

Picton Community Health Hub: A Collaboration with PSS & CAB



WHAT IS THE COMMUNITY HEALTH HUB?

The Picton Community Health Hub started as part of our initiative to increase access to healthcare and offer support and services to patients outside of typical GP practice spaces.

The Hub, hosted in Kensington Children's Centre, is run in partnership with PSS and Citizen's Advice who provide advice in [social support](#), [financial support](#), and [emotional wellbeing](#). They can refer patients directly to their organisations from the Hub. We also offer Physical Health Checks, completed by our paramedics who can provide advice, and should the need arise, sign-post patients to urgent support. Finally, we offer free refreshments for all attendees and a taster relaxation class from PSS to end the day.

Since May, we have done [nearly 300 Physical Health Checks](#) for our patients at the Hub and got patients in for [urgent GP appointments](#) the same day, if required. Similarly, we have had numerous referrals to both PSS and Citizens Advice enabling patients to access the support they need without needing a GP appointment.

IMPACT SNAPSHOT (MAY 2023 - AUGUST 2023)



273

Health Checks
Completed



25

PSS Referrals



20

CAB Referrals



JAMES'* STORY

James was becoming burnt out, suffering from stress at work, anxiety, and symptoms of vertigo, that were so severe he had to take a prolonged absence at work. This caused him financial difficulties, further fuelling his anxiety and stress.

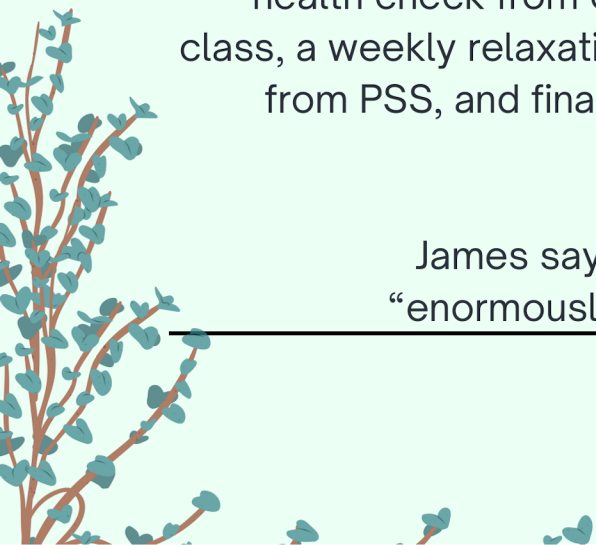
“I like the way I am treated with such care and attention by PSS staff, Kindred Minds, Citizens Advice, and the Hub. I have met loads of caring people at yoga and on my anxiety management course. Everybody I have met has been brilliant in their help and support!”



James first heard about the Hub through a text invitation to come chat about any issues he was experiencing. After a chat with PSS, James was referred to one of their anxiety management courses and enjoyed a taster relaxation session that day too.

This was only the beginning for James, he has accessed many different avenues of support following this. He's received; a physical health check from our Picton Paramedics, attends a weekly yoga class, a weekly relaxation class, and massage treatment via referrals from PSS, and finally support from Citizen's Advice regarding his financial situation.

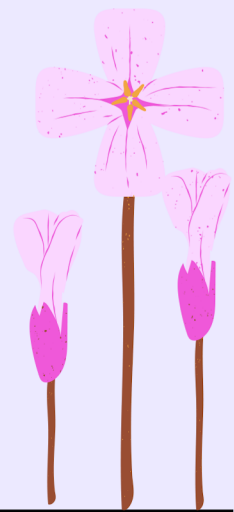
James says the support he has received has helped him “enormously” and he hopes to ease back into work soon!



PHILLIP'S* STORY

Phillip was struggling before coming to the Hub. Despite being in the country for almost 20 years Phillip has yet to be given indefinite leave to remain. Unable to secure employment meant Phillip was relying on friends to get by and the uncertainty of life and stresses with the home office, caused panic attacks, anxiety, and depression. He also suffered physical challenges, needing daily painkillers to manage.

“The staff have been very empathetic and helpful. The group are nice, and it makes it fun to come every week. The staff are good at listening to our challenges and are keen to help within their reach”



Phillip first heard about the Hub through his GP Practice. Here he accessed support from Citizen’s advice who helped him secure free prescriptions and gained support from PSS who were keen to help him manage his symptoms. Phillip has found the relaxation class to be particularly helpful saying it has improved his wellbeing, sleep, and reduced his anxiety.



ABOUT PSS



"Recovery can take time, so we provide safe, nurturing spaces, enabling people to heal, understand, gain control and move forward with renewed meaning and purpose in life. People are invited to attend our recovery courses to learn new techniques, strategies and skills with support from others"

PSS are a social enterprise that supports people to live happy, healthy and hopeful lives. Their Wellbeing Centres provide recovery-focused mental health support to people living in Liverpool.

Referring someone to the PSS Wellbeing Centres:

- Gives them access to the team of **brilliant wellbeing practitioners**
 - Encourages people to **feel more in control** and **able to manage** their own health and wellbeing
 - Supports them to **improve their economic situation** and **manage practical issues** such as debt or housing
 - Promotes **social inclusion** and helps people stay **connected to their communities**
 - Provides a **safe, nurturing space** for them to talk about what they're feeling
 - Allows people experiencing emotional distress to **meet others** who have experienced similar things
 - Allows for **longer term support** for people, reducing revolving-door patients
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FATIMA'S* STORY

Fatima attended the Hub when she received an invitation for a physical health check. Fatima is Hypertensive and takes medication for her blood pressure. We found that Fatima's blood pressure was far too high, even after taking her blood pressure medication she was at risk of very serious health complications. Fatima shared with us that she had been told she needed her medication increased months ago but hadn't been contacted due to issues with her phone.

Our clinicians contacted Fatima's GP practice and we got her an appointment with her GP the same day, who increased her meds accordingly.

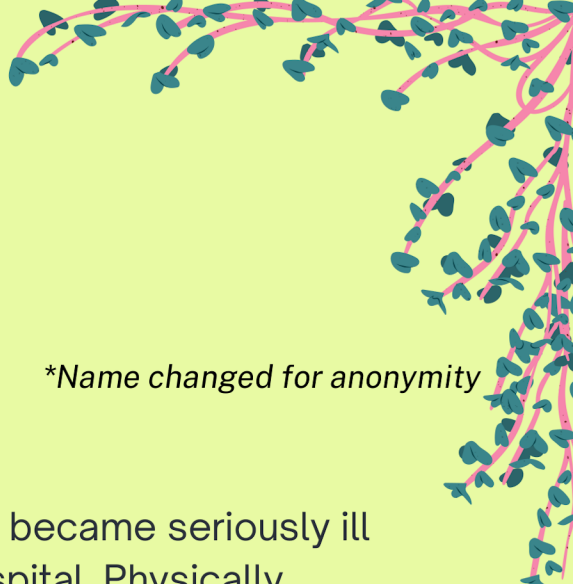
SONYA'S* STORY

Sonya suffers with physical health conditions, nerve damage and limited mobility. This coupled with her poor living conditions of mould and overcrowding was severely impacting on her mental health, causing depression, low self-esteem, and anxiety. She received a text message invitation to the Hub and accessed all the support offered there. When asked what has been most helpful, she said:



“All of it! But especially the PSS course and I'd like to continue the relaxations. I've had lots of information and helpful advice. Now I can build my self-esteem and enjoy my time with my kids”

For the future she said she'd like to see more community activities for parents and children at the Hub too.



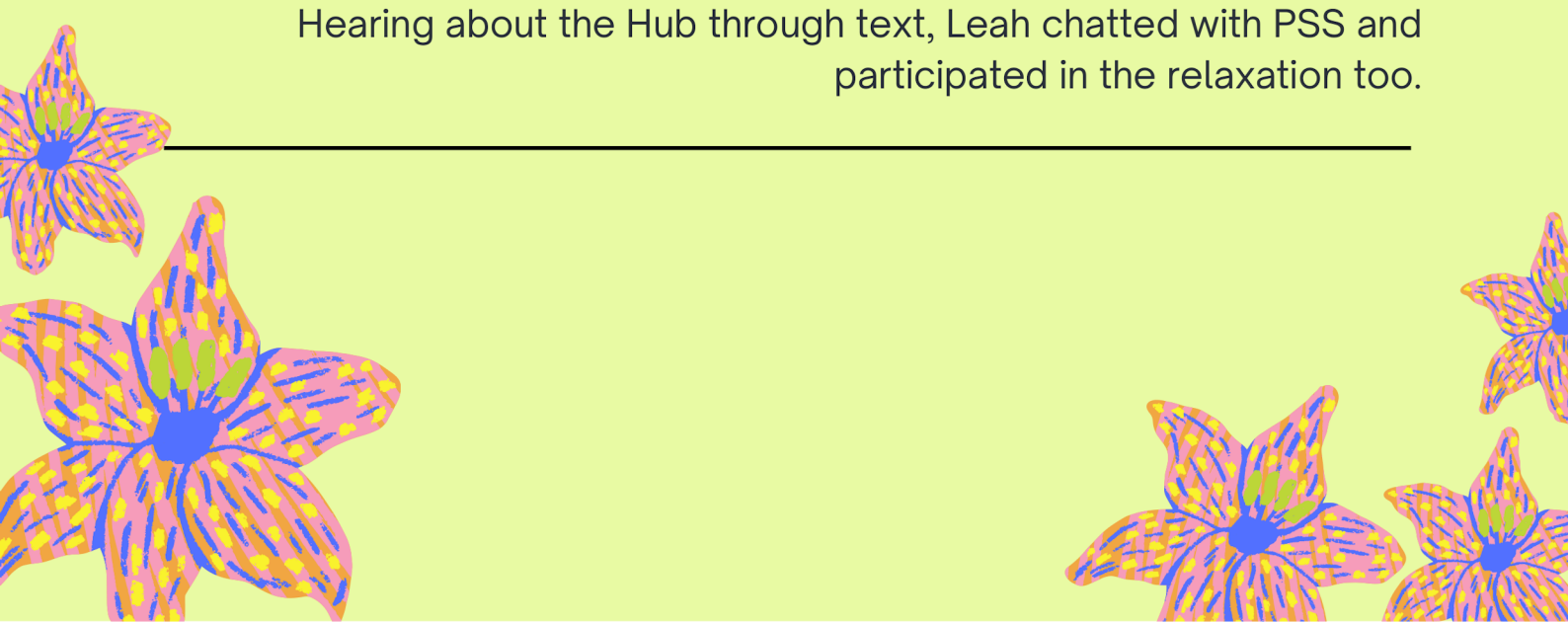
**Name changed for anonymity*

LEAH'S* STORY

Leah is a new mother who told us that her child became seriously ill after birth, spending his first month of life in hospital. Physically recovering from the birth and having to manage with little help from family took its toll on Leah's mental health.

“When I accessed the hub, my mental health was very poor, and I was still awaiting assessment from the perinatal mental health team. The hub gave me a support network that I was lacking, people who listened to my story and offered support. I found the relaxation sessions amazing as my anxiety levels were so high and attending them gave me some time out and a great reason to get out of the house”

Hearing about the Hub through text, Leah chatted with PSS and participated in the relaxation too.



ABOUT CAB

**"We are here for everyone,
whatever the problem."**

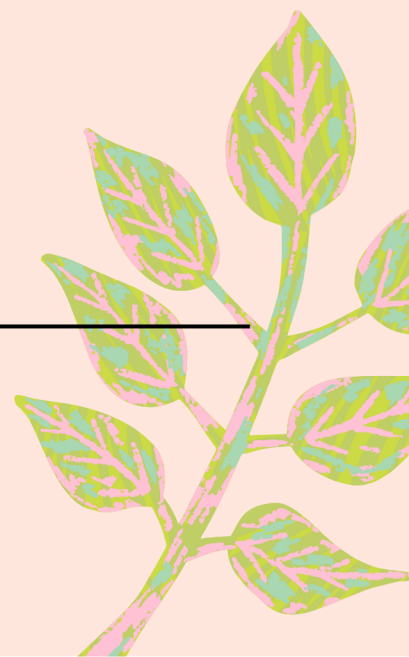
Citizens Advice Liverpool are **Liverpool's leading provider of advice and advocacy services**. They are a local, independent charity and their services are free, confidential and impartial.

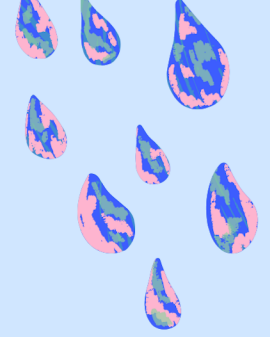
Each person they advise is unique and their advice will be tailored to your personal situation and needs.

The General Advice team is only a phone call away and ready to support you 7 days a week. They also have several specialist teams who can provide advice and help for more complex cases. CAB take a holistic approach to providing advice and can help you with several issues at a time if necessary.

Their service includes:

- **Benefits Appeals Advice**
 - **Debt and Money Advice**
 - **Energy Advice**
 - **EU Settlement Scheme Advice**
 - **Help to Claim (Universal Credit) Advice**
 - **LGBTQ+ Hate Crime Advice**
 - **Pensions Advice**
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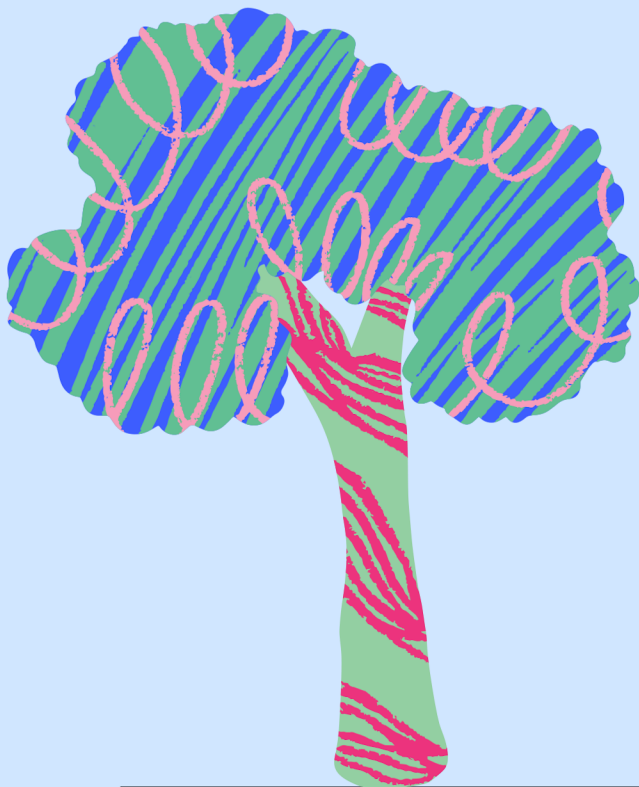
**Name changed for anonymity*

ESTEBAN'S* STORY

Esteban moved to Liverpool in 2018, leaving friends and family behind. Struggling with the English language and Covid-19 hitting made Esteban feel very isolated and down.

“The most helpful thing is I walk out from home and join the community again; I feel much better than before. The activities and course keep me busy and has helped my isolation”

Esteban received a text to come to the Hub, unsure of what he'd find there. Here he received a physical health check from our paramedics and support from PSS, joining their lifting mood course in addition to a walking group and even yoga!

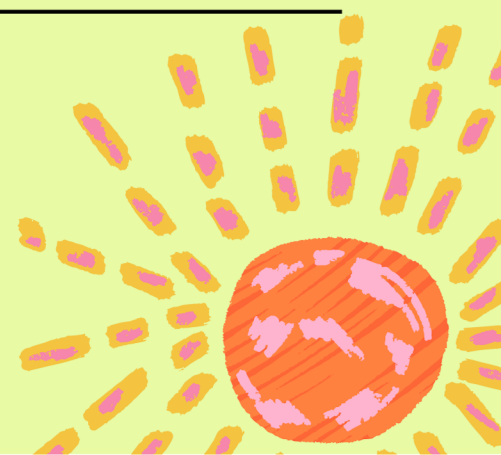
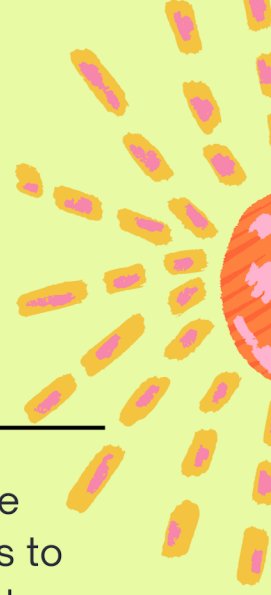


LESSONS LEARNT

With success, comes lessons learned. As with all things new, we found ourselves making iterations and adaptations in many areas to improve the effectiveness of this initiative. Firstly, we found that by moving to the Kensington's Children Centre, a bigger and more accessible space, we could increase the number of patients we see. It is also a more familiar space to our patients as we hold many of our events there and it's located quite centrally for our network.

Patient engagement with the Hub is another area we improved on. Initially, patients received a general invitation to come chat about their mental health at the Hub. Since then, we have targeted different populations for physical health checks through text invitations, placed posters in our practices, and increased knowledge of the Hub with our clinicians so they can invite patients too. Many patients who come solely for a physical health check find themselves accessing the support PSS and CAB offer that they otherwise wouldn't have done.

Privacy is always something to consider when discussing our health, especially in public places. We found quite quickly we needed ways to improve confidentiality in the Hub. We've introduced some relaxing music and screens to section off certain areas. The music serves as an auditory barrier, and the screens a visual one, which helps patients feel more comfortable.

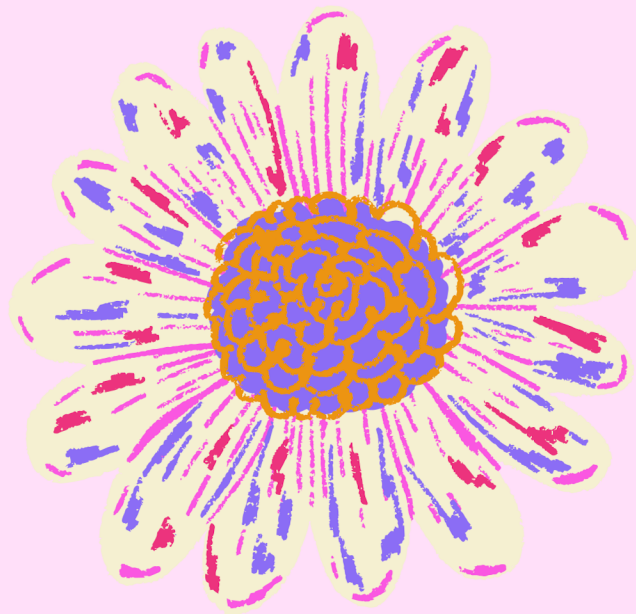


WHAT OUR TEAM HAVE TO SAY...

"As a service that mostly worked with people who lived in areas surrounding our 3 Wellbeing Centres, the Picton work has **exceeded any expectations we had**. Almost from the beginning we were working with such a **diverse and often excluded community**. We have **seen great change** happening for people alongside the added bonus of **forging new networks with other agencies**" - *Sandra, PSS*

"The Community Hub has evolved in the last 6 months from its first tiny beginnings at Picton to becoming a more **vibrant hub** at Kensington CC. I think the overriding positive outcome has been the **ability to reach out to people in their community setting!** It has worked well having staff from CAB and the PCN available as this works towards the **long-term goal of having parity of esteem between physical health and mental health** and of **reducing stigma** and **increasing the numbers of people accessing support for their mental health**. The relaxation has been very well received; it's been so **lovely to see it making a difference to people's lives**" - *Annie, PSS*

"I've watched this drop in session **grow from simple BP** (valuable in themselves) checks to now including, **HR, rhythm, Spo2, height and weight**. As the service provision developed, **patients are being won over and confidence increasing in the provision** to such an extent they have now become "mini consultations" and an excellent signposting service to further care. **Not bad for what started as a simple BP check!**" - *Laurence, Picton PCN Paramedic*



Thank you

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