



# Health and Wellbeing Support Role Survey 2022

VERSION: Health and wellbeing support roles / personalised  
care workforce / social prescribers

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](mailto: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 health and wellbeing support roles are you a member of?**

- Social Prescribing Link Worker
- Health and Wellbeing Coach
- Health and Social Care Navigator
- Community Connector
- Community Neighbourhood Link Worker
- Care coordinator
- Don't know / other

### Q2

**How long have you been in this role?**

- Less than 12 months
- 1 to 2 years
- 3 to 4 years
- 5 years or more

### Q3

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 other health and wellbeing support roles in Newham.**

Social Prescribing Link Worker

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Health and Wellbeing Coach

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Health and Social Care Navigator

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Community Connector

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Community Neighbourhood Link Worker

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Care coordinator

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

#### Q4

How strongly do you agree or disagree with the following statement? Please respond for each of the other five 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  N/A, this is not my role

Health and Wellbeing Coach

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Health and Social Care Navigator

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Community Connector

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Community Neighbourhood Link Worker

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Care coordinator

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

**Q5**

How strongly do you agree or disagree with the following statement? Please respond for each of the other five 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  N/A, this is not my role

Health and Wellbeing Coach

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Health and Social Care Navigators

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Community Connector

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Community Neighbourhood Link Worker

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Care coordinator

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

**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 familiar with and feel confident applying the six components of the NHS Comprehensive Model of Universal Personalised Care in my role.**

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 other five health and wellbeing support roles.

**I know the referral criteria when I need to refer a resident to another role.**

Social Prescribing Link Worker

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Health and Wellbeing Coach

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Health and Social Care Navigators

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Community Connector

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Community Neighbourhood Link Worker

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Care coordinator

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

**Q10**

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

**I know how to refer a resident to the other health and wellbeing support roles.**

Social Prescribing Link Worker

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Health and Wellbeing Coach

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role



Health and Social Care Navigators

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Community Connector

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Community Neighbourhood Link Worker

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

Care coordinator

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is not my role

### Q11

**For each of the other health and wellbeing support roles, how often do you make referrals to them? Estimate where appropriate.**

Social Prescribing Link Worker

Daily  Fortnightly  Monthly  Quarterly  I have never made a referral  n/a - this is my role

Health and Wellbeing Coach

Daily  Fortnightly  Monthly  Quarterly  I have never made a referral  n/a - this is my role

Health and Social Care Navigators

Daily  Fortnightly  Monthly  Quarterly  I have never made a referral  n/a - this is my role

Community Connector

Daily  Fortnightly  Monthly  Quarterly  I have never made a referral  n/a - this is my role

Community Neighbourhood Link Worker

Daily  Fortnightly  Monthly  Quarterly  I have never made a referral  n/a - this is my role

Care coordinator

Daily  Fortnightly  Monthly  Quarterly  I have never made a referral  n/a - this is my role

**Q12**

**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

**Q13**

**Do you use specific strategies for contacting hard to reach resident cohorts you work with (e.g., direct contact with groups who do not respond well to written communications)?**

Yes

No

**Q14**

**In the previous question you indicated that you use specific strategies for contact difficult to reach residents. Please describe the groups and strategies you use.**

**Q15**

**Do you have time to proactively identify residents through outreach?**

Yes

No

**Q16**

**In question 15 you indicated that you have time to proactively identify residents through outreach? Can you briefly describe how you identify residents through outreach?**

**Q17**

**Do you have the right equipment to easily make referrals?**

Yes

No

**Q18**

**In question 17 you indicated that you do not have the right equipment to easily make referrals? What equipment would enable you to be more efficient when referring residents?**

**Q19**

**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

**Q20**

**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.**

**Q21**

**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.**

**Q22**

**How strongly do you agree or disagree with the following statements.**

Residents are always offered a range of appointment dates

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

Residents can select a time that is convenient to them

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

Residents are offered different types of appointment (e.g. phone, in-person, video call)

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

We have the flexibility to meet residents in their chosen location, so it is easy for them to travel to

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

**Q23**

**Please rank the reasons why residents do not attend an appointment.**

Drag and drop to rank options

- Forgot to attend or to cancel
- Clerical errors
- Felt better
- Felt worse
- Difficult to travel to (public transport, parking etc.)
- Other commitments or priorities
- Building is not accessible
- Changed mind and didn't need service
- Stigma of using the service
- Other

**Q24**

**For residents that don't attend because they fell there is a stigma attached to the service, what perceptions do they have that make them feel they cannot use the service?**

**Q25**

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

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

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

I always explore what is important to the person and what they want to achieve

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

I focus on understanding residents' strengths and their support network

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

I feel comfortable working with people to find creative solutions to their wellbeing needs

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

I incorporate people's individual strengths and support networks in their wellbeing action plans alongside the community activities and support

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

I actively support residents to access the services and activities in their action plan

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

**Q26**

**To what extent do you feedback to the referrer on the following areas?**

I inform the referrer about whether the person attended their initial appointment

Always  Very often  Sometimes  Rarely  Never

I inform the referrer when the person is discharged from the service

Always  Very often  Sometimes  Rarely  Never

I inform the referrer of the impact the support and carrying out the action plan has had on the person

Always  Very often  Sometimes  Rarely  Never

**Q27**

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

The social prescribing roles and processes for accessing them are clear and easy to navigate

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

I understand the local community offer for improving people's wellbeing

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

I understand the council's offer for improving people's wellbeing

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

I regularly refer residents to other health and wellbeing support roles

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

There are enough options in Newham to support ways of meeting the wellbeing needs of residents

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

#### Q28

**If Newham does not provide enough options to support to meet the wellbeing needs of residents, can you tell us what is needed?**

#### Q29

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

I feel that there is sufficient organisational support for the role

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

There is sufficient access to forums and other networks to enable me to be informed of resident support available

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

#### Q30

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

**I find it easy to refer to the following services when it is required.**

Newham adult social care

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

Health services when they require more formal support

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

Voluntary sector services that may benefit them

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

Newham housing service

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

**Q31**

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

**My experience of referring residents to other personalised care roles has always been positive.**

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  Never refer to this role  N/A, this is my role

**Q32**

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

**I have a positive perception of the service provided by other health and wellbeing support roles.**

Social Prescribing Link Worker

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is my role

Health and Wellbeing Coach

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is my role

Health and Social Care Navigators

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is my role

Community Connector

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is my role

Community Neighbourhood Link Worker

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is my role

Care coordinator

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is my role

**Q33**

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

**The services provided by the other health and wellbeing support roles is beneficial 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  N/A, this is my role

Health and Wellbeing Coach

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is my role

Health and Social Care Navigators

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is my role

Community Connector

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is my role

Community Neighbourhood Link Worker

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is my role

Care coordinator

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  N/A, this is my role

### Q34

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

**Do you feel that the overwhelmed health service is inappropriately referring residents to health and wellbeing support roles?**

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

### Q35

On average how many hours per week would you estimate are spent with residents inappropriately referred by overwhelmed health service?

None



1 to 2 hours per week

3 to 4 hours per week

5 to 6 hours per week

Greater than 6 hours per week

### Q36

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

Staff are able to suggest changes

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

Changes suggested by staff have been implemented

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

Staff are empowered to make changes themselves

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

Staff are made aware of changes being considered early on and are able to influence these

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

Staff are provided with training and coaching to enable them to adapt to changes

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

Staff receive visible recognition when they successfully adopt changes

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

I know and understand the change and transformation happening across the health and care system in Newham

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

### Q37

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

I am aware of the vision, priorities and plans for the future of health and social care in Newham

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

I agree with the vision, priorities and plans for the future of health and social care in Newham

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

### Q38

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

Residents report that my support has improved their wellbeing

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  Don't receive any feedback

Residents are rarely re-referred to me / my role

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  Don't receive any feedback

**Q39**

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

The training provided has enabled me to connect with services

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

It is easy to access training that helps me to be successful in my role

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

I understand which training my role requires

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

I am given the time to undertake training

Strongly Agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

**Q40**

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.

