

Trust Board

January 2018

Paper Title:	Patient Story – Service Summary - Primary Care Wellbeing Service
Section:	
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Agenda Item:	4

Primary Care Wellbeing Service

The Primary Care Wellbeing Service (PCWBS) is an interdisciplinary team of health professionals who work collaboratively with GPs to improve quality of life and reduce costs for patients with complex physical and mental health needs. The service has three aims:

- holistic treatment of mental and physical health,
- providing high quality care to improve quality of life, and
- making savings for the NHS.

This service is targeted at those people with co-morbidity, medically unexplained symptoms and long term conditions. In addition, the long-term illness may be either undiagnosed (MUS) or diagnosed (named chronic diseases). The problems with coping is characterised by over-frequent attendance; overuse of drugs; emotional disturbance; poor treatment adherence.”

Patients benefit from a range of therapy interventions including: Psychology, Physiotherapy, Occupational Therapy and Specialist dietetics. Patients also have access to Personal Support Navigators to facilitate access to a range of community and voluntary services and support their self-management plans. The pathways into the service are:

- “1. Complex/trauma cases – Based on initial formulation and working closely with primary care team to manage care and specialist interventions from Psychology. Support to be provided by other therapists and longer term management through care navigators
2. Significant comorbidity and failure to adhere to treatment plans as a result of mental health issues. Primary care management supported by lower level interventions and support from team therapists.
3. Less complex, frequent attenders requiring signposting to more appropriate services
Development of formulations with detailed specialist therapy intervention plans.”

Service Profile

Patients are referred into the service by the GP and, if accepted, are assessed by members of the team. GP and patient goals are discussed, and form the basis of the

intervention alongside a biopsychosocial formulation (method of understanding health and illness through biological, psychological, and social factors). Outcome measures are taken at assessment and at regular intervals to assess progress

The service currently works with four GP practices across Bradford and Airedale:

Tong Medical Practice
Kilmeny Medical Practice
Clarendon Medical Practice
Moorside Medical Practice

The service uses a variety of approaches, including:

- Face to face: which includes in surgery, own homes, or an alternative community setting
- Telephone consultation
- Accompanying patients to appointments, eg hospital appointments
- Direct intervention support, eg participating in graded exposure exercise, swimming support
- Group work

CURRENT STAFFING

Consultant Clinical Psychologist	0.6wte
Senior Clinical Psychologist	0.8wte
Clinical Psychologist	0.4wte
Specialist Dietitian	0.2wte
Assistant Psychologist	1wte
Occupational Therapist	0.7wte
Physiotherapist	1wte
Personal Support Navigator	1wte
Team Manager	0.6wte
Admin	0.6wte
Student interns	
Volunteer Counsellor	