



Communities in the Deep End

Dr Peter Cawston

Re Andrea X. CHI 1234567890

Dear doctor,

Dx- Fibromyalgia & DA??more

Bloods and XR arranged

*Please prescribe AMT 10-50mg at
night, or Duloxetine to 90mg daily
and/ or Pregabalin to 150mg bd
and Versatis plasters daily*

Yours sincerely

Dr Y

Chronic widespread pain

Childhood sexual abuse

Body mass index 51

Severe anxiety

Sedentary

Hypertension



Hmm, a clear case
of MultiMorbidity

Recurrent
depression

Lonely

Financial loss

Negative cycles

**"I didn't become a GP to spend
my life prescribing pills"**



**Glasgow City
Community Health Partnership
North West Sector**

North West Glasgow Primary Care
Mental Health Team
The Sandy Road Centre
12 Sandy Road
Partick
Glasgow, G11 6HE
Tel: 0141 232 9270
Fax: 0141 232 9289



Private & Confidential

Dr Cawston
Drumchapel Health Centre
80-90 Kinfauns Drive
Glasgow
G15 7TS



Dear Dr Cawston

RE:

We sent the above named patient a ten day opt-in letter following referral.

As they have not responded, we are assuming they no longer require our help and have therefore discharged them from our service.

This service now accepts self-referrals in addition to GP referrals.

Yours sincerely

The technologies of exclusion

Inclusion criteria

DNA Policy

Remote site

Waiting lists

Single issue

No direct contact

Protocol driven

Time limited



'Evidence' based

Managed pathways

Funding oriented

'Opt in'



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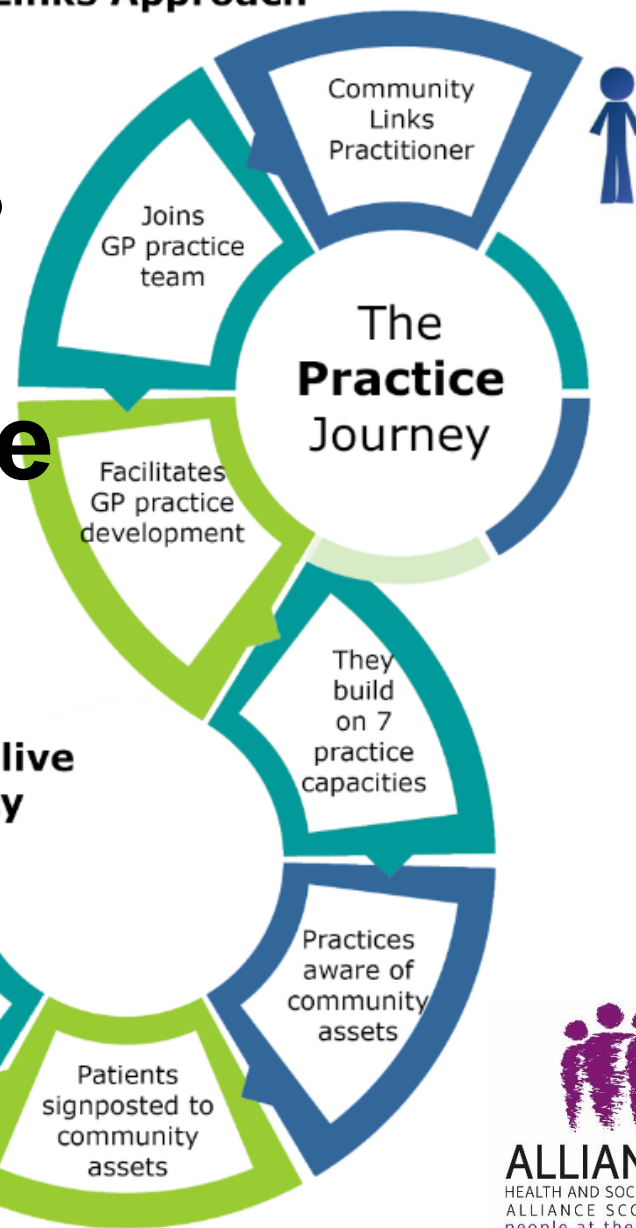
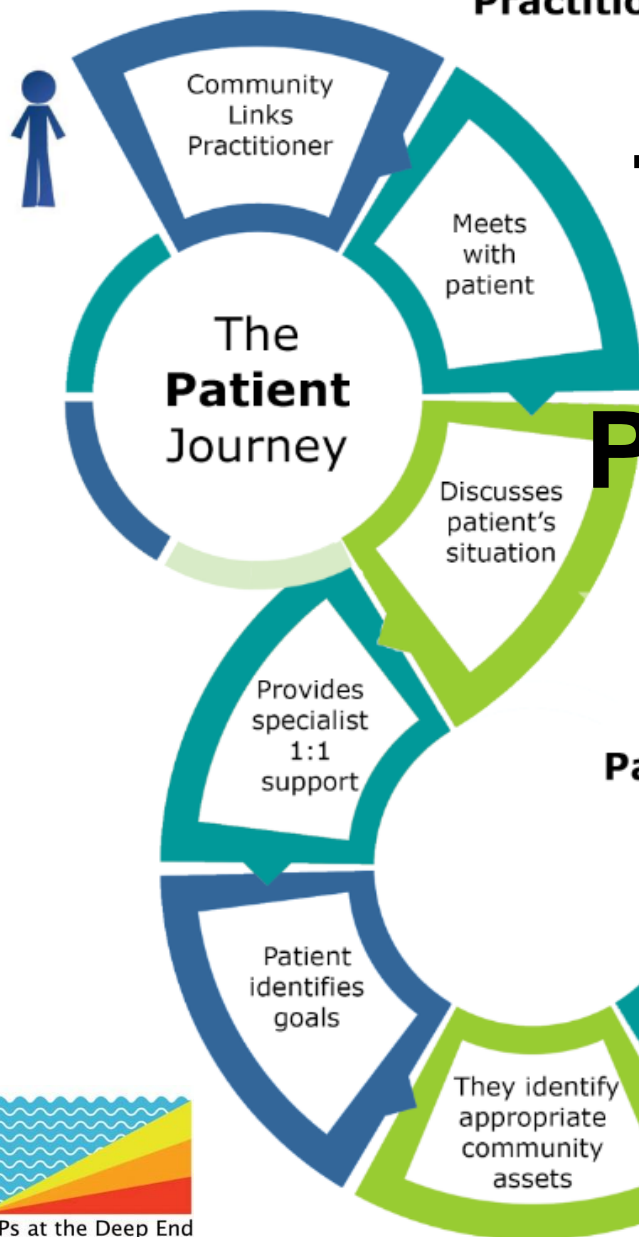
The Community Links Practitioner



The GP practice adopting the Links Approach

The Links Worker Programme

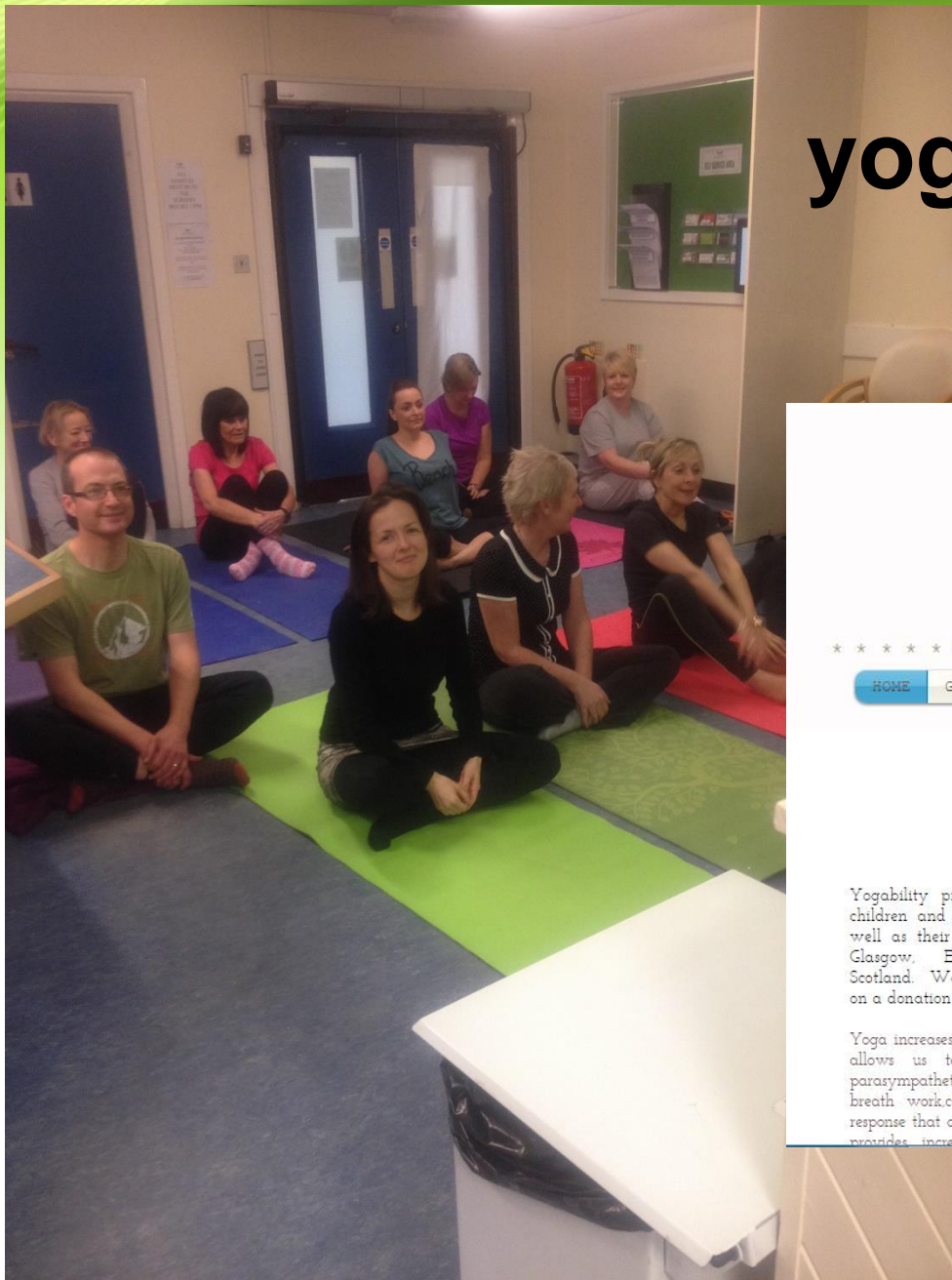
Patient are supported to live well in their community



The Community Links Approach

1. A Community Links Practitioner fully integrated into the practice team
2. Practice led development with clinical leadership supported by a grant
3. Peer review and learning in a cluster group of “Community Links Practices”
4. Partnership between general practice (the Deep End) and third sector (The Alliance for Health & Social Care)

yogability.org.uk



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Yogability is a registered Scottish charity : Charity No: SC043956

Yogability provides free yoga classes to children and adults with special needs as well as their carers and their families in Glasgow, East Dunbartonshire and Scotland. We also run mainstream classes on a donation basis.

Yoga increases flexibility and reduces stress; it allows us to instantly switch on the parasympathetic nervous system through breath work, controlling the 'fight or flight' response that anxiety and worry can bring; it provides increased health benefits, sleep



Yogability has launched a [gofundme](#) campaign; please click on

Feel Good Get Active



Garscadden Burn Medical Practice's Health Walk

One Tuesday afternoon at the end of June we participated in a walk around Drumchapel to familiarise ourselves with the various places that provide physical activities. Before the walk we also played an hour of (free) tennis to get us fit and active. During the walk we were given the opportunity to see many areas of Drumchapel that we have only ever heard of. The practice has discovered many places where patients (and the doctors!) can get physically active.

Here is a list of places the walk took us as well as some links to their websites and where to find them.

- The **Phoenix Centre** runs many clubs and activities and is managed by Drumchapel L.I.F.E. For more information click [here](#)
- **Drumchapel Swimming Pool** has both pools and a fitness studio and is free if you are a Glasgow Young Scot/Kidz Card holder or are over 60 years old and pay your council tax. Click [here](#) to find out more.
- **Drumchapel Tennis Club** gave us an hour of great fun and helped us to get fitter. We would very much recommend checking their [website](#) to find out how you can get involved with the club.
- **Donald Dewar** is a fantastic place to get fit and healthy. If you want to learn more click [here](#)

Healthy walks every week!

Every Thursday at 1pm you too can join in a **FREE**, short, gentle and friendly led walks up to 2 ½ miles long for all ages and abilities led by trained volunteers. These are a great way for you to take the first steps towards a healthier lifestyle and meet new people. The walks are all led by trained volunteer. Click [here](#) for more details.

Fun with Tennis



On an earlier Saturday in June Judy Murray, mother of Andy Murray, came to Drumchapel High School for a day of tennis fun. She is shown here (third from left) with some of the Doctors, from Garscadden Burn Medical Practice, and their children.

IF YOU WOULD LIKE THE OPPORTUNITY FOR FREE TENNIS LESSONS WITH DRUMCHAPEL TENNIS CLUB PLEASE PICK UP A LEAFLET AT OUR FRONT DESK OR ASK A RECEPTIONIST.

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Community links practitioner referrals to date (summer 2016)

- >2000 referrals to CLPs across the 7 practices
- 75% engage with the CLP
- 80% from highest SIMD quintile

[illegible]

Action learning record- 12 modules

Defining the Links Approach – building the primary care links approach conceptual framework

Implementing the Links Approach – practice development activities in adopting a links approach

Social Determinants in Primary Care – common issues encountered in mitigating social determinants of health at the Deep End

In our words – stories from the National Links Worker Programme

‘Links Worker’ Roles – exploring identity, evolution and expressions of the role within and across five programmes

Team Wellbeing in General Practice (coming soon)

Developing Governance and Management – A narrative account of the processes involved in the evolution of governance and management arrangements for the programme and summary of lessons learned.

Recruiting for the Links Worker Programme – A narrative account of the processes involved in recruiting programme staff and summary of lessons learned

Working with General Practice – A summary account of stories and lessons from the Links Worker Programme’s experience in working with general practice to co-produce and implement the programme

Induction, Training and Evolution of the links worker role

Context and Creation of the Programme – A narrative account of the civic context and conditions in which the programme arose and description of the processes and actions that led to the creation and inception of the programme, summarising lessons learned.

A Learning Programme – A narrative account of the learning tools implemented by the programme and summary of lessons learned in adopting this approach

Year One Audit- the 'soft' evidence

- 551 patients referred to links practitioners in first 11 months of programme
- 23% response rate to retrospective questionnaire
- Average 3.4 contacts, 55% > 3 contacts
- 60% self reported improved wellbeing
- 25% self reported major improvement
- Separate 'linking' and 'fixing' roles (independently related to wellbeing)

“Then I told the new CLP who started in the practice about some things that happened a long time ago and I wanted to address. He told me about an organisation that could help and came me along to a weekly drop-in there with me the first time. Then I arranged to get counselling with this organisation. I thought it would be better for me to have a female come along with me for that, so he then arranged for another of his CLP colleagues to help me get going with this service. I now attend it on my own getting on a train for the first time ever! With this support, and things like the walking group that runs from the practice, I now feel much better and there are less times when I’m feeling seriously depressed. **I’m no longer a victim, I’m a survivor and I’ve met other people who similar things have happened to. I don’t feel ashamed any longer and I’m much stronger. I don’t have to see the doctor as much”.**

(In Our Words- Record of learning)

Is it sustainable?

It would cost too much...

Duloxi-pregaba-versatis therapy:
£2250 per year

QEUH admission:
£1000 per night

Lifetime health inequality:
An NHS catastrophe

... *not* to invest long term
in Community Links
at the Deep End

p.cawston@nhs.net

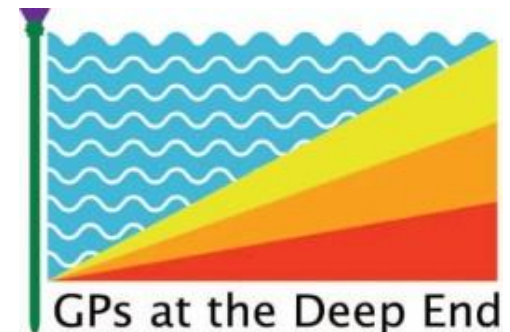
www.drumchapeldocs.org

[www.gla.ac.uk/researchinstitutes/healthwellbeing/
research/generalpractice/deepend/](http://www.gla.ac.uk/researchinstitutes/healthwellbeing/research/generalpractice/deepend/)

links.alliance-scotland.org.uk/

#makeslinks

The Links Worker Programme is funded by the Scottish Government



The background is a vibrant green with a gradient from dark at the top to light at the bottom. It features several sets of thin, parallel, curved lines that create a sense of motion and depth, resembling light trails or stylized waves.

THANK YOU