



Case Study

Finding the time to listen made a real difference to Billy*

Taking the time to listen

The Social Prescriber first met Billy* at a COVID vaccination centre for rough sleepers. She used this opportunity to listen to Billy and find out the circumstances that had led to his situation. He was using drugs and alcohol to help manage his difficulties and, as a consequence, had significant health issues. He had given up hope of a better life and due to the lack of a safe space was no longer able to see his children.

What matters to you

Billy was caught in a cycle of homelessness. Despite being offered temporary accommodation, he never learned the skills to manage living independently and hadn't addressed his health needs. He still used drugs to help him through hard times.

The Social Prescriber learnt what was most important to Billy so that she could focus support appropriately. By focusing on what mattered to Billy, this also increased the likelihood of any changes being sustained.

Making connections

The Social Prescriber identified a gap in services where men could spend safe, structured play time with their children. Together with a colleague, she approached a church group about restarting a group specifically for fathers and their children.

Billy agreed to be referred to Turning Point in order to access specialist support to manage his addictions.

With Billy's agreement, the Social Prescriber referred Billy to a housing support service, who helped him to find a suitable tenancy. They also provided him with practical help on how to manage independently.

The Social Prescriber arranged for Billy to attend two basic life skills courses to help him find ways of coping with stressful or difficult situations and enable him to live independently.

Billy agreed to see a GP, with the Social Prescriber's support.



Case Study (2)

Enabling you and reducing barriers

New accommodation was found for Billy very quickly. Thanks to funding from local sources, the Social Prescriber helped Billy to furnish his flat, get a food parcel and pay for some gas and electricity to start him off in his new home.

Outreach and Housing Teams helped Billy to manage the costs of his new home by creating a budget and setting up direct debits.

At the fathers and children's group, Billy and his kids learnt to cook nutritious meals, enjoy games and activities and socialise with other fathers and children.

Billy and his GP are now looking at a medication plan. Billy feels much more engaged now and where previously he felt of little value, he now cares about the future and being well.

Empowering you to improve your health and wellbeing

Billy and his Social Prescriber are now talking about long term goals. Ultimately he would like to find a job that he enjoys.

When he feels up to it, Billy will be accessing support around training, upskilling, work placements and eventually, hopefully, paid work.

Since the Social Prescriber's involvement, Billy has come a really long way, but all the hard work was his own.

Taking the time to understand Billy's needs and finding the appropriate support to help him made the real difference between him engaging with help and not.



Herefordshire Primary Care Networks
SOCIAL PRESCRIBING



Working alongside GP Surgeries to offer patients access to non-medical support within their local community