



Health and Wellbeing Support Role Survey 2022

Health and Social Care / Voluntary, Community and Faith sector /
Council staff

London Borough of Newham Personalised Care Action Group



INTRODUCTION

This survey is being carried out by the London Borough of Newham Personalised Care Action Group.

At the London Borough of Newham, we are committed to putting people at the heart of everything we do and we want to hear from you about your experience of providing health and wellbeing support to our residents and their carers. This is so that we can design the service to meet your expectations and prioritise the changes we make.

If you are unsure what we mean by 'health and wellbeing support role', we have included a description on the next page.

The survey should only take 20 minutes to complete, and you can start to fill it in, close it, and then return later and your answers will still be there. The only rule is you have to use the same browser and device.

Your responses are completely anonymous. There is no tracking or information being collected that could identify you. In addition, all responses will be combined or summarised to ensure that no report or presentation of the findings identifies you.

The survey closes on Sunday 7 August 2022.

Questions marked with an asterisk (*) are required.

If you have any questions about the survey, please email: ysabella.hawkings@newham.gov.uk

We really appreciate the time you take to help us design a service that is fit for you.

We decided to use the term 'health and wellbeing support role' when creating this survey, but recognise that this term may be unfamiliar or has different connotations for the groups being asked to complete it. Therefore we have set out below what we mean when we use this term so that you are clear about the services we want your feedback on.

For the purposes of this survey, we use the term 'health and wellbeing support role' to mean someone in GP practice, hospital, voluntary organisation or other organisation who role is responsible for coordinating, advising and helping residents arrange access to exercise, health and wellbeing advice, financial advice, housing advice, employment support, education, mental wellbeing or social connections. These roles are also referred to as 'personalised care workers' or 'social prescribers'.

There are six job titles or roles that are associated with this type of service which this survey is interested in, although we recognise there may be other roles that could be included.

1. Social Prescribing Link Worker, located in GP practices, connect people to services, community support and advice to improve their health and wellbeing by focussing on what matters to the person.
2. Health and Wellbeing Coaches, located in GP practices, use specialist coaching and behaviour change methods to enable people to be active participants in physical and mental health.
3. Care coordinators, located in GP practices, provide proactive support to people living with complex needs requiring multiple care services.
4. Community Neighbourhood Link Workers, located in libraries, provide a 6 week personalised and targeted service designed to prevent loneliness and isolation by reconnecting into the community, and delay or reduce the need for more intensive, long-term health and social care support.
5. Health and Social Care Navigators, located in East Ham Care Centre and East London NHS Foundation Trust sites, support people who have complex health care needs by working closely with the GP, local authority and other stakeholder colleagues.
6. Community Connectors, located in Voluntary, Community and Social Enterprises and East London NHS Foundation Trust sites, provide 1:1 or group support as part of the Community Integrated Mental Health Service to provide support for residents with a Serious Mental Illness and/or Complex Mental health needs.

Q1

Which of the following groups are you a member of?

- Health and Social Care
- Voluntary community and faith sector
- Council Staff

Q2

How strongly do you agree or disagree with the following statement? Please respond for each of the other five roles.

I am aware of the health and wellbeing support roles in Newham.

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Q3

How often do you refer a person to a health and wellbeing support role? Please respond for each of the six personalised care roles.

Social Prescribing Link Worker

Daily Fortnightly Monthly Quarterly I have never made a referral

Health and Wellbeing Coach

Daily Fortnightly Monthly Quarterly I have never made a referral

Health and Social Care Navigators

Daily Fortnightly Monthly Quarterly I have never made a referral

Community Connector

Daily Fortnightly Monthly Quarterly I have never made a referral

Community Neighbourhood Link Worker

Daily Fortnightly Monthly Quarterly I have never made a referral

Care coordinator

Daily Fortnightly Monthly Quarterly I have never made a referral

Q4

How strongly do you agree or disagree with the following statement? Please respond for each of the six health and wellbeing support roles.

I understand the differences between the six health and wellbeing support roles in Newham.

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Q5

How strongly do you agree or disagree with the following statements? Please respond for each of the six health and wellbeing support roles.

I understand the aims and purpose of the health and wellbeing support roles and what they offer residents.

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Q6

**Which of these do you feel best describes the purpose of the health and wellbeing support roles?
Select those you feel are the most appropriate.**

Signposting

Helping people take care of their health and wellbeing by connecting them to activities and support in the community

Working with people to create personalised wellbeing plans based on what matters to them

Developing wellbeing action plans for people based on their patient notes

Preventing non-clinical issues from escalating into the need for formal health and social care support

Other

Q7

To what extent do you feel the following have an adverse impact on the health and wellbeing of the residents you see? Please rate the impact from very significant to no impact.

For each of the following

Language spoken

Has had a very significant impact Has had some impact Has had a little impact Has had no impact n/a

Country born in

Has had a very significant impact Has had some impact Has had a little impact Has had no impact n/a

Racial/ethnic group

Has had a very significant impact Has had some impact Has had a little impact Has had no impact n/a

Disability

Has had a very significant impact Has had some impact Has had a little impact Has had no impact n/a

Gender

Has had a very significant impact Has had some impact Has had a little impact Has had no impact n/a

Sexual orientation

Has had a very significant impact Has had some impact Has had a little impact Has had no impact n/a

Not having enough money for food or basic needs

Has had a very significant impact Has had some impact Has had a little impact Has had no impact n/a

Number of people in household on income support

Has had a very significant impact Has had some impact Has had a little impact Has had no impact n/a

Support of friends and family

Has had a very significant impact Has had some impact Has had a little impact Has had no impact n/a

Support from other relationships and social networks

Has had a very significant impact Has had some impact Has had a little impact Has had no impact n/a

Housing (temporary housing, House in Multiple Occupation (HMO), poor condition, overcrowding etc.)

Has had a very significant impact Has had some impact Has had a little impact Has had no impact n/a

Q8

How strongly do you agree or disagree with the following statement?

I am aware of the six components of the NHS Comprehensive Model of Universal Personalised Care.

Shared decision making

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Personalised care and support planning

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Enabling choice, including legal rights to choice

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Social prescribing and community-based support

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Supported self-management

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Personal health budgets and integrated personal budgets

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Q9

How strongly do you agree or disagree with the following statement? Please respond for each of the six health and wellbeing support roles.

I know the referral criteria when I need to refer a resident to the health and wellbeing support roles.

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Q10

How strongly do you agree or disagree with the following statement? Please respond for each of the six health and wellbeing support roles.

I know how to make a referral when I need to refer a resident to the health and wellbeing support roles.

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Q11

What is the best method for contacting residents? Please respond for each of the six situations described below.

When making a routine appointment with the resident

Phone Email Text Letter Face to face Video call

When discussing sensitive information with resident about their support or the management of their situation

Phone Email Text Letter Face to face Video call

When confirming or reminding the resident about the time and date of an appointment

Phone Email Text Letter Face to face Video call

When cancelling or rescheduling an appointment with the resident

Phone Email Text Letter Face to face Video call

When something is complicated and needs to be explained to the resident

Phone Email Text Letter Face to face Video call

When having a routine discussion or catching up on the residents support or management of their situation

Phone Email Text Letter Face to face Video call

Q12

Please identify the groups you feel you are seeing and the frequency? Estimate where appropriate.

With one or more long-term conditions

Daily Fortnightly Monthly Quarterly Never

Who need support with their mental health

Daily Fortnightly Monthly Quarterly Never

Who are lonely or isolated

Daily Fortnightly Monthly Quarterly Never

Who have complex social needs which affect their wellbeing

Daily Fortnightly Monthly Quarterly Never

With no recourse to public funds

Daily Fortnightly Monthly Quarterly Never

Who are homeless

Daily Fortnightly Monthly Quarterly Never

End of life

Daily Fortnightly Monthly Quarterly Never

Q13

Are there other groups of people who you see that we have not included in the previous question? Please identify these groups and indicate the frequency seen.

Q14

Please identify groups of people who would benefit from health and wellbeing support but who are not currently accessing the services and why this is the case.

Q15

How strongly do you agree or disagree with the following statement? Please respond for each of the six health and wellbeing support roles.

I have access to all the right information to enable me to refer a resident.

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Q16

How strongly do you agree or disagree with the following statements?

I find it easy to explain the purpose of the health and wellbeing support roles to residents and how they can benefit from them

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

I understand what the health and wellbeing support roles do to support residents

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Q17

How strongly do you agree or disagree with the following statement? Please respond for each of the six health and wellbeing support roles.

The personalised care team respond quickly to the referrals I make to them.

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Q18

How strongly do you agree or disagree with the following statement? Please respond for each of the six health and wellbeing support roles.

The health and wellbeing support teams inform me about whether the person I referred attended their initial appointment.

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Q19

How strongly do you agree or disagree with the following statement? Please respond for each of the six health and wellbeing support roles.

The health and wellbeing support team let me know when the person I referred is discharged from the service.

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Q20

How strongly do you agree or disagree with the following statement? Please respond for each of the six personalised care roles.

The health and wellbeing support team let me know the impact the support and action plan has had on the person I referred.

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Q21

If you receive referrals how strongly do you agree or disagree with the following statement? Please assess for each of the five social prescribing role.

Referrals are sent to me in good time to enable me to support residents

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No referrals from this role

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No referrals from this role

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No referrals from this role

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No referrals from this role

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No referrals from this role

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No referrals from this role

Q22

If you receive referrals how strongly do you agree or disagree with the following statement? Please respond for each of the six health and wellbeing support roles.

I am provided with the right information to understand resident's needs so I can plan consultation.

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No referrals from this role

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No referrals from this role

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No referrals from this role

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No referrals from this role

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No referrals from this role

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No referrals from this role

Q23

How strongly do you agree or disagree with the following statements?

The health and wellbeing support roles and processes for accessing them are clear and easy to navigate

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

I understand that many of the services and activities health and wellbeing support roles connect residents to are provided by the voluntary sector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Q24

If you receive referrals, please indicate the frequency you feel is most appropriate for each of the following statements.

How often do you receive referrals from health and wellbeing support roles?

Always Very Often Sometimes Rarely Never Never receive referrals

How often are these referrals appropriate given your referral criteria?

Always Very Often Sometimes Rarely Never Never receive referrals

Do you feel referrals you receive could be made earlier in the resident journey?

Always Very Often Sometimes Rarely Never Never receive referrals

Do you feel the health and wellbeing support roles provide sufficient information in their referrals to you?

Always Very Often Sometimes Rarely Never Never receive referrals

Q25

How strongly do you agree or disagree with the following statement? Please respond for each of the six roles.

My experience of referring residents to other health and wellbeing support roles has always been positive.

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Q26

How strongly do you agree or disagree with the following statement? Please respond for each of the six roles.

The services provided by the other health and wellbeing support roles is appropriate to the needs of the residents that I refer to them.

Social Prescribing Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Health and Wellbeing Coach

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Health and Social Care Navigators

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Community Connector

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Community Neighbourhood Link Worker

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Care coordinator

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Never refer to this role

Q27

How strongly do you agree or disagree with the following statement?

We are referred residents we would not ordinarily see until their issue were more advanced

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Overwhelmed health service is inappropriately referring residents to us

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Referrals from health and wellbeing support roles creates additional work but which is manageable

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Q28

How strongly do you agree or disagree with the following statements?

The support from the health and wellbeing roles and the services that my patients were connected to have had a positive impact on their health and wellbeing

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

The impact of the health and wellbeing support roles on residents has reduced the pressure on my service area

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Q29

How strongly do you agree or disagree with the following statements?

The support from the social prescriber and the services that my patients were connected to have had a positive impact on their health and wellbeing

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

The impact of personalised care roles on residents has reduced the pressure on my service area

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

Q30

Reflecting on the training you have received, how strongly do you agree or disagree with the following statements?

I have received training related to the Health and wellbeing support roles

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No training provided

Training has enabled me to build relationships with residents so they feel supported

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No training provided

Training has enabled me to understand the service and support residents needs

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No training provided

Training has enabled me to connect with the appropriate health and wellbeing support roles to meet the residents needs

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No training provided

I understand the training my role requires

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No training provided

I am given sufficient time to undertake training

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree No training provided

Q31

Is there an area of training that you would benefit from but don't currently have access to?

All done - the survey is finished! Thank you.

We really appreciate the time you have taken to help us understand the service and how you think it should be shaped.