



## Primary Care Wirral GP Federation Wellbeing Practitioners and Health Coaches support to the NHS Covid-19 Vaccination Service in Wirral.

### Brief description

Primary Care Wirral (PCW) Wellbeing Practitioners (Social Prescribing Link Workers) and Health Coaches are supporting local Primary Care Networks (PCNs) in delivering the NHS Covid-19 Vaccination Service at the following sites:

- The Oval Leisure Centre, run by Healthier South Wirral PCN :
  - vaccine bookings
  - Administrative support
  - On-site support).
- Victoria Central Health Centre, run by Wallasey Wellbeing PCN:
  - vaccine bookings
- Woodchurch Leisure Centre, run by Healthier West Wirral PCN:
  - Vaccine bookings
- St. Catherine's Health Centre, run by Brighter Birkenhead PCN:
  - Administrative support

### Summary of the support provided

PCW's Wellbeing Practitioners and Health Coaches have been supporting practices and PCN's deliver the Covid-19 vaccine to their communities since December 15<sup>th</sup>, 2020.

Part of the team was temporarily repurposed to reinforce the vaccination programme, offering added support in three main areas:



Vaccination bookings: staff called relevant patients and invited them to receive their Covid-19 vaccine.

On-site support: staff help strengthen the local vaccination teams by undertaking on-site tasks, including checking patients in and signposting.

Administrative support: staff also supported the administrative team by adding patients to Pinnacle and ensuring all systems were updated and accurate.

## Summary of outcome and impact

PCW's Wellbeing Practitioners and Health Coaches have helped to increase and maximise the available workforce, allowing practices to still run as normal whilst delivering the Covid-19 vaccine at their respective sites.

In addition, these professional profiles have been an ideal match for the vaccination service, due to the team having substantial experience in dealing with patient concerns on an emotional and physical level.

Both Wellbeing Practitioners and Health Coaches were able to provide holistic over the phone support before booking, ensuring patients were physically and mentally well.

They also played a key role in maximising vaccine uptake through providing clear information, countering false news and myths, and reassuring patients before they attended the clinics.

This experience has confirmed the positive impact of having strong multidisciplinary teams across practices who can reduce pressure over clinical and non-clinical staff at critical points.



At a time of exceptional circumstances or when the delivery of services must be prioritised within strict timeframes, Wellbeing Practitioners and Health Coaches represent an excellent and versatile arm of support to the clinical team.

Feedback:

*“During times like this teamwork is critical and our whole PCN team have played an active role in the planning and delivery of the vaccination programme. As well as allowing us to mobilise quickly, having the support of Wellbeing Practitioners and Health Coaches, have allowed us to play to our strengths and gain different perspectives on how we deliver to our diverse populations”, Karen Livesey, Practice Manager at The Orchard Surgery (Healthier South Wirral PCN).*

## **Tips for others or future plans**

A PCW Learning Disability Social Prescriber has joined the Covid-19 vaccination programme to supervise the immunisation process is comfortable for patients with learning disabilities, including adapting the experience for their particular circumstances.

**DATE: 11/02/2021**