

Case Study

Support from a Social Prescriber enables Kirsty* to spend less time at her GP surgery

Background

Kirsty was a very frequent attender at her GP surgery. In one year, she was there over 300 times - more than many of the staff!

Kirsty had anxiety and depression issues. These were linked closely to her living arrangements: she was in a house-share and had issues with the other residents.

How we helped

Kirsty was referred to the Social Prescribing service and met with her Social Prescriber on several occasions. Various options were examined, but nothing seemed to 'stick'.

Eventually, the Social Prescriber decided to devote a longer session to Kirsty in order to try and get to the root of the problem. As the meeting progressed, it became apparent that Kirsty was losing the thread of the conversation and beginning to go back over issues already discussed.

It became apparent that Kirsty had significant short-term memory issues and was unable to retain information.

It transpired that she would normally write things down in order to overcome this issue, but had been unwilling to do so in front of medical staff for fear of appearing stupid.

The Social Prescriber was able to agree with Kirsty that writing things down was not a sign of anything other than a desire to get things clear, and that it could be the way forward.

Whilst Kirsty remains a regular attendee at her surgery, she is now able to implement some actions and has made significant progress.

Issues on referral

Depression

Anxiety

Memory loss



Herefordshire Social Prescribing is a joint initiative between Herefordshire General Practice (supported by Taurus Healthcare) and Herefordshire Council.

Taurus Healthcare is a Federation owned by all Herefordshire GP practices.

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* Not her real name