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GRANGE PARK
SURGERY
BURLEY IN WHARFEDALE



"I knew some of the people by sight in the village, now I consider them my friends"



Our Challenge

Grange Park Surgery is in the village of Burley and Wharfedale. The team support 6,700 patients. Dr Laura Molyneux was running video group clinics (VGCs) for people with diabetes and invited her Social Prescriber, Sue Moorchild, to attend and introduce herself. Because of the interest expressed in improving wellbeing, Sue set up a parallel 'Wellbeing Online Support Group', open to anyone who wanted to improve their wellbeing. Whilst Sue had run face to face groups in the past, online groups were new to her.

Our Group Clinic Design

The video group runs monthly and last one hour. Around 6-8 people attend from a pool of 15. The team uses the Zoom platform because most participants have experience of using Zoom.

Participants receive a confidentiality and privacy agreement in advance. Their invitation email states that by joining the group, they are agreeing to abide by this. They are reminded that they have agreed to respect confidentiality in the session too. The group focuses on improving wellbeing through using the 'Five Ways to Wellbeing' framework:

- Connect: relationships and social life
- Be active: exercise and diet Take notice: mindfulness and mental wellbeing
- Keep learning: trying new things
- Give: within the community; support friends, family or neighbours; volunteer

Each session starts with a 10-15 minute of check in and introduction. The group then reviews progress since the last session. There is a different wellbeing focus each month e.g. financial health, singing and breathing for lung health; a cooking demonstration, doing exercise together. This is a taster session to encourage participants to tap into that particular community activity outside the session. The group then reflects on its learning. The session ends with a mindfulness exercise. Sue sends a follow up email full of information and inspiration, with links to featured activity, and related sites.

What Changed & Improved?

Efficiency and Access

- 6-8 people supported in an hour versus 15-30 minutes telephone calls
- The social prescriber passes the message on to more people, which reduces repetition, 'It feels like ground hog day doing telephone calls'
- Participants get the chance to sample activities; impossible in a 1:1
- The group spreads the word of mouth and supports wellbeing amongst family and friends by proxy when they share their experiences and learning

Psycho Social Impact

- People feel involved and self-motivated. They have embraced the ideas and follow them up with minimal input from the social prescriber
- Because of the taster sessions, people have started to go to groups and activities they would not otherwise have tried
- They have made new friends in the village

Experience of Care

- People feel safe. They like seeing friendly faces and interacting on video with more than one person in the same situation as them
- The social prescriber can see people and they can see the social prescriber. This strengthens relationships
- Video groups are more interactive, fun and energising for everyone
- Sue is considering a 'men only' group and one for younger people



"The video group is a better experience for right now because we are connecting visually with each other and we are in the moment"

Sue, Social Prescriber

