



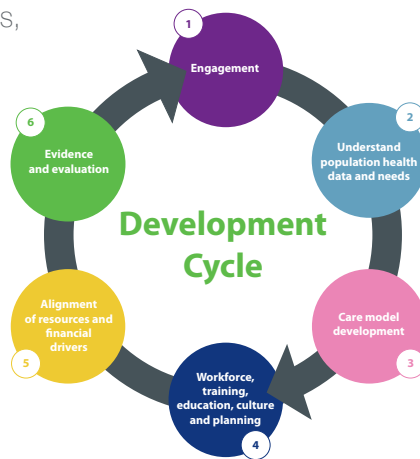
NAPC | National Association
of Primary Care

Primary care network support

Innovative approaches to community engagement and person-centred social prescribing

Building a culture of partnership with patients, people and communities is integral to the NHS and to transforming care. This is even more important as we work alongside patients and individuals to roll out more personalised and person-centred care, giving people more control over their own health.

Community engagement is a vital element of a primary care network at every stage of its journey, from the very beginning as it seeks to understand its community and set out its shared vision, to building intelligence for population health management and co-designing services based around the community's health needs. Social prescribing is a key part of person-centred care through link workers who can spend time listening to people and understanding all of their non-medical needs, finding solutions together and connecting people with local groups and services to improve their wellbeing and take more control over their lives.



Challenges

The importance of community engagement in improving outcomes is universally recognised but primary care networks have told us that is often difficult to know where to start, who to collaborate with, how to tell their story and how to reach people right across the community. Expert guidance is also essential to designing a social prescribing programme which is successful and ensures link workers are properly supported to deliver the best outcomes.

How we can support you

The NAPC has partnered with National Voices and the National Association of Link Workers to offer community engagement support across the health system from individual PCNs to CCGs, STPs and ICSs.



Not only did it generate excitement on the night, I had a number of follow up comments about working together to move local work forward with real enthusiasm.

*Dr Anu Dhir, Clinical Lead
Primary Care Development,
Clinical Lead System
Integration, Dorset CCG*



Working with you, our team – which includes our primary care home (PCH) faculty of experts and our partners – will design a bespoke package depending on the maturity of the primary care network and your needs.

Here are some examples of how we can support you:

- Advise on how to embed person-centred and community-centred approaches
- Help build collaboration with people and communities to inform your vision and priorities
- Support your network to take a community engagement approach to get to know your population and their health needs
- Guide you on social prescribing from mapping community assets, recruiting link workers, providing link worker development and building their resilience and developing a full social prescribing programme
- Support you to develop your receptionists, practice managers, nurses and pharmacists in active signposting through our well-established and enhanced care navigation programme
- Refresh your work with patient participation groups (PPGs)
- Assess your community engagement approaches and develop an action plan
- Provide advice on patient and public engagement in service redesign
- Link you to primary care homes who have adopted successful approaches

Our expertise

NAPC (with its PCH national faculty of more than 50 experts), National Voices and the National Association of Link Workers have collectively a broad range of experience of providing practical support around community engagement.

NAPC are the architects of the primary care home model – the original primary care network which has informed national PCN policy. There are more than 240 PCH sites across England, covering 10 million patients. NAPC has worked with STPs and ICSs spreading the model to one fifth of the health and care system.

National Voices is the coalition of charities that stands for people being in control of their health and care. The organisation has expertise in what matters to people relating to health and care, how to involve people and work with the voluntary, community and social enterprise sector.

National Association of Link Workers is the largest professional network of link workers in the UK, with over 600 members. Its membership provides future and existing social prescribing organisations and link workers with a single point of access for link worker support and development, ensuring consistency in professional practice.

Get in touch

For more information about how we can support your primary care network, please contact us:

Tel: **020 7636 7228**

Email: **napc@napc.co.uk**

For more information visit our website: **www.napc.co.uk**

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Operating on a small-enough scale to make relationships work is an essential facet of the ‘primary care home’ sites, whose experiences have informed these plans.

*Investment and evolution:
A five-year framework for GP contract reform to implement the NHS Long Term Plan,
January 2019*

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