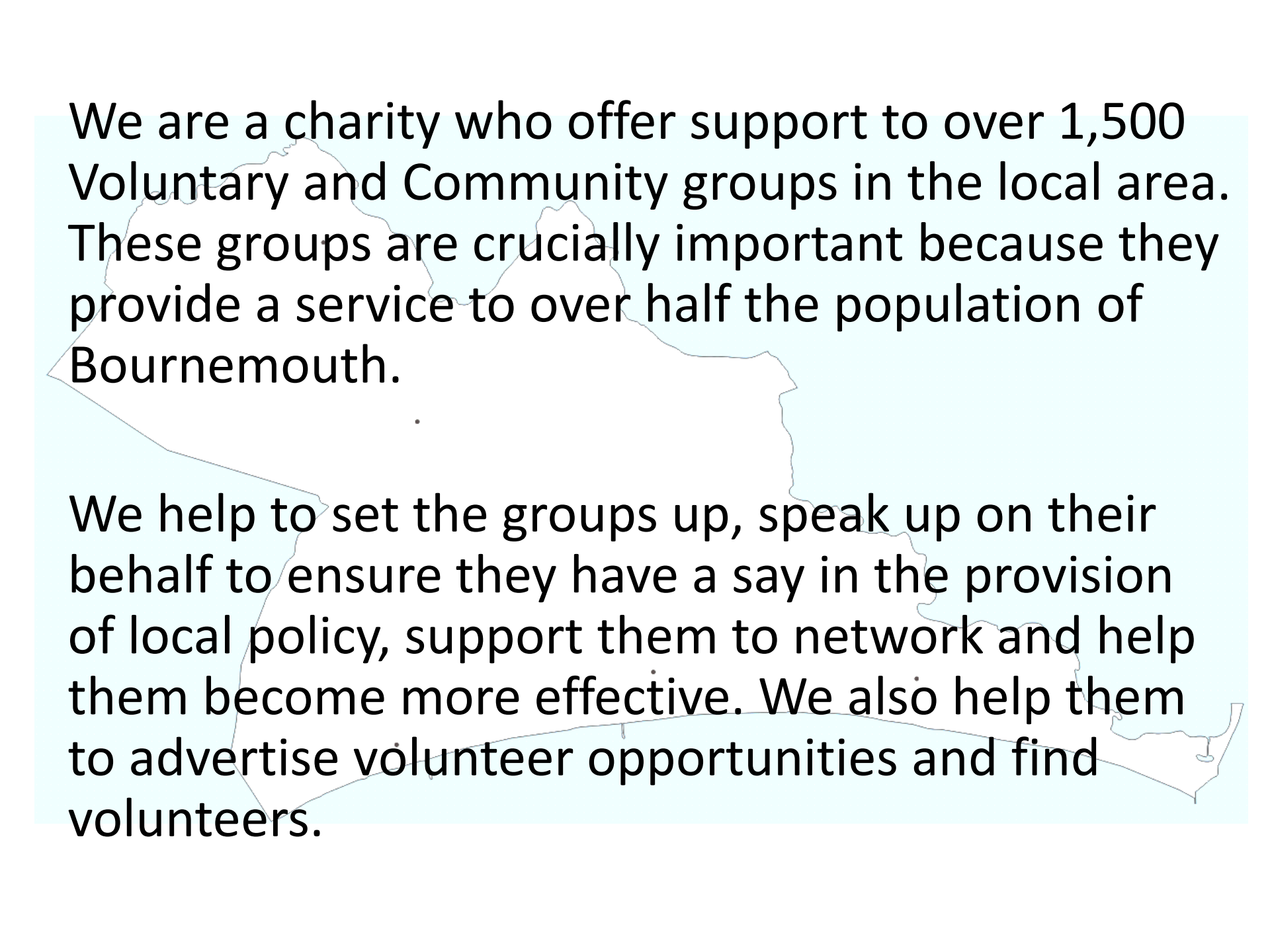




**Bournemouth CVS**

**Voluntary Sector Navigation  
and  
Patient Liaison**



We are a charity who offer support to over 1,500 Voluntary and Community groups in the local area. These groups are crucially important because they provide a service to over half the population of Bournemouth.

We help to set the groups up, speak up on their behalf to ensure they have a say in the provision of local policy, support them to network and help them become more effective. We also help them to advertise volunteer opportunities and find volunteers.

# How it Started

- Invited by Dorset CCG - Initially in 3 surgeries

- 21 monthly meetings. Core team includes BCVS

- Most vulnerable patients are discussed

- Team discussion and joined up approach provides **Person Centred Care**

# BCVS Role in MDT Meetings

Contribute the Voluntary Sector perspective to MDT meetings



Research & recommend services that will help support patients



Provide assurance around Voluntary Sector organisations



Help to develop community support provision

# Examples of Community Support



Transport to social activities and appointments

Carer Support

Befriending

Telephone advice

Help around the home

Social activities eg clubs, hobbies, day trips

Bespoke health support eg peer to peer or equipment

# Signposting Process

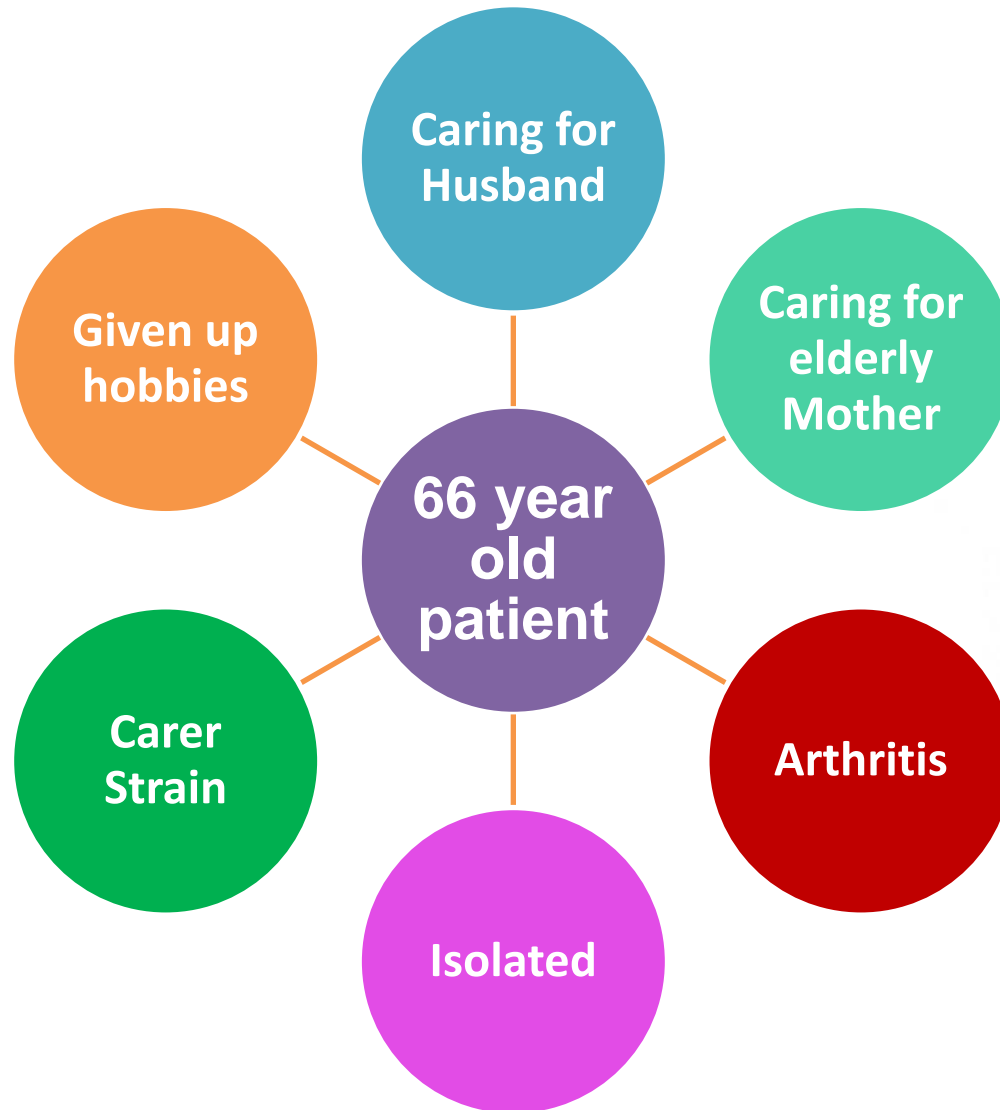
**Suggestions made in MDT**

**Information included in minutes  
and clinical system**

**Direct contact with patient**

**Contact between meetings**

# How we've already helped...



# How we've already helped...

**BCVS**  
signposted to  
Bournemouth  
Disabled  
Swimmers  
Club, FOCUS,  
FACE and,  
Leonardo  
Trust

**Social  
Services fed  
back to  
patient**

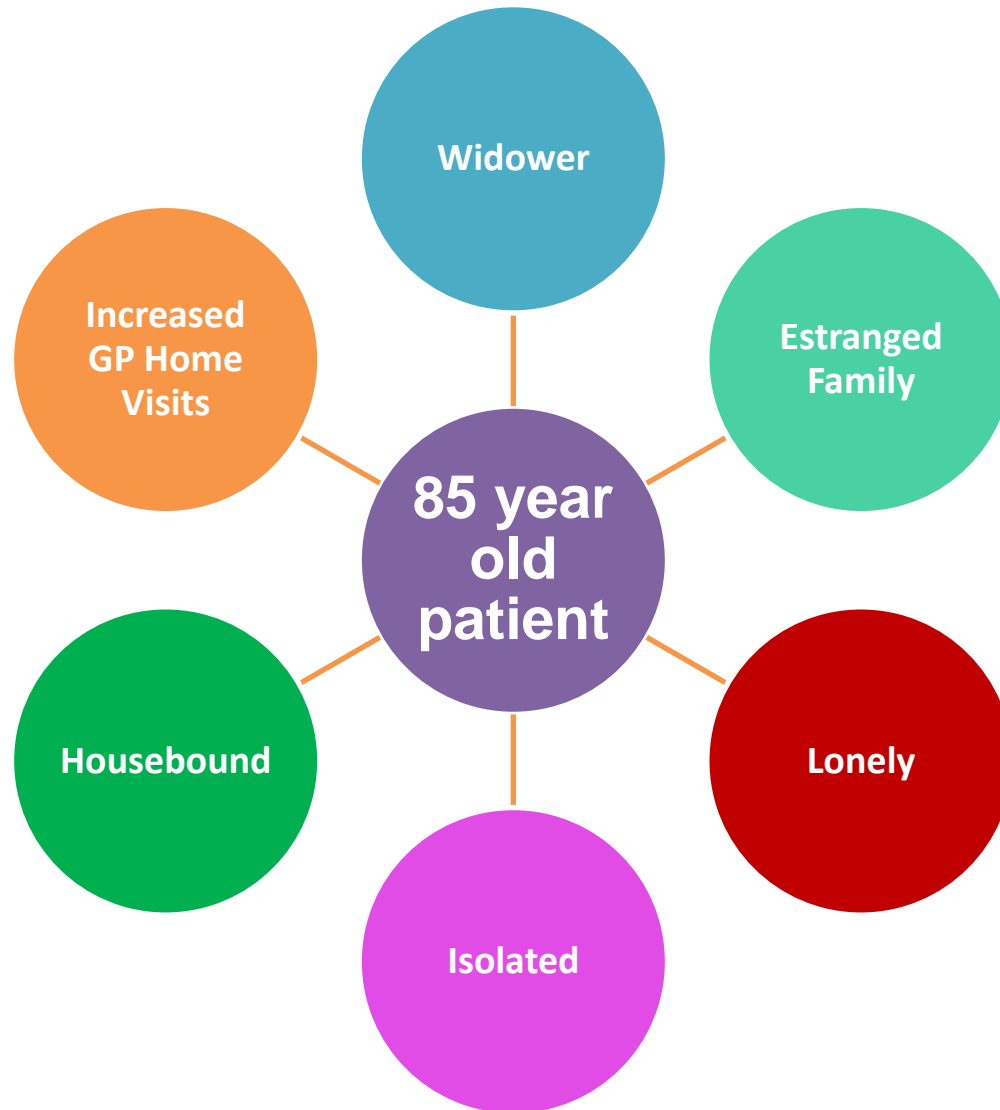
**Patient  
contacted the  
swimming  
club and  
FACE**

**Increased  
confidence  
and wellbeing**





# How we've already helped...



# How we've already helped...

BCVS have  
partnered  
with  
GoodGym to  
act as  
referring  
agents

Befriending  
referral taken  
over the  
phone from  
patient

Paired with  
GoodGym  
befriender for  
weekly visits

Less lonely  
and isolated



# Statistics

From September 2015 to September 2016:

 **BCVS participated in care planning for 592 patients across 22 surgeries**

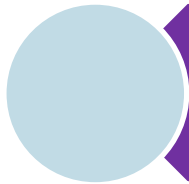
 **Specific VCS information given for 272 patients**

 **206 different VCS Organisations**

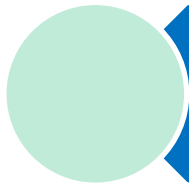
 **Additional 116 requests for information from clinical staff outside of MDT**

 **Contact from Social Services for assistance on 58 patients outside of MDT**

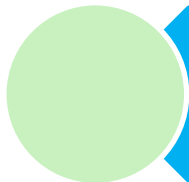
# Outcomes and Benefits



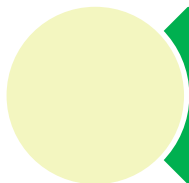
**Greater sense of wellbeing and confidence in patients**



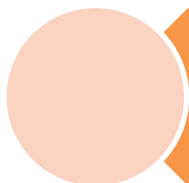
**More awareness of the services available in the voluntary sector**



**Education for Professionals of what the voluntary sector can do**



**Early support for those needing additional help**



**Sources of services and support for carers**

# Benefits to Professionals

When surveyed on the benefits of the voluntary sector navigation service, health and social care professionals gave the following scores out of 10:

**When rating their improved knowledge of what is available in the sector the average score was 8.4**

**When asked how useful it was to have immediate information about the sector available at MDTs the average score was 9.9**

**When asked to rate the benefit of the service to patients the average score was 8.9**

# Patient Liaison

**Demand from MDTs and Professionals for increased patient contact directly from BCVS**



**Increased capacity to include telephone-based direct patient contact for period of up to 3 months**

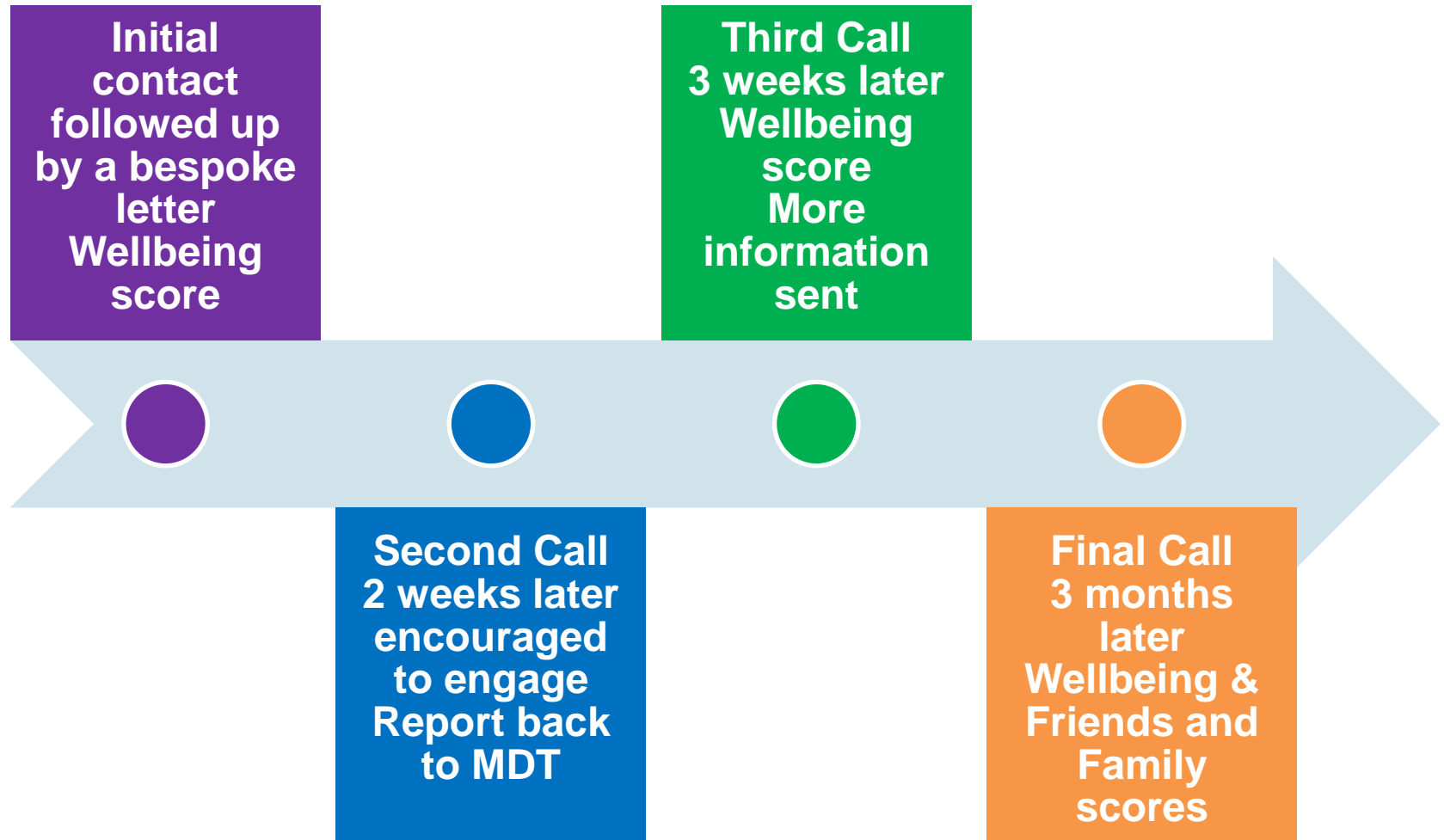


**Conversation with patient/carer on their needs with bespoke response sent to them by post**



**Follow-up calls with patient at regular intervals and information reported back to MDT**

# The Patient Liaison Process



# Patient Liaison

After engaging with Patient Liaison support for up to three months between March and December 2016:

**67% of patients said their wellbeing had gone up**

**Average increase of 3 points on a scale of 1-10**

**19% reported their wellbeing as staying the same**

**14% reported their wellbeing as going down**



# Comments from Patients



**Absolutely brilliant and a huge help**

**Talking to you has clarified my mind**

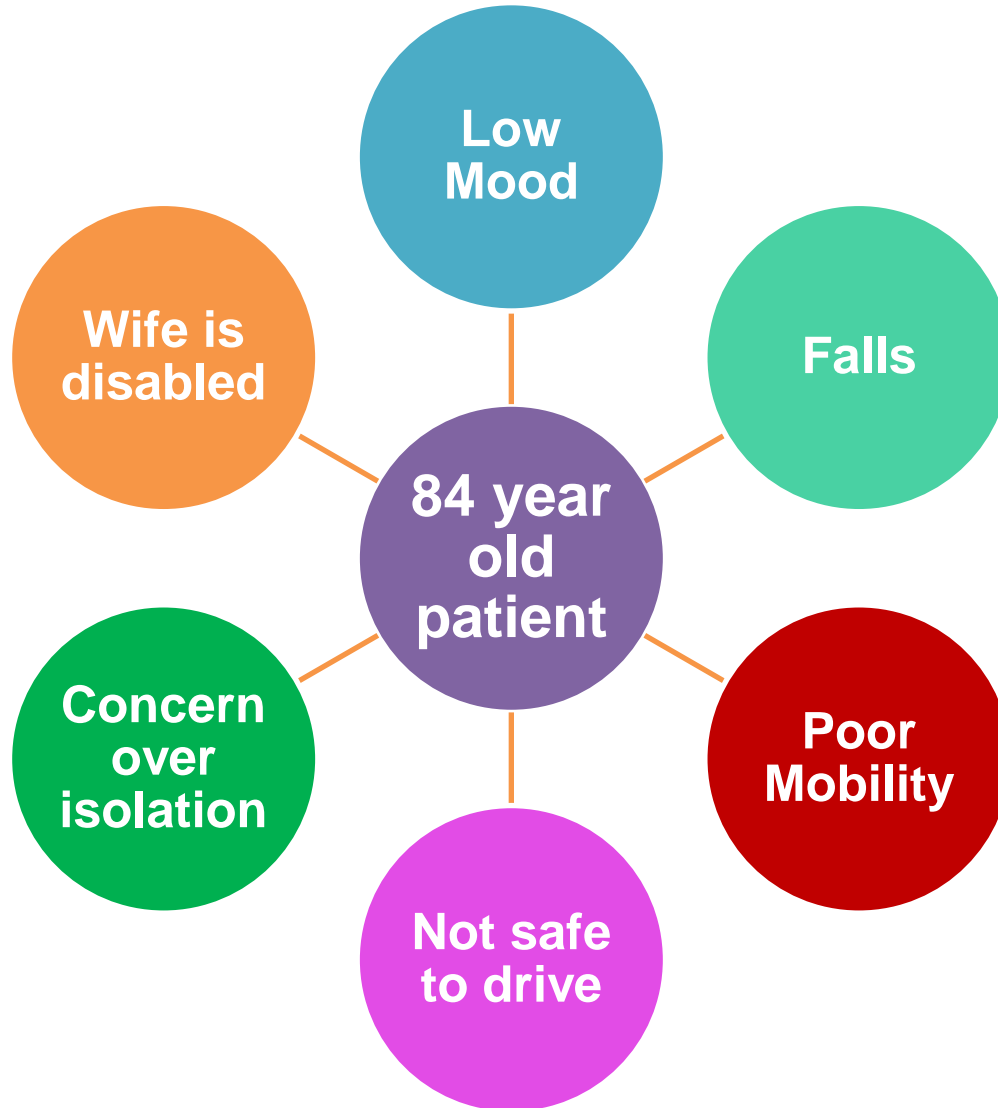
**Social Services were very impressed**

**Without your support I wouldn't be where I am now**

**Everything is going really well**

**I've got things to look forward to doing**

# How we've already helped...



# How we've already helped...

**BCVS  
contacted  
patient**

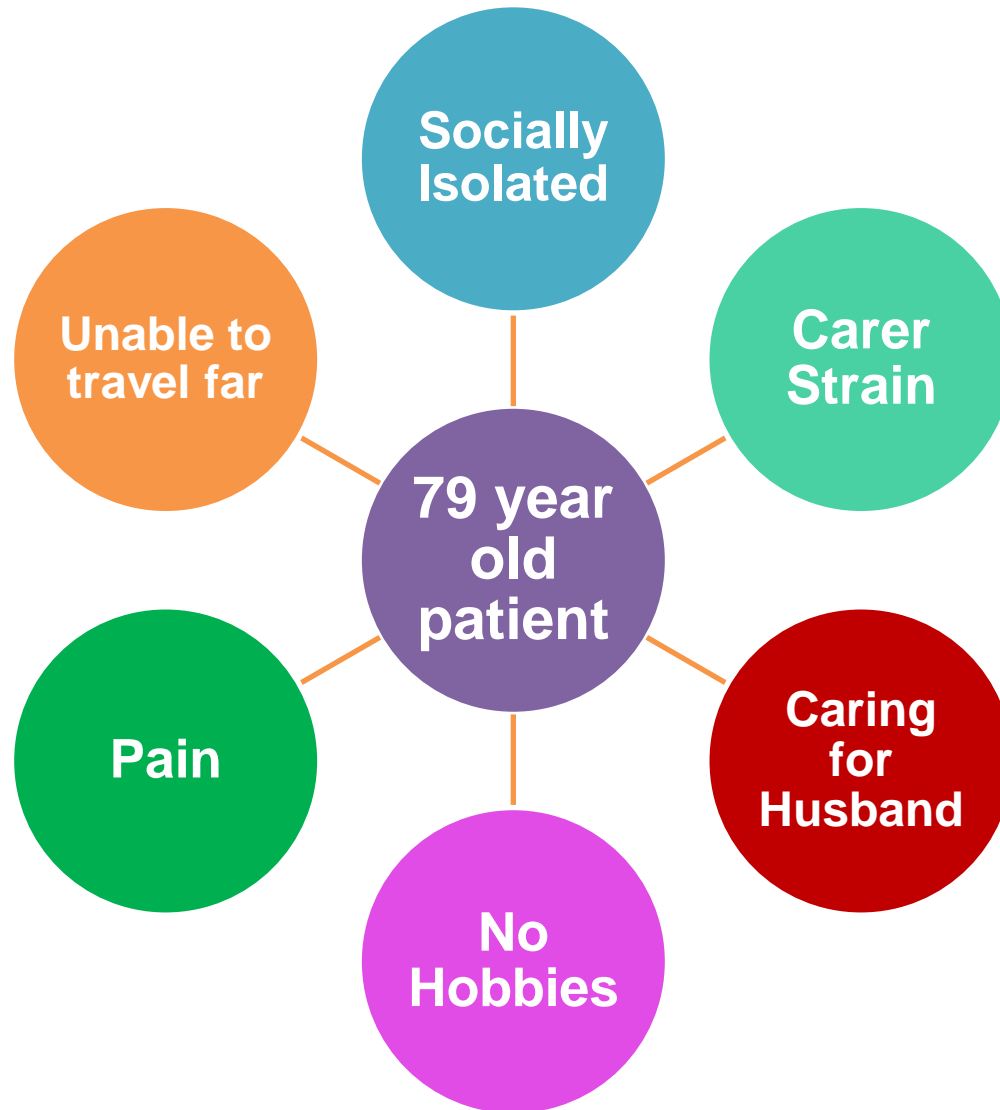
**Signposted to  
SEDCAT**

**Patient has  
been using  
SEDCAT for  
GP and social  
appointments**

**Increase in  
wellbeing and  
improved  
mood**



# How we've already helped...



# How we've already helped...

**BCVS  
contacted patient  
Signposted  
to various  
activities**

**Patient joined  
Amethyst  
Singers and  
Family  
History  
Group**

**Both groups  
keeping her  
place open  
during her  
recovery  
from knee  
surgery**

**Feels  
supported  
and  
reconnected  
to community**

