we provide.

Indicator of potential reduction in clinician workload

A reduction in clinician workload is one of the aims of the project and the chart below indicates that just **23.3%** of patients who have been completed the service would identify their GP as the most appropriate support if experiencing a similar issue in the future.

41.6% of patients who have completed the intervention identified the **Wellbeing Worker as the most appropriate support** if they have a similar issue in the future.



The Wellbeing Workers record how many times a patient has seen their GP for the same/a similar issue previous to the appointment with a Wellbeing Worker.

53.2% of those who entered the service in July had seen their GP twice or more about the same/a similar issue prior to their session with an Oxfordshire Mind worker. **This indicates that the service is well placed to see patients who are creating demand for GP time with wellbeing/mental health issues.**

Indications from the information above show that this project has the potential to reduce demand on GPs from patients with mental health and wellbeing issues.

Patient satisfaction

At the final contact, each patient is asked a series of patient satisfaction questions.

Q1. At the point of being referred to Oxfordshire Mind; did you need help to better understand your problems?

	July 2019	Project to date
Yes	28	212
No	11	66
No answer	-	1

Q1a. The service of Oxfordshire Mind has helped me to better understand my problems

	July 2019	Project to date
Strongly Agree	9	86
Agree	18	119
Neither agree nor disagree	1	6
Disagree	-	1
Strongly Disagree	-	0
Patient satisfaction**	96.4%	96.7%

Q2. I got the help that mattered to me.

	July 2019	Project to date
Strongly Agree	13	110
Agree	24	145
Neither agree nor disagree	1	16
Disagree	1	6
Strongly Disagree	-	0
N/A selected or no answer	-	2
Patient Satisfaction**	94.9%	91.4%

Q3. Staff treated my concerns seriously.

	July 2019	Project to date
Strongly Agree	18	149
Agree	21	128
Neither agree nor disagree	-	1
Disagree	-	0
Strongly Disagree	-	0
No answer	-	1
Patient Satisfaction**	100%	99.3%

Q4. I had confidence in the people working with me.

	July 2019	Project to date
Strongly Agree	21	151
Agree	17	121
Neither agree nor disagree	-	3
Disagree	-	1
Strongly Disagree	-	0
No answer given	1	3
Patient Satisfaction**	97.4%	97.5%

***Patient satisfaction score = % of patients who agree or strongly agree.*

Qualitative Feedback from Patients who completed in July

'This is amazing, it should be available everywhere in the UK'

'My time with Elmore has been life changing. I'm so much more confident and I get out of bed now. Everybody needs a Rachel [Elmore Worker] and everybody needs a Chloe [Mind Wellbeing Worker]'

'I didn't have a clue what I was doing with my life / how to improve and as if by magic, you came along and helped things make sense again!'

'I'd never have found [Safe Haven] without you'

'You heard me when no-one else did. Priceless'

'I know the way now. Thank you!'

'I don't think you can improve it to be fair. You've been brilliant. Thank you.'

'Thank you for all that you did, it's good to know that you're there if I need you'

'I felt the one-to-one talks were so useful, restorative and healing. It was exactly what I needed at the time and it was perfect. I thought the frequency of appointments was great, it was good to be able to have a good long chat kind of every 4 weeks in a calm space. It has been really helpful.'

'...I'm really grateful for all of the support that [Jemima - Wellbeing Worker] and Mind have given me. I will hopefully continue to build the new coping mechanisms I have learnt into my routine. I also feel confident that I have been provided with further spaces where resources are available, should I start to feel like my mental health is deteriorating again. Thank you for all your support, you've helped to make my life feel a lot brighter day to day'

'You have given me a different perspective and useful information. I am glad we have somebody at the surgeries now'.

'I felt being understood and heard. Useful information was provided at the right time'.

'I would have liked more sessions'

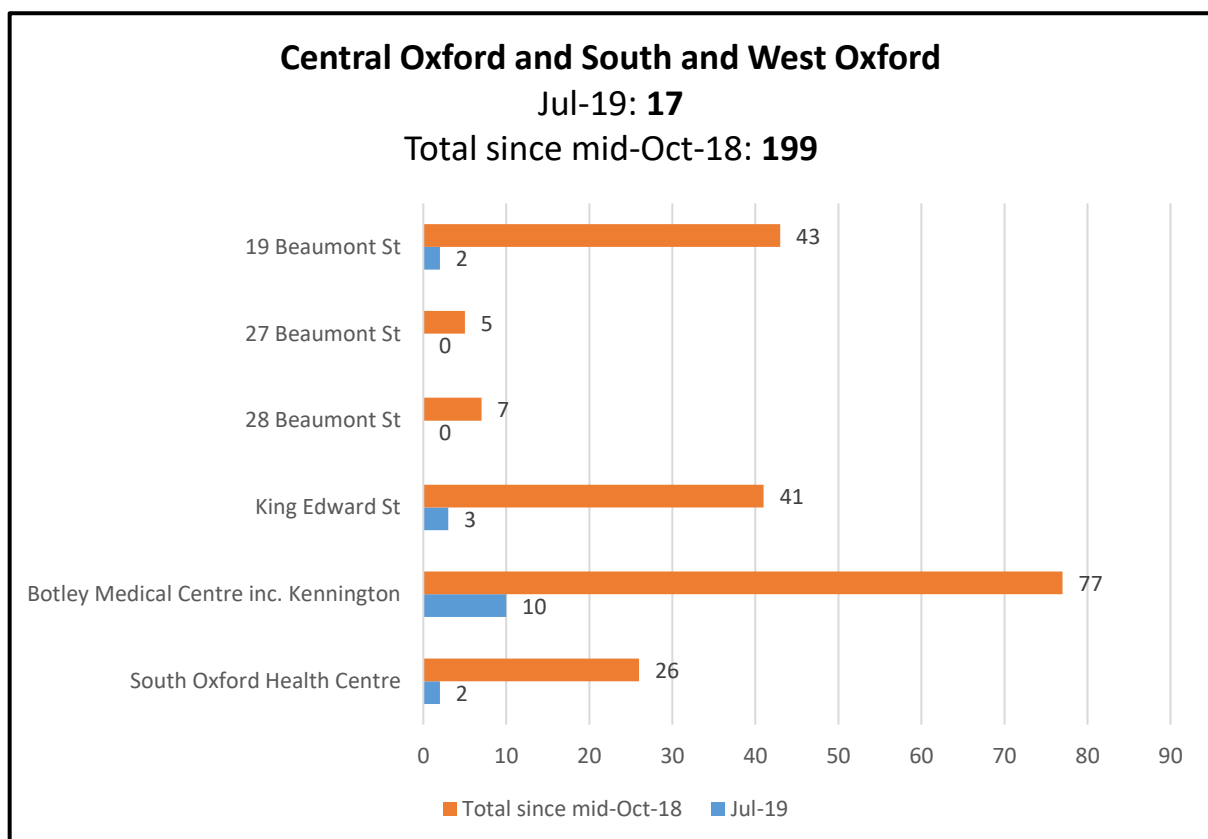
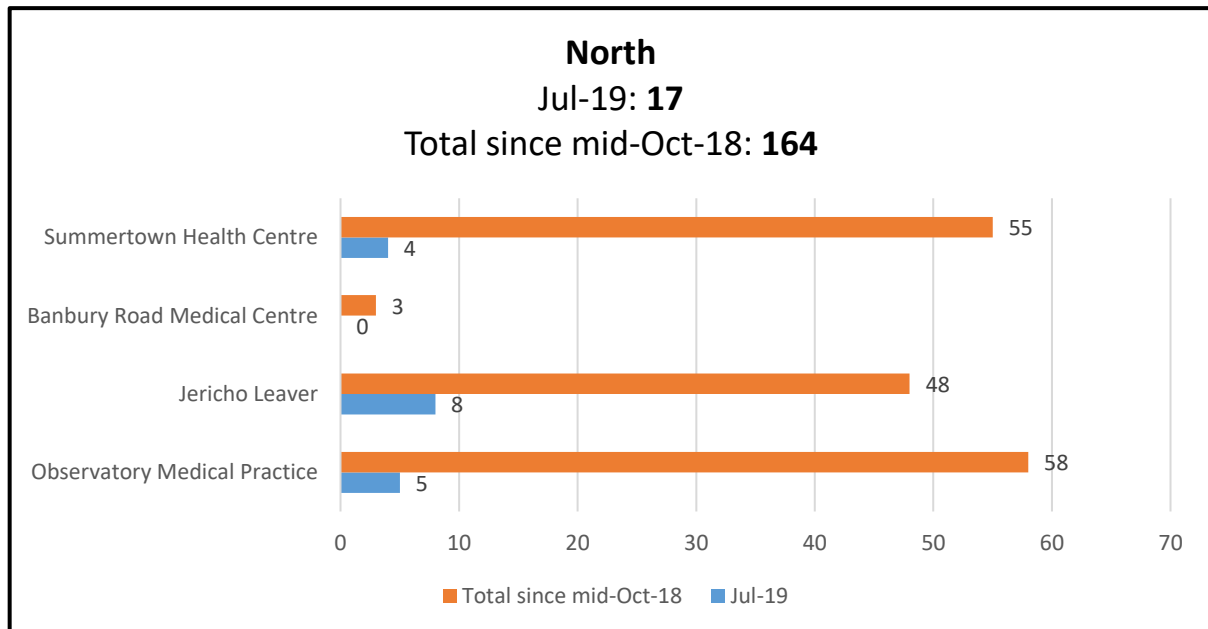
'I am really thankful to the service.'

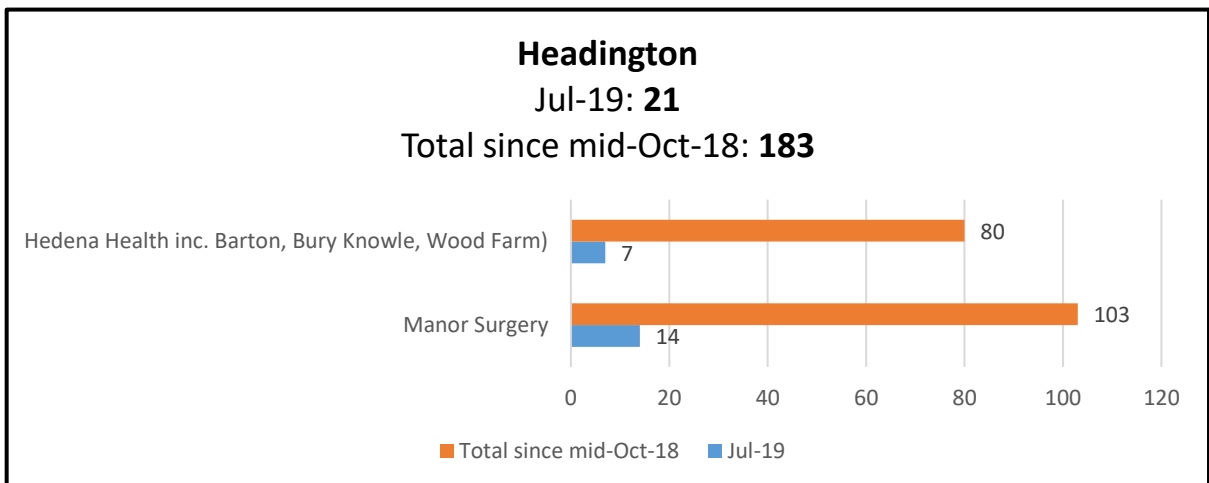
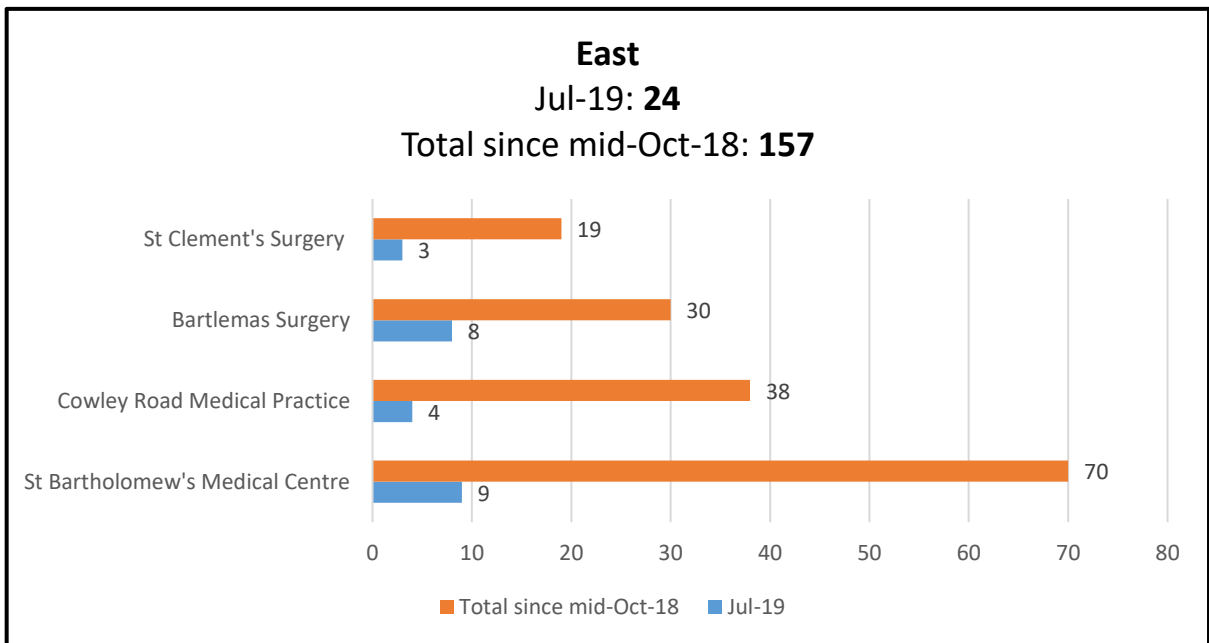
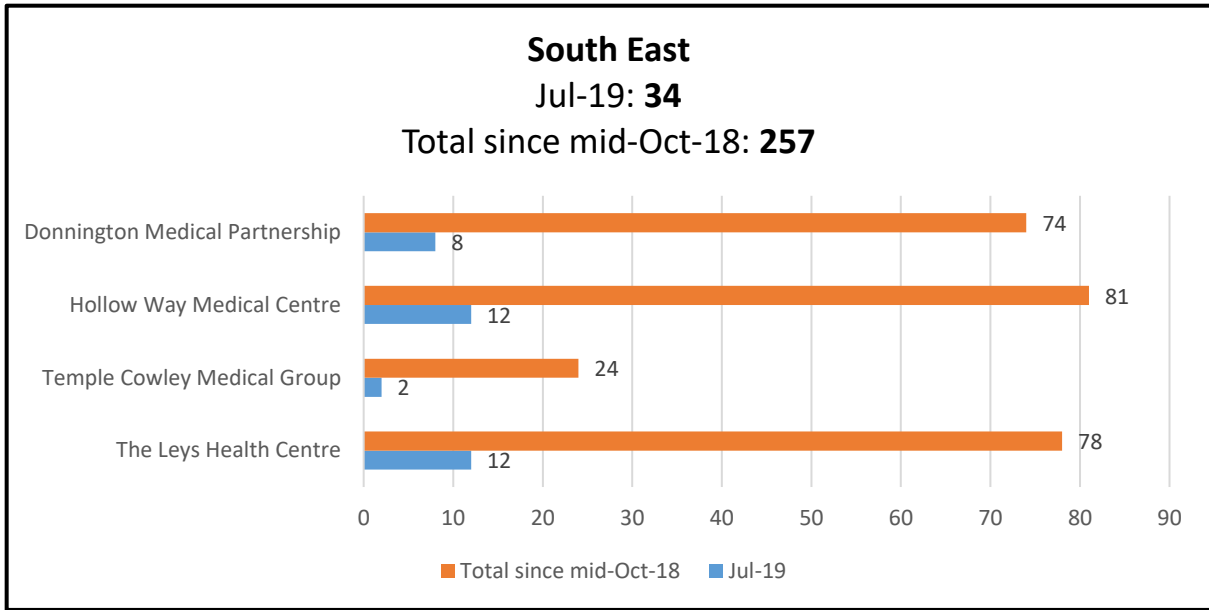
'I feel a lot better having spoken to you...The resources provided by the Wellbeing Worker will also be helpful in the future.'

'Thank you very much, honestly. It helped so much because you hear me. Thank you for everything.'

Appendix 1 – Referrals by cluster/practice

Oxford City Locality





South West Locality

