

# SOURCES OF SUPPORT

## PATIENT INFORMATION SHEET

### **What is Sources of Support?**

Sources of Support is a 'social prescribing' service which is available in every GP Practice in Dundee. Our service works with people whose mental health and wellbeing is being impacted upon by social and economic issues. We have a link worker attached to each GP Practice who will help you access the most appropriate support to best meet your needs. We can work with patients for up to a 20 week period.

### **What is Social Prescribing?**

Social prescribing is an approach which is being used in GP Practices to help patients with non-medical issues which are impacting upon their mental health and wellbeing. The link worker is part of the GP Practice team and is an experienced practitioner who will work with you on the issues which are causing you the most concern and identify services/community groups/activities which are best placed to help you. We also have support workers who can help you attend these activities if required.

### **What happens now?**

Once your referral has been received, the link worker will contact you via phone/text. They will try to contact you over a two week period to set up an appointment. If the link worker is not able to get in touch with you they will send out a letter to you to advise that they have been unable to reach you. You will then be expected to get back in touch within a specified date.

### **First appointment – what to expect?**

Your first appointment will give you the opportunity to gain a fuller understanding of what social prescribing is and how the service can benefit you. You will be able to talk about your current circumstances and how they are affecting your general wellbeing. Your active participation is vital for you to get the best outcomes from the service. The link worker will listen to you and work with you to identify your priority issues and what sources of support would suit you best. We can help you with a range of issues, which can include money/benefits/debt; housing; employment / learning; bereavement / trauma; social isolation or any other identified issues which may be causing distress.

### **Communication with Link Worker/ Support Worker**

With your consent, link workers may contact services and groups on your behalf and will get in touch with you as soon as they have information to share with you. Please be aware, this can take time due to referral systems and waiting lists.

### **Missed appointments**

You will be expected to inform the link worker if you cannot make an appointment. They have a busy caseload and try to be flexible with patients as they understand it can sometimes be difficult to attend appointments. If you miss more than two appointments with no communication, you will be discharged.