

Embedding a Financial Advice Worker in General Practice

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Overview

- Context
- Advice Worker in a Deep End GP Practice
- Outcomes and Supporting Processes
- Experiences and Emergent Learning
- Next Steps
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Context

- Welfare Reform and Public Sector Spending Cuts
- Financial Inclusion Partnership
- Glasgow Advice and Information Network
- Deep End GP Project
- Building Connections in Glasgow

Advice Worker in a Deep End GP Practice

- Wheatley Group identified capacity to fund an advice worker in a Deep End GP Practice in November 2015 for an initial six months. Project subsequently supported by the NHS Health Improvement Team.
- Specific focus on:
 - Complementing existing provision of advice workers in health centres throughout the city.
- Adding additional value through supporting GP surgeries experiencing heightened pressure due to patients increasing social, economic and well-being needs.
- Adopting a collaborative approach to improving outcomes for people impacted by poverty and welfare reform.

Advice Worker in a Deep End GP Practice

- December 2015 – 2 x GP practices in Parkhead selected for initial 6 month project. Work extended until March 2017.
- Advice worker based in each GP practice ½ day per week. Direct referrals from GPs to advice worker.
- Steering group:
 - Wheatley Group (funder)
 - NHS Health Improvement (funder)
 - Glasgow Centre for Population Health
 - Glasgow University – Deep End GP Project
 - Greater Easterhouse Money Advice Project (GEMAP)
 - Practice Managers from each GP Surgery
 - One GP from each surgery
 - Building Connections

Outcomes

	Number of Referrals	Currently GEMAP Clients	Number of People Engaged with Service	Financial Gain	Debt Identified	Onward Referrals	Positive Outcomes
Practice A	47	12	38	£73,794.07	£4,639.18	14	76
Practice B	37	2	28	£66,809.83	£35,857.83	15	73
Total	84	14	66	£140,809.83	£40,496.55	29	149

Breakdown of Financial Gain

- Largest single award: **£13,510.51**
- Average financial gain: **£3858 per annum**
- Personal Independence Payments: **£41,778**
- Employment Support Allowance: **£31,431**
- Child Tax Credits: **£21,501**
- Job Seekers Allowance: **£18,174**
- Housing Benefit: **£10,158**
- Carer's Allowance: **£5000**

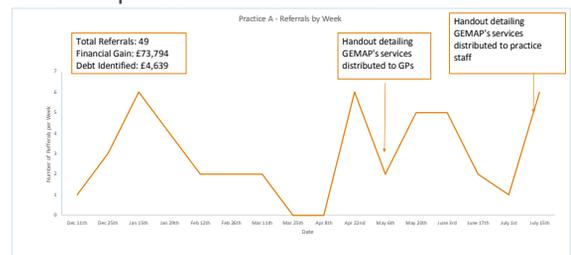
Further Information

- 33 of the 66 people engaged with the service are Registered Social Landlord tenants.
- 74 cases focused on welfare rights, of which 43 would fall under proposed devolved welfare powers.
- Outcomes achieved through 161 booked appointments and 27 ad-hoc appointments – 189 face to face client contacts (average 2.86 face to face appointments per person).
- The typical demographic profile is single white Scottish, predominantly female, aged between 25 and 64, and classed as unfit for work. The majority of people have a household income under £15,000 and are tenants of registered social landlords.

Supporting Processes

- Continually sought to improve the referral process through positioning the people delivering and engaging with the service at the centre of the work.
- Explored the experiences of people involved in the project and their thoughts on how to improve the service.
- Tested different approaches to improving the referral process:
 - Feedback on the successes of the project to GPs, Practice Managers, Practice Staff
 - Handouts detailing the range of services GEMAP provide
 - Supporting front-line staff to make referrals directly to the advice worker
 - Involving practice managers and the advice worker in the steering group meetings
 - Building Connections Programme Manager worked from the GP surgery on a regular basis

Example: Practice Feedback



GEMAP – Services We Provide

We are able to offer the following support to patients:

Benefits: New Claims, Reconsiderations, Appealing Rejected Claims.

We work with people claiming benefits, including, but not limited to: Jobseekers Allowance, Employment Support Allowance and Personal Independence Payment (PIP). We can support people claiming Housing Benefit and Council Tax Reduction.

Debt: Organising Payment Plans, Working with Creditors, Household Bills.

We support people to manage and reduce their debt. This includes debt from credit cards, loans, payday loans, catalogue loans and other forms of debt, such as rent arrears, council tax and mobile phone bills.

Experiences of the Project

The project is taking a huge amount of pressure off me to support people with matters I don't know much about.

The project is meeting and evolving to the practice's needs.

Views from two GPs

I can get issues sorted quickly for clients. Accessing medical records and speaking to GPs about specific people is quick and easy. People seem more open talking to me in the practice.

Advice worker discussing their experiences

I wouldn't feel comfortable walking into an office, but here, I don't hold back, I know the place and say what I need to say.

No-one knows what I am here for, they think I am just in to see the GP.

Patient discussing their experience of the service

Emergent Learning

- The Positioning of Practitioners
- Rapid Appraisal and Feedback
- The Physical Environment
- The Importance of People



Next Steps

- Funded until March 2017
- Actively seeking to disseminate the learning achieved to date
- Contribute to broader policy discussions regarding advice in primary care
- Building Connections and developing models for collaborative work



GP Perspective – Ronnie Burns



Question and Answer

