

Social Prescribing Service – Examples of Patient Quotes/ Case Studies 2015

- *'I've been more at peace with myself, I don't have to move now which has made me feel better, my neighbours are like my friends and I was sad about leaving them, I am more independent now around my own home'*
- *'I don't know what my life would have been like without social prescribing coming into my life when it did. I probably would have ended up in hospital like I have in the past.'*
- *'I would like to say you are doing an amazing job and it is with many thanks from me and my son that I am writing this. I don't know what I would have done without your help and support Thank you to everyone involved and for your help in our hour of need'*
- *'What you have done for me is change my life for the better I have found the old me again. I feel like a kid at Christmas again.'*
- *'I have slept 7 hours for the first time in 15 years'*
- *Thank you so much for your help and support with benefit and debt issues without which I'm not sure I could have gone on, I now feel more able to engage with life, I have no fear of opening letters or answering the phone, I have felt able to contact and interact with my immediate family and feel much more positive about life and the future'*
- *The work that T has done with me, how can I quantify, how can I repay. Sessions have been invaluable and I have been able to understand the enormity of the changes in my life. You have been an angel organising things for me. Without your arrival in March when I was at my lowest, I don't know what I would have done. My aim is to get back to volunteering and helping other people like me. How can I express my gratitude. I cannot thank you and the whole team enough.*
- *'SPS is an exceptional service that is invaluable. It's so nice to have someone to listen and understand. I had no idea all of these things are out there. I was ignorant of all these things. When you're older, you only have your savings and pension, when things go wrong it can be very frightening. You can't tell your doctor all these things, they don't have the time for these things but sometimes I think I can't cope on my own and your call was like a message from Heaven.'*

Case studies

When I initially visited my patient she reported that she had no quality of life due to being continually sick up to 50 times a day. In addition she has seizures and was prone to feeling embarrassed and unsafe after her altered states of consciousness. Being an insulin controlled diabetic meant she had to be vigilant about her health and her vomiting meant that often she was having to go into hospital. Prior to SPS involvement she was admitted to hospital 44 times. Her confidence was low and she didn't know where to turn for help. Family had to care for her and they had other people in the family who were poorly. She couldn't attend hospital appointments on her own and a simple activity such as catching a bus was difficult. She is a younger patient for SPS and she felt useless because she couldn't work. Debts were mounting and a recent benefit claim was worrying her.

I referred for advice and advocacy about social care/direct payments for personal assistants and benefit advice. They also offered advice to her carers regarding benefits. They encouraged her to consider volunteering. I referred for befriending and signposted her to information about concessionary cinema cards.

When we spoke at VAR recently she said that since SPS involvement she has only been admitted to hospital twice! She feels so much more positive and was so pleased with the action plan we put in place. She said it had changed her life so much and she couldn't thank us enough. We have helped her turn her life around. Through advocacy support, Occupational therapy, Social services and NHS Continuing Health Care have agreed a number of actions are needed. These include a down stairs toilet and a wet room, assistive technology to alert when she has a seizure and a personal assistant to help her access community activities and appointments. Befrienders helped her to attend appointments at the hospital. She said she wouldn't have gone without them. Recently she has started volunteering within the volunteer centre. She is now more positive and looking to the future with optimism.

- *Over the last couple of months we have supported M frequently, seeing her pretty well every week. In total M received 24ish hours of support, so costing about £650 in total. M has now secured a job working in the housing sector, which is exactly what she was looking to achieve. She starts work on Monday full time. Initially her contract lasts until 31st March. I'd guess it has cost the State £1,000+ a month in benefits while M has been unwell. This investment by SPS of £650 must have saved around £4-5,000 between now and next March in benefits alone, plus a further saving to the NHS.*