

Community Connectors Initiative

BEFORE

Patient



- Complex health problems
- Social/relationship/financial problems
- Poor housing
- Impact on health and wellbeing

Numerous visits

GP



- Increasing workload
- Difficult to recruit
- Short appointment times
- Offers medical solutions – prescriptions, hospital and or community health services

AFTER

Housing Hub



- Housing Advice

Link Worker



- Longer appointment times
- Experience in complex cases
- Knowledge of local services and supports

Community Health Champion



- Befriending
- Volunteering
- Active lifestyle

Patient



Medical problems only

GP



Availability

Currently in:

- Riverview (Johnstone)
- Linwood Health Centre
- Bishopton
- St James (Paisley)

Expanding to:

- Abbey (Paisley)
- Anchormill (Paisley)
- Tannahill (Ferguslie)
- Linwood Health Centre (remainder)

Next Steps for Community Connectors Initiative

This initiative is funded through fixed term health and social care integration money until March 2019. Next steps include:

- Seek additional funding (national?)
- Expand into all GP clusters (6 in Renfrewshire)
- Provide housing and activity support to expanded area
- Link other local initiatives to this service
- Make use of technology – WiRe (Well in Renfrewshire)
- Evaluate this initiative.

Know who to turn to

Know who to turn to...

Choosing the best route to feeling better

When you are feeling unwell, you want to get the right treatment in the shortest possible time to start feeling better quickly. That does not always mean going to your GP. Here are details of some of our services and how you can access them.

General Practitioner Services (GP)

When you have an illness or injury that won't go away, turn to your GP.

What is a GP ?

GP is another name for a family doctor and is the first point of contact for most patients.

Before you can turn to a GP, you must register with a GP practice, which you can do at your local surgery. You can find out more information about registering with a GP at www.nhsinform.scot

Turn to your GP for:

- Vomiting
- Ear pain
- Stomach pain
- Backache

For minor illnesses such as cold or flu, you should turn to your pharmacist



Dentist

You should register with a dentist for regular check-ups, planned routine treatment and emergency care. If you have an emergency out of hours dental issue, contact the dental out-of-hours service by calling NHS 24 on 111



Adult Social Care

The Adult Services Response Team is the single point of access for social care services including adult protection, Care at Home, community care and occupational therapy

0141 207 7878 or email
adultservices.sw@renfrewshire.gcsx.gov.uk

Pharmacist

When you need healthcare advice or help with medicines

What is a Pharmacist?

A pharmacist prepares, dispenses and gives help and advice about medicine. They can also give advice about treating minor illness and injuries.

When to turn to your pharmacist:

- Coughs and colds
- Sore throat
- Indigestion
- Diarrhoea or constipation
- Aches and pains
- Help when you run out of your repeat medicine

How will your pharmacist help?

Your pharmacist can help by:

- Dispensing prescriptions and organising a repeat supply if you run out
- Selling you over-the-counter medicines for minor injuries or illness
- Giving advice about your health and medicines
- Supplying emergency contraception

When your GP and pharmacy are closed:

If your GP and local pharmacy are closed and you have an illness or injury that just can't wait, phone NHS 24 on 111. They can arrange for someone to see you at your nearest out of hours service.

For more information about finding the best route to feeling better visit www.knowwhototurnto.org/

Mental Health

For mental health problems contact your GP who can refer you to Community Mental Health Services in your local area. For help with mild to moderate mental health problems in Renfrewshire, call 0141 849 2208.



Optometrists

Optometrists can carry out free NHS eye tests or help with eye problems. Visit your local opticians or access via NHS 24 on 111 in an emergency

Addiction Services

For alcohol and drug addiction problems either self-refer directly to local specialist teams in Renfrewshire by calling 0141 618 2585 (Renfrewshire Drug Service) or for alcohol misuse call ASeRT on 0300 300 1199 and choose option 2.



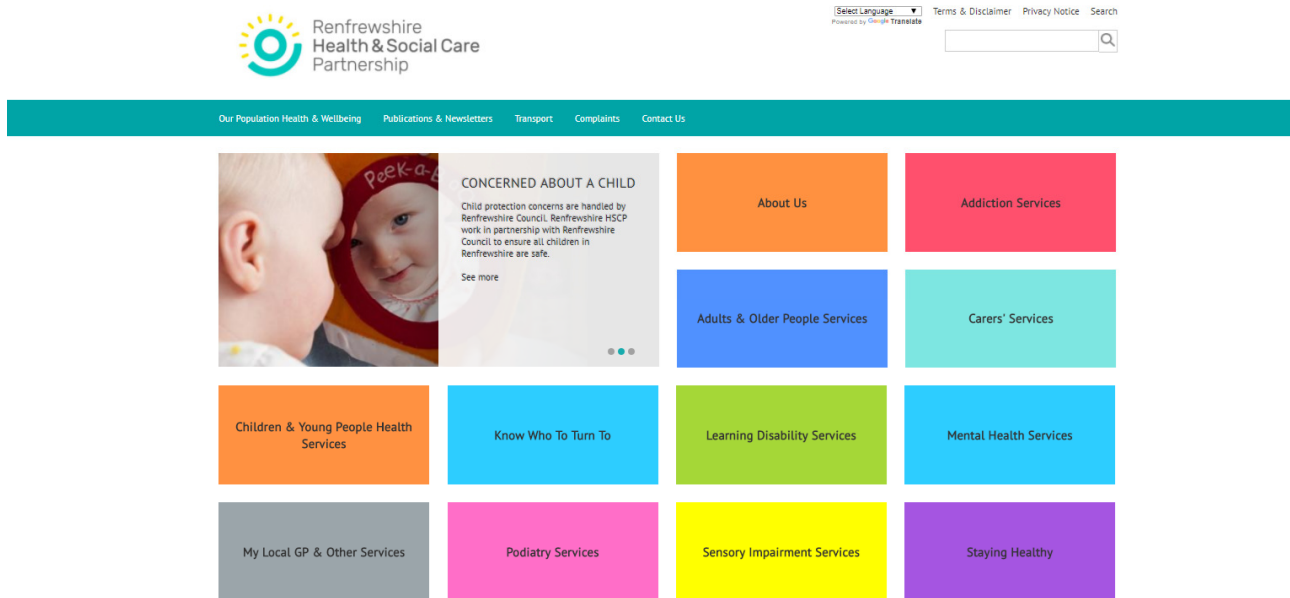
Self Care

For a speedy recovery, self care is the best option when you have a minor illness or injury. A well-stocked medicine cabinet means you'll receive the right treatment immediately.

Renfrewshire Health & Social Care Partnership Website

www.Renfrewshire.HSCP.scot

Below is a preview of our new Health and Social Care website homepage!



Our new website has been developed to provide a range of information about the services provided by Renfrewshire HSCP. All feedback is welcomed by email to Renfrewshire.HSCP@ggc.scot.nhs.uk

Inspection of Adult Services

In January 2017 we received notification from the Care Inspectorate and Healthcare Improvement Scotland of their intention to jointly inspect services for adults in 2017/18.

This means that all adult health and social work services, provided by Renfrewshire HSCP, will be inspected over the course of 2017/18.

The inspection will focus on 5 main quality indicators:

- Improvements in partnership performance in both healthcare and social care;
- Operational and strategic planning arrangements;
- Commissioning arrangements;
- Vision, values and culture across the partnership; and
- Leadership of strategy.

A programme of work is underway to prepare our self-evaluation materials in advance of the inspection visits which are expected to take place later in the year. A final joint report is expected by Spring 2018.

Contact Us

If you would like any further information about this publication, please contact Renfrewshire.HSCP@ggc.scot.nhs.uk