



## CASE STUDY TEMPLATE – TOWER HAMLETS SOCIAL PRESCRIBING

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Initials or pseudonym BN

Patient unique number or EMIS number (links back to secure patient notes)

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Patient age at time of referral 35

Patient gender female

Ethnicity Bangladeshi

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Headline

*Single mother with experience of domestic violence is reconnected with specialist services, supported to liaise with solicitor and manage finances.*

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Reason for referral and presenting problem – Maximum 50 words

*'Victim of domestic violence. Living alone with children under 15 after husband was arrested. She lives in their house, but I understand all benefits were in his name and she is struggling as she does not know how to approach the situation. She is currently not working and is not sure how this will be possible for her in the future. She would be keen to hear about courses and classes, get support with benefits and connect with people to make friends, she is currently rather isolated.'*

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Details of social prescribing intervention (including number of sessions) – Maximum 100 words

The client had a range of emotional, physical and practical needs that had arisen following her separation from her husband. She had been referred to DV services and had a solicitor in place but was unsure of the roles of professionals and how to connect with them as she was having no luck calling them to arrange for appointments. She has ongoing physical pain that makes shopping and carrying things difficult. She was clear that the majority of her time was taken up with managing practical concerns e.g. the transfer of her benefits and property into her name, managing arrears in NHS prescriptions and council tax from the period prior to transfer into her name and managing the paperwork demanded by other agencies.

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Number of face-to-face sessions

3

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Community services signposted and referred into

1. BBBC advice team drop in at Linc centre
  2. reconnected with IRIS
  3. reconnected to solicitor Bowling & Co
  4. registered with online Tower Hamlets council tax account
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Identified needs addressed by intervention

- Weight management
  - Increase exercise
  - Healthy Eating
  - Smoking, drugs, alcohol and other addictive behaviours
  - Anxiety/Stress/Depression/Low mood
  - Social Isolation
  - Learning/Training/employment
  - Money/Debt/Benefits
  - Housing Issues
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Outcomes as a result of intervention (including engagement with services)

Following three appointments we contacted her solicitor in order to ascertain that legal aid had been granted for the transfer of tenancy into the client's name as a single woman. We supported the client to make a decision to progress with divorce proceedings and she was connected to a Legal Help Scheme to complete the process. We contacted IRIS who her GP had referred her to at the same time as SP, arranged for an appointment in her practice and ensured they would be able to support her through the divorce proceedings. We registered the client to access online information about her council tax. The client was referred to the advice team at the Linc Centre to look into her Council Tax arrears that were accrued while her husband's name was on the tenancy and prior to transfer and to look at an NHS prescription fine she had received over the period of transferring her child tax

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credit benefit from her husband's name to hers. I have an appointment booked with the client to discuss activities and classes once her practical issues are being resolved by other agencies.

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Patient quotation (if available): I really value the service. They have connected me to services and helped me understand the many people I was already referred to but wasn't in contact with.

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Permission sought and agreed for case study/quotation use in service reporting and communications? Yes

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Potential for inclusion in focus group research Yes

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Social prescriber name Anny Ash

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Pilot name Network 6

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