

HealthUnlocked

Discover HealthUnlocked Social Prescription User guide

Version 1.4

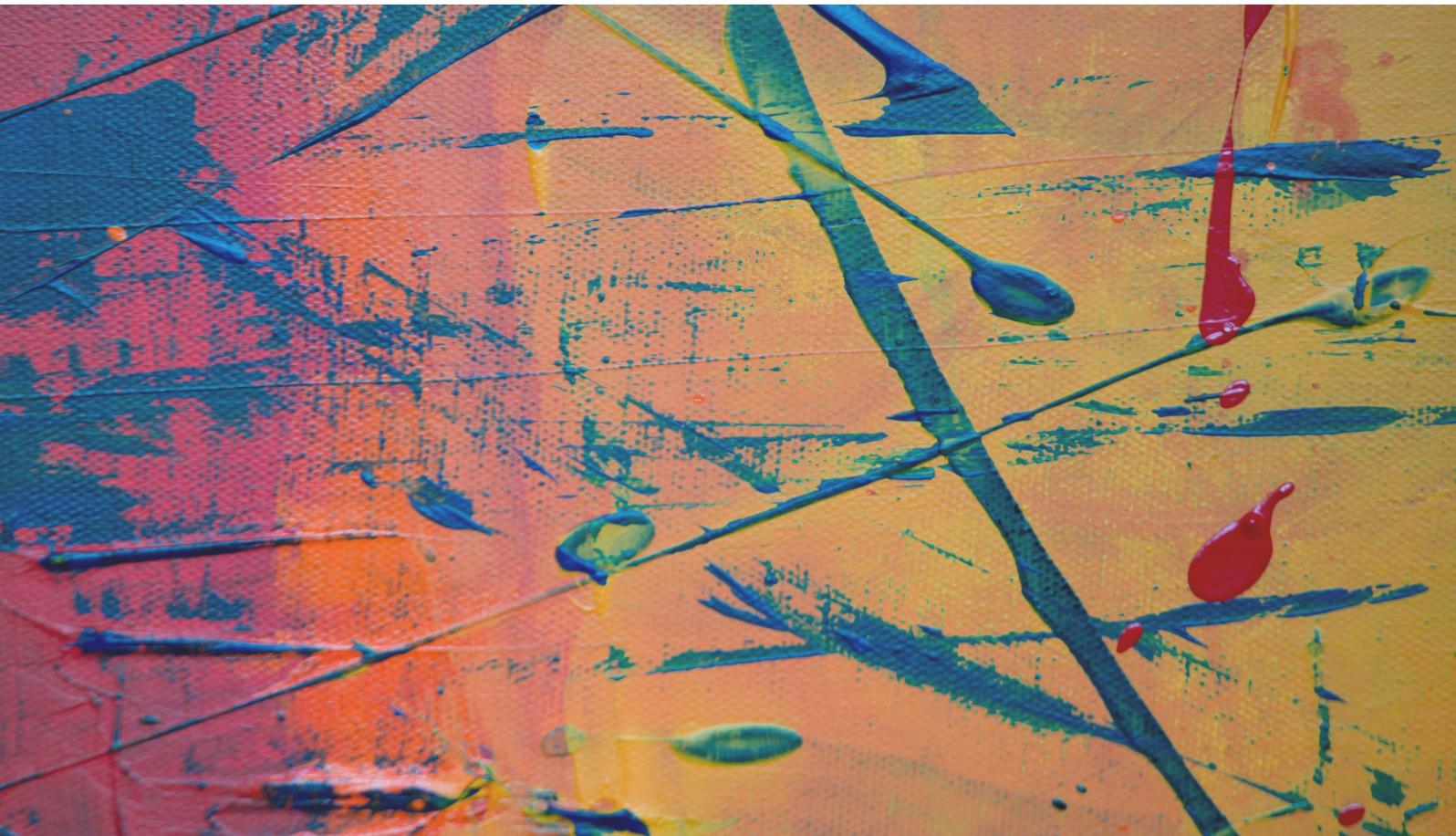


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Version	Date	Draft components	Author
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1.1	18/06/2018	Updated designation, name of tool	Amrutha Anand
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1.4	22/10/2018	Updated screenshots	Amrutha Anand

Purpose of the guide

A new digital social prescription tool for Social Prescribing Champions is being piloted across the south west London boroughs of Wandsworth and Merton. This tool is called HealthUnlocked 'Discover'.

The tool will enable Social Prescribing Champions to signpost or prescribe local support services and other beneficial resources that relate to holistic needs (e.g. isolation, anxiety) or specific health conditions (e.g. COPD, diabetes) to their clients following a consultation.

The purpose of this guide is to assist Social Prescribing Champions to use the HealthUnlocked 'Discover'.

This guide provides the user with an overview of the purpose of the tool and outlines the process for prescription, starting from when the Champion can view the page containing options of health terms to choose from right up to the individual/ client receiving it via email.

The selection of health terms available and the content of the prescription is also explained in this guide.

Finally, this guide demonstrates how the Champion can use the tool to make social prescriptions.

Overview of the social prescription process

Social prescribing refers to the prescribing of social, emotional and practical support services and information that can bring about improvements in wellbeing and better health outcomes for individuals. The HealthUnlocked 'Discover' tool has been designed to support patient involvement in their care and to improve health outcomes.

Each prescription that is generated provides an individual with relevant details of local services, voluntary sector online communities, editorial content and other online resources for disease-focused or holistic support. The tool is designed for individuals who may benefit from additional help and local support to manage their health condition.

The social prescribing process in a consultation with a Champion involves the following steps:

1. Open HealthUnlocked 'Discover' from the links provided in this guide. There is no need to sign up or login
2. From the 'Discover' landing page, select the relevant health topic/s (conditions or needs)

as identified through conversation with the client. Fill in the postcode and enter your 'nickname' (assigned during the training course)

3. A list of relevant services and resources will be displayed for discussion with the client. You may need to scroll down the page to see all the recommendations
4. To complete the prescription, obtain a verbal consent from the client and enter the client's email address in the box to send the recommendations via email
5. Along with the email address, ask for content to send follow up emails to the client
6. Tick the consent box and press 'Send'. Advise the client they will receive an email from HealthUnlocked
7. The client will receive an email from HealthUnlocked asking them to review the resources prescribed by clicking 'See recommendations'. They can enter each service provider's webpage directly from the link within the recommendation card

Scope of resources and services covered in the tool

The HealthUnlocked 'Discover' tool is suitable for people with the conditions and needs listed in the boxes shown to the right.

For each of the conditions and needs, the social prescription will contain content from one or more of the following four categories:

- Local services (e.g. memory cafes for dementia)
- Voluntary sector online communities (e.g. British Lung Foundation online community)
- Hand-picked patient stories (First person accounts of living with a health condition)
- Editorial content and links from NHS Choices (e.g. NHS education sheets)

Each social prescription is presented in a card format on the screen. By clicking on the card, the client will be directed to the service provider's webpage or directly to the resource.

Common conditions:

- Anxiety
- Depression/low mood
- Dementia
- Pain management
- Type 2 diabetes
- COPD
- Coping with cancer

Common well being needs:

- Older Persons Support
- Loneliness and isolation
- Carer support
- Healthy eating
- Getting active
- Lose weight
- Quit smoking
- Drinking and alcohol
- Financial concerns
- Housing issues
- Sleep problems

How to navigate the tool

1. The 'Discover' social prescription tool can be accessed at the following links:

- merton.healthunlocked.com
- wandsworth.healthunlocked.com

Discover Merton

HealthUnlocked



How to use

Now that you and the client have discussed what challenges they are facing, select the needs and conditions which are most relevant to them from the list below. If there are no relevant options in the list below, please select 'option not available'.

COMMON CONDITIONS

- + Anxiety
- + Depression/low mood
- + Dementia
- + Pain management
- + Type 2 diabetes
- + COPD
- + Coping with cancer

COMMON NEEDS

- + Older persons support
- + Loneliness and isolation
- + Carer support
- + Healthy eating
- + Getting active
- + Lose weight
- + Quit smoking
- + Drinking and alcohol
- + Financial concerns
- + Housing issues
- + Sleep problems

HEALTH TOPICS

Selected health topics will appear here.

Get Results

No option available

Need help?

This tool has been developed by HealthUnlocked. For support requests or to give feedback please email support@healthunlocked.com.

There is no need to sign up or login to start making social prescriptions for the client.

2. The front page of the tool consists of a list of common health conditions and needs and a health topics box.

Discover Merton

HealthUnlocked



How to use

Now that you and the client have discussed what challenges they are facing, select the needs and conditions which are most relevant to them from the list below. If there are no relevant options in the list below, please select 'option not available'.

A.

COMMON CONDITIONS	COMMON NEEDS
<input type="checkbox"/> Anxiety	<input type="checkbox"/> Older persons support
<input type="checkbox"/> Depression/low mood	<input type="checkbox"/> Loneliness and isolation
<input type="checkbox"/> Dementia	<input type="checkbox"/> Carer support
<input type="checkbox"/> Pain management	<input type="checkbox"/> Healthy eating
<input type="checkbox"/> Type 2 diabetes	<input type="checkbox"/> Getting active
<input type="checkbox"/> COPD	<input type="checkbox"/> Lose weight
<input type="checkbox"/> Coping with cancer	<input type="checkbox"/> Quit smoking
	<input type="checkbox"/> Drinking and alcohol
	<input type="checkbox"/> Financial concerns
	<input type="checkbox"/> Housing issues
	<input type="checkbox"/> Sleep problems

B.

HEALTH TOPICS

Selected health topics will appear here.

No option available

Need help?

This tool has been developed by HealthUnlocked. For support requests or to give feedback please email support@healthunlocked.com.

A. Common conditions/ common needs

This is a list of the most common health conditions and health needs for a social prescription. All available conditions are presented in the list.

B. Health topic

Once selected, the conditions and needs are placed into the **HEALTH TOPICS** box. The patient's social prescription is created based on this selection.

How to place a social prescription

1. Click on the **health term** (condition and/or need) to place it in the **HEALTH TOPICS** box. You can select upto 4 terms to find service recommendations for the client. Also enter the **postcode** of proximity to the client to set radius of search of services. The first part of the postcode will also help identify services closest to the client.

Finally, enter your nickname provided to you during the training course. This information will help us encourage clients to take up the recommendations.

Discover Merton



How to use

Now that you and the client have discussed what challenges they are facing, select the needs and conditions which are most relevant to them from the list below. If there are no relevant options in the list below, please select 'option not available'.

COMMON CONDITIONS

- + Anxiety
- + Depression/low mood
- + Dementia
- + Pain management
- + Type 2 diabetes
- + COPD
- + Coping with cancer

COMMON NEEDS

- + Older persons support
- + Loneliness and isolation
- + Carer support
- + **Healthy eating**
- + Getting active
- + Lose weight
- + Quit smoking
- + Drinking and alcohol
- + Financial concerns
- + Housing issues
- + Sleep problems

HEALTH TOPICS

Selected health topics will appear here.

Get Results

No option available

Need help?

This tool has been developed by HealthUnlocked. For support requests or to give feedback please email support@healthunlocked.com.

2. Click **Get Results** to generate the social prescription. In the case the health requirement of the client is not covered in this list of health conditions and needs, select '**No option available**' under the Get Results button.

Discover Merton

HealthUnlocked



HOW TO USE

Now that you and the client have discussed what challenges they are facing, select the needs and conditions which are most relevant to them from the list below. If there are no relevant options in the list below, please select 'option not available'.

COMMON CONDITIONS

- + Anxiety
- + Depression/low mood
- + Dementia
- + Pain management
- + COPD
- + Coping with cancer

COMMON NEEDS

- + Older persons support
- + Loneliness and isolation
- + Carer support
- + Getting active
- + Lose weight
- + Quit smoking
- + Drinking and alcohol
- + Financial concerns
- + Housing issues
- + Sleep problems

HEALTH TOPICS

Healthy eating

Type 2 diabetes

POSTCODE

SW18

NICKNAME

Jane

Get Results

No option available

Need help?

This tool has been developed by HealthUnlocked. For support requests or to give feedback please email support@healthunlocked.com.

- 3. The recommendation cards will now be displayed on your screen; more services can be seen when you scroll down the page. The results will be labelled as editorial, local services, online community and personal story.

You can now discuss these recommendations with the client.

RECOMMENDATIONS FOR CLIENT

 <p>EDITORIAL</p> <h3>Healthy eating on a budget</h3> <p>The good news is that even if you're watching what you spend, some simple swaps and smart shopping can mean a</p> <p>HealthUnlocked</p>	 <p>LOCAL SERVICE</p> <h3>Diabetes UK - Local Groups - Wimbledon and District</h3> <p>The Diabetes UK Wimbledon & District group is one of over 350 voluntary groups</p> <p>5.37 km away</p>	 <p>ONLINE COMMUNITY</p> <h3>High Blood Pressure Support</h3> <p>We are a peer support community for people living with Hypertension and High Blood Pressure. Join to ask questions, blog</p> <p>1024 followers</p> <p>healthunlocked.com</p>
 <p>PERSONAL STORY</p> <h3>Top 10 healthy food that you will definitely include in your grocery list.....?</h3> <p>What are the healthy foods that you will</p> <p>24 reply</p> <p>healthunlocked.com</p>	 <p>EDITORIAL</p> <h3>Tests for Pre-Diabetes</h3> <p>Explore tests for Pre-diabetes and know more about each of them.</p> <p>HealthUnlocked</p>	 <p>LOCAL SERVICE</p> <h3>Diabetes UK - Local Groups - Lambeth and Southwark</h3> <p>The Lambeth and Southwark Diabetes UK Group offers support and information for</p> <p>7.06 km away</p>

4. You can now send these recommendations to the client by entering their **email address** in the box provided.

However, it is necessary to get the client's verbal consent before you send the list of service recommendations to them via email. Inform the client explicitly that they will receive an email from HealthUnlocked and their email address will only be used to send this list of recommendations.

Also, obtain the client's consent to receive two follow up emails and tick the '**Consent for follow up email**' box. The purpose of the follow up emails is to support behaviour change and encourage uptake of the services.

Now click '**Send**'.

If the client has no email address to provide, click on the 'Client email address not available' link.

group is one of over 350 voluntary groups
5.37 km away

25332 followers
healthunlocked.com

What are the healthy foods that you will
24 reply
healthunlocked.com

To email these recommendations to your client please enter the following into the box below:

- The client's email address
- Your nickname (please use the nickname you selected at the training course).

Please note:

1. Verbal consent is required from the patient for an email to be sent. Clicking "Send" implies verbal consent has been gained.
2. Please inform the client that they will receive an email from HealthUnlocked (the email will not come from your organisation or your own email address).
3. Please inform the client that their email address will not be used for any other purpose other than sending this email.
4. To receive two follow up emails your client must give consent and you must tick the "Consent for follow up email" box.

Please note: * denotes mandatory field.

Client email address *

Your nickname *

Consent for follow up email

Send [Client email address not available](#)

5. A confirmation message is displayed when the social prescription has been sent to the client. You can go back to the home page by clicking on the '**Click here to start again**' link.

Discover Merton

HealthUnlocked



EMAIL SENT

The email has been sent to the client.

[Click here to start again](#)

You are now ready to make a fresh social prescription for another client.

How the client receives the social prescription

1. The client will receive an email from HealthUnlocked that includes a link to the page with personalised service recommendations. The client can then click the '**See my recommendations**' button to access the full list of recommended resources.

HealthUnlocked

Hello from Jane, it was great to meet you.

Following our conversation I have made some recommendations of services and activities that are designed to support you in living well. Please click on the links below to find out more about these recommendations.

If you need any further support or information please get in touch.

Click below to see your recommendations on HealthUnlocked.

[See my recommendations](#)

2. On the landing page with all recommendations, the client can click each service recommendation card to access the specific service provider's webpage for more information.

The client can access their personalised recommendations anytime from their email inbox by clicking the green box in the original email.