



# Hertfordshire Hospital and Community Navigation Service

A County-wide Hospital Discharge & Social Prescribing Service





# Hospital and Community Navigation Service

- Role of HertsHelp
- Move to remote working/One system/ One Team /Referral Routes already established/Engagement
- Partnership working - Food/Shopping/Prescriptions – HILS/Herts Full stop/Online services/NHS Responders/Mutual Aid Groups
- 11,898 referrals in 2020, of which 1,462 came from hospitals and 1,240 were direct to SPLWs
- Partnership working Virtual Teams HCNS/HIU User Service/MIND Link workers
  - 5,000 calls to PCNs' lists of shielding patients, registered family carers and those on the severely mentally ill list
  - 1,000 calls to those on the housing vulnerable list
  - 845 calls to book flu jabs
  - 397 Covid-19 vaccination booking calls

# Hospital and Community Navigation Service

- Recovery – More complex cases
- Staff wellbeing
- Finance/Debt/Benefits
- Unemployment
- Mental Health
- Carer Support
- Bereavement Support
- Depression/Anxiety
- Social Isolation

# Commissioner's perspective

- Infrastructure
- Collaboration and the Plan (DES)
- Consistent data to feed PHM agenda
- Integrated Commissioning (including with Captain Tom monies)
- PHM pilot Central Watford
- Need to focus LW roles in transparent way [NHS England » So where does social prescribing go from here?](#)

