

Making Connections

Making Connections (MC) is a social prescribing service provided by a voluntary sector partnership across the 5 North East Hampshire and Farnham localities since July 2016. This service was delivered as part of the **Happy, Healthy, at Home Vanguard service**.

4 full time equivalent MC Coordinators provide the service, supported by 2 full time equivalent MC Assistants.

The service aims to support people with a wide range of social and non-medical needs, particularly isolation, offering them up to 3 months of support. Through a guided conversation, the Coordinator works with each person to develop an action plan with goals, and helps them to achieve them.



595

people referred between July '16 and Jan '18.



Majority of referrals are from GPs and locality Integrated Care Teams (ICTs).



MC Coordinators are part of the ICTs.

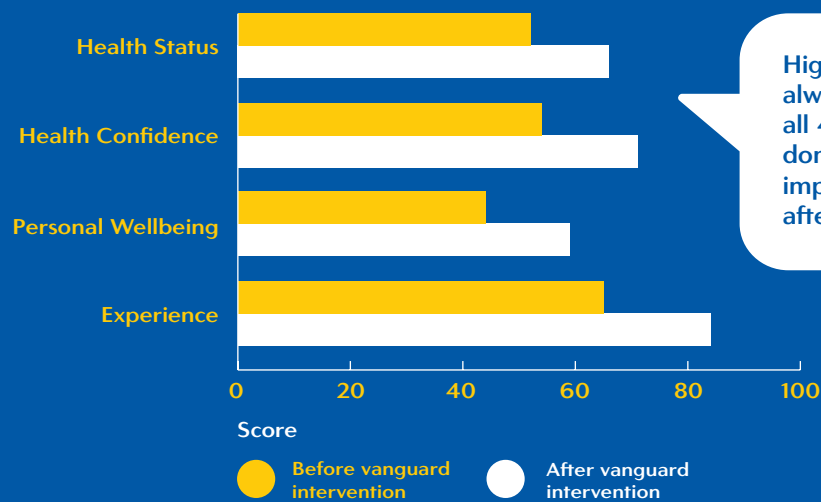


The evaluation identified a **14-fold difference** between the highest and lowest referral rates to MC from GP practices



Self-reported outcomes from **424** clients showed significant improvements in health status, health confidence, wellbeing and experience

Improvement in patient outcomes



Higher scores are always better - all 4 R-Outcome domains showed improvement after intervention



Interviews with clients emphasised that the quality of the relationship with their Coordinator is at the heart of this service – **“very genuine, very caring”**. Having time to provide practical assistance is also important.



Analysis of emergency hospital activity identified that clients experienced a continued increase in A&E attendances in the year before referral to the service. Once they had been supported, attendances reduced quickly and remained low for the next year.

Evaluation partners

