

Mapping what is already out there

We start with the assets in the community – its opportunities and strengths. We map local support and let people know about this support in a variety of ways.

Building social capital

Where there are gaps in service provision we work with people in the local community to find solutions. We draw on their knowledge, abilities and resources to develop a new service where appropriate, checking that this would complement rather than duplicate existing services. This leads to increased local confidence and a sense of empowerment for those involved.

Peer support

Groups and services take many forms. We support people to set up peer support groups. We recognise that local people and communities have assets, skills, knowledge and experience that enables them to offer valuable help to their peers. We can help people do this by guiding them through the group set up process and we are there for as long as they need us.

Communicating with the community

There is so much support out there. We recognise that people access support and information in different ways. We have a website, local radio slot, face to face information from Community Connectors, information points in the community and an information phone line. Our model enables people to find information in the way that suits them best.

Group education and support

As well as working one-to-one we run Health Connections groups such as Talking Cafes, Self Management Programme, On Track goal setting groups, introduction to exercise sessions and a Health and Wellbeing Information programme.

Community Connectors

Community Connectors are members of the community who know what's out there and signpost friends, family, colleagues and neighbours to support in their own community. Community Connectors are very effective at integrating with their local communities – providing a bridge between local people and other services and building community knowledge.

Health Connectors

Our Health Connectors work one-to-one with patients in Mendip General Practices and in patients' homes. Health Connectors inform, empower and connect people with services in their community. The Health Connector and the patient work together, in partnership, to help build the knowledge, skills or confidence that the patient might want in order to help improve their health and wellbeing or manage their long term health condition.

Social prescribing

Social prescribing links patients in Mendip GP practices with non-medical sources of support within the community. It connects people to the assets on their doorsteps. Our service directory is embedded in the EMIS patient record enabling health professionals to have signposting at their fingertips.



What are people saying about us?

"I think the whole town should use the service! It makes me feel like I do count."

One-to-one patient

"If it weren't for this Talking Café I would have a lonely experience. They have helped me look forward to getting up on a Monday morning."

Talking Café participant

"Made me think about my life in holistic terms, the control I have over my choices and decisions."

Pain Management Course participant

"I think it's a wonderful and progressive way of bringing health to the community. Very positive."

On Track group participant

"Thank you so much, everything we discussed and needed to be sorted, has been and very quickly. Wish we had known about you sooner."

One-to-one patient

"Fantastic to have the opportunity to find out what services are about and who to link up with."

Mental Health Networking meeting participant

"The doctor said that this would probably help better than having tablets which I think it has."

One-to-one patient

"You have helped me to feel like a worthwhile person and much more confident. I have learnt to laugh at myself and keep going."

One-to-one patient



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