



Connect North

Your Pathway to Wellbeing



**Commissioning for Patient
Experience**



Working together



Excellence



Openness & Honesty



Compassion

What is Connect North?

Social factors such as **work, money, housing problems**, the challenges of **managing long-term conditions** or feeling **lonely or isolated** are just as important to our health and wellbeing as our physical needs.

Connecting people with the right help and support to address these social needs is called “**social prescribing**”

Connect North is an **integrated, co-designed, person-centred & needs-led** navigation and social prescribing service within the NHSCT area aiming to connect clients to the right help and support to address these social needs

Connect North is delivered in partnership across 2 sectors



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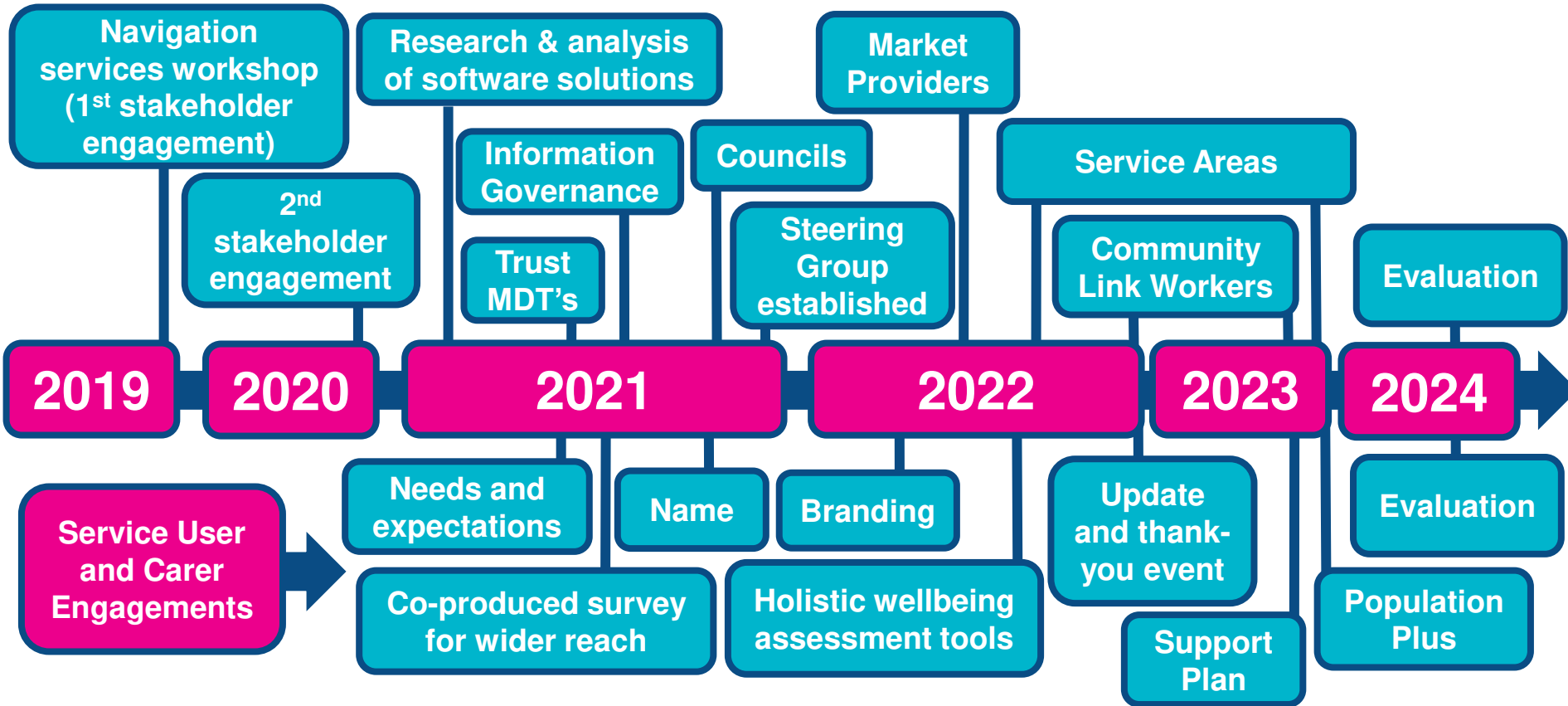


Compassion

Background



Engagements



What we need (providers & users)

Personalised help & support

To know what's available and have easy access to it

Effective 1st point of contact

To look at the whole person, not a single condition

Not getting passed from pillar to post

Integrated, accessible, sustainable & responsive service

To have it all in one place

Partnership working

Evidence based

Consistency – I don't want to repeat my story

Don't want to feel like a burden or unable to cope

A single directory of services for everyone



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The Directory - Population Plus

A single directory of services

Maintained by all providers

Accessible for everyone

Supports community signposting to services

Online



<https://www.elementsoftware.site/connectnorth/>

Connect North
Your Pathway to Wellbeing

Connect North can help connect you to the right help and support to meet your social needs.

To find out about activities, services and supports available near you:

1 Scan QR code using the camera on your device
(or type [elementsoftware.site/connectnorth](https://www.elementsoftware.site/connectnorth/) into your internet browser)

2 Open the link

3 Select 'Activity type'

4 Insert your postcode

5 Click 'search'

Email connectnorth@northerntrust.hscni.net for more information.

HSC Northern Health and Social Care Trust
Department of Agriculture, Environment and Rural Affairs
age NI
agewell
MHS CHARITIES TOGETHER



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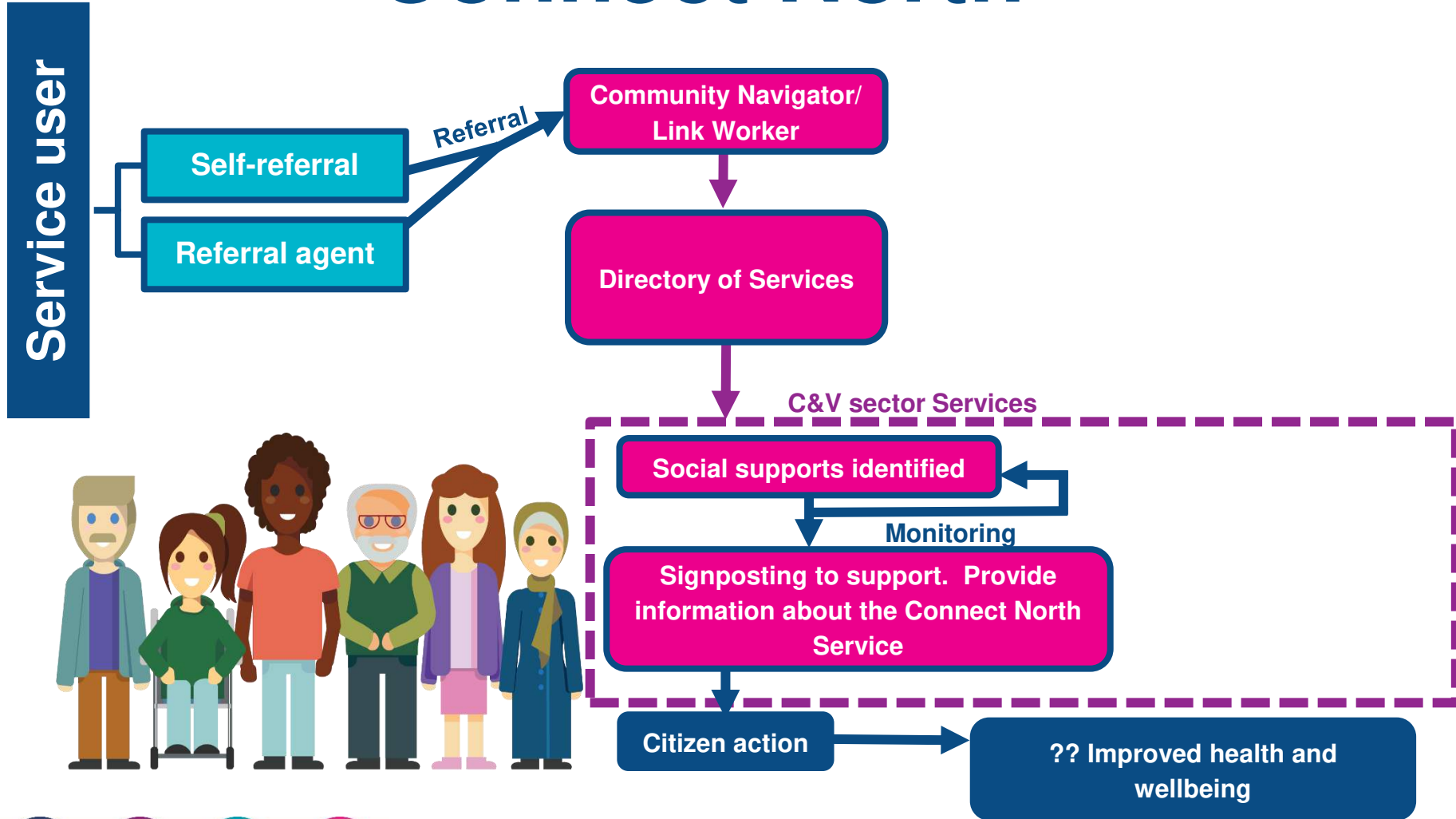


Compassion

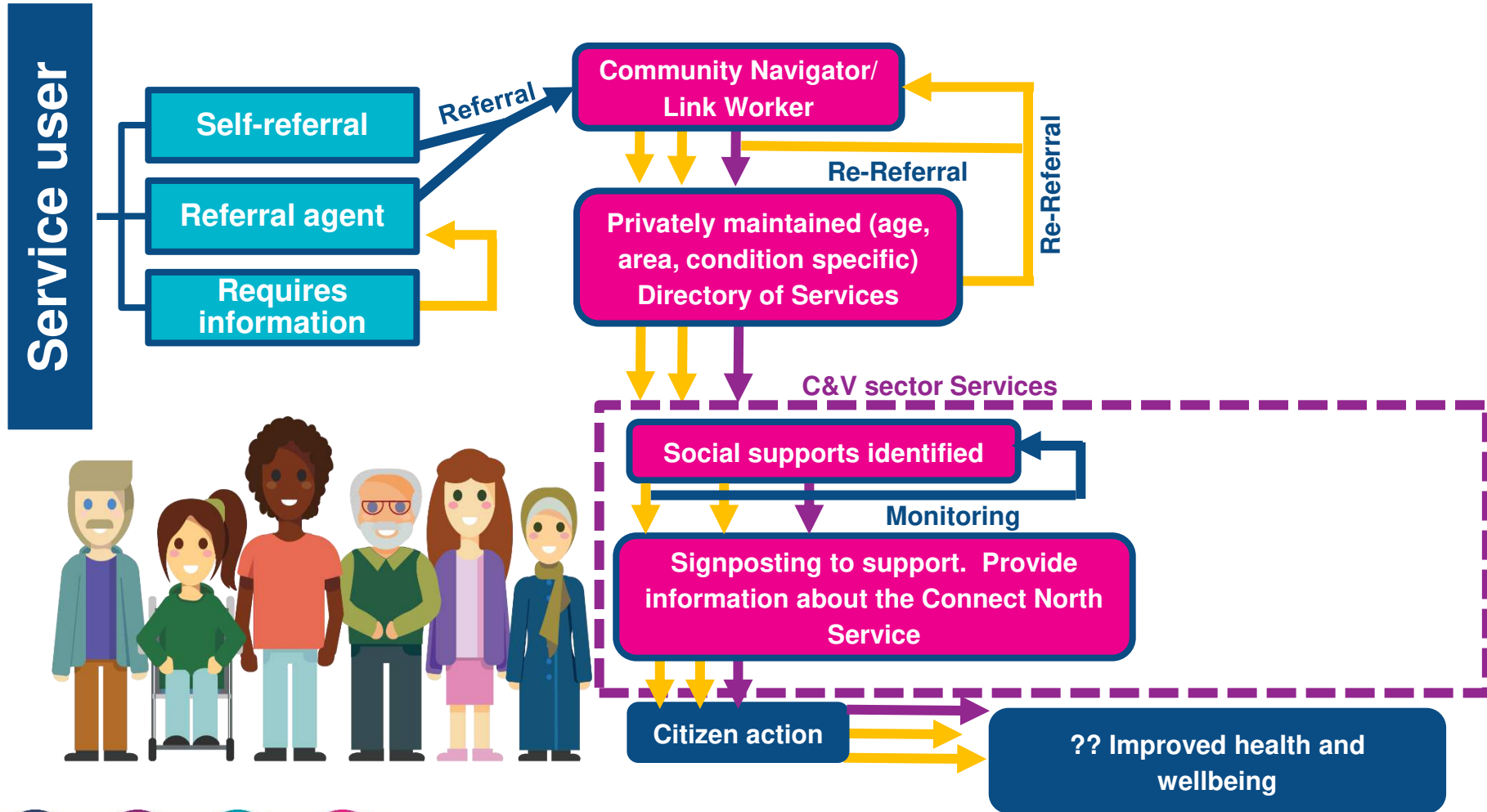
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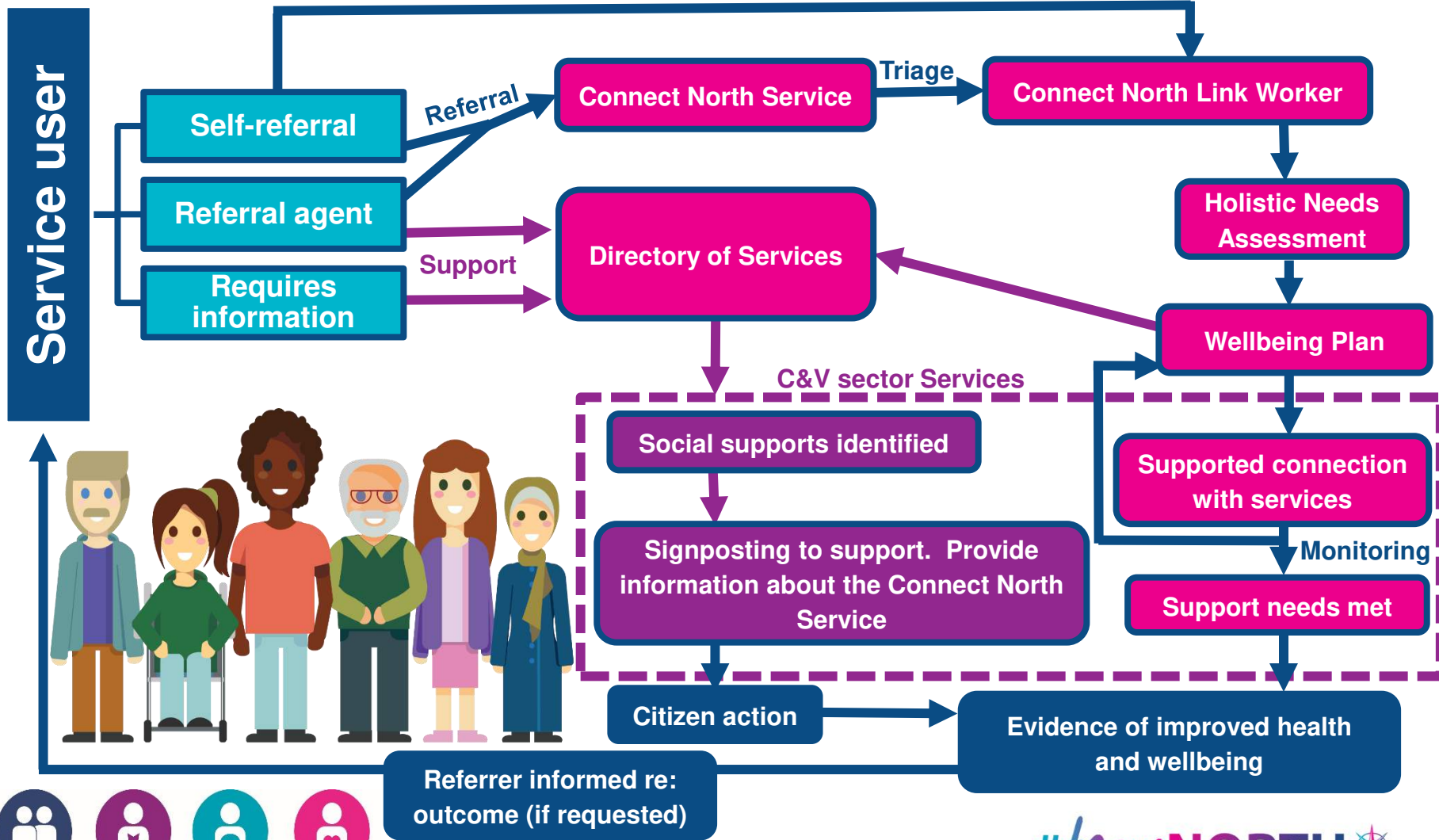
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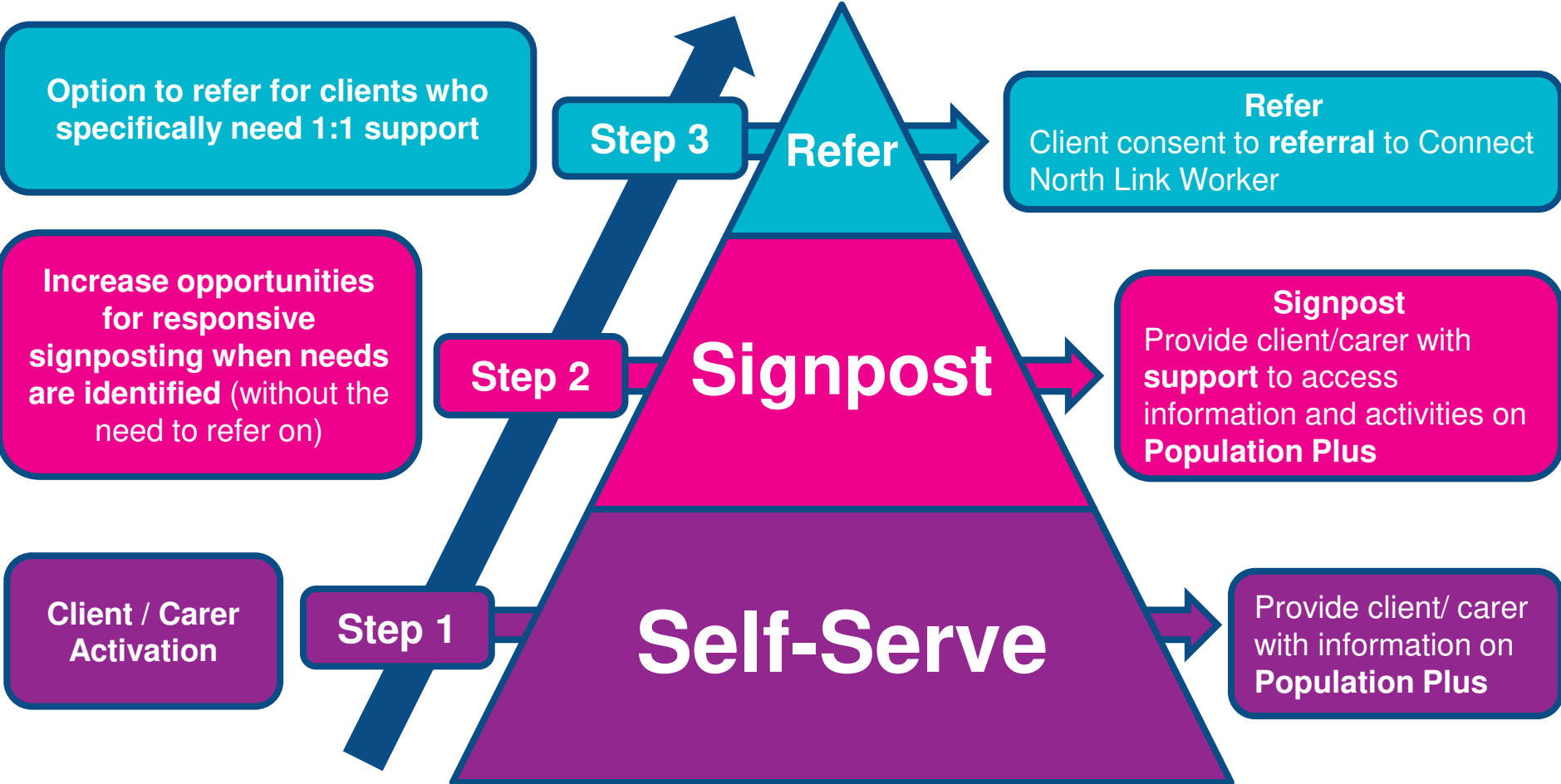
Dis-Connect North



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Model of Support



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Commissioning for Patient Experience

Client/Carer Engagements

8

- Name & brand
- Co-produced resources
- Assessment tool
- + Evaluation

1,593 Referrals

914 Client related communications/mth



1,070 Social prescriptions

2,682 Signposts

1. Advice & Advocacy

2. Carer Support

3. Environment

1. Connecting with others

2. Emotional Support

3. Carer Support

Digitalisation

Single access point



Continuity of Care

Online Directory



Publicly available

>900 services

236

Referral agents

27

Agencies

Fairness

- Standards & procedures
- Improved communication
- Improvement lens



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Impact on Client Experience

Person-Centred



Single Electronic Record



Accessible Public Directory

>900
Activities and services

- Single point of access ✓
- An accessible directory ✓
- Reduce duplication ✓
- Resolved legacy backlog ✓
- 100% on time reviews ✓
- Multi-agency approach ✓
- Fair & consistent service ✓
- Reporting for improvement ✓

Improvement in health and wellbeing **80%**

Improvement with primary wellbeing concern **75%**

I know if I ring action will be taken

It was a lifeline for me really and truly

100%
Clients/ carers found the service helpful & informative

100%
Users recommend service

They helped me to feel in control of my situation, I couldn't have done it without them



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Contact us at:

Connectnorth@northerntrust.hscni.net



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