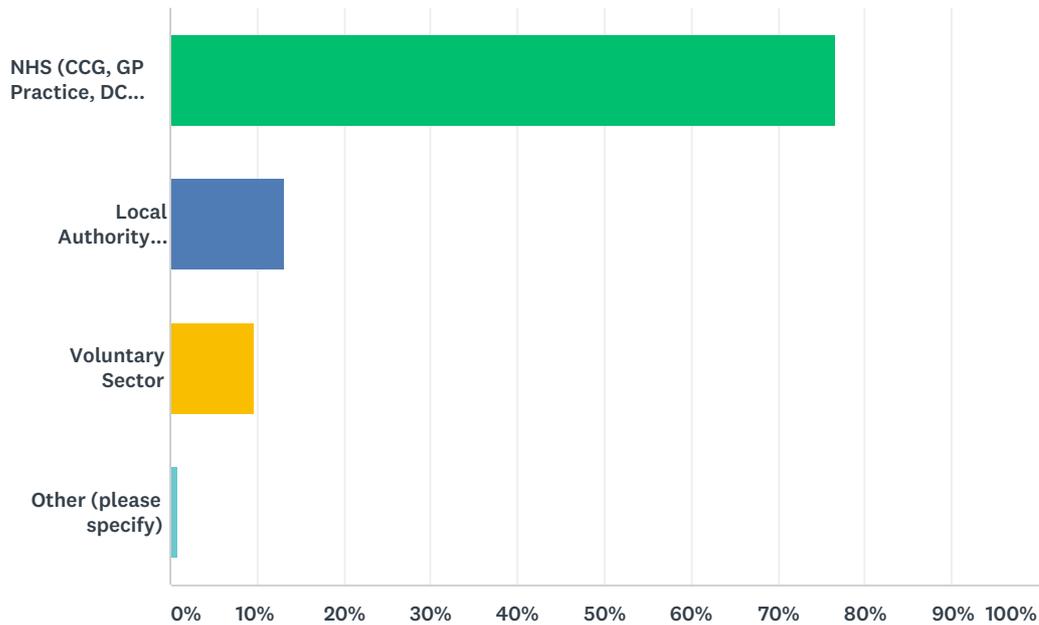


Q1 What type of organisation do you work for?

Answered: 136 Skipped: 0

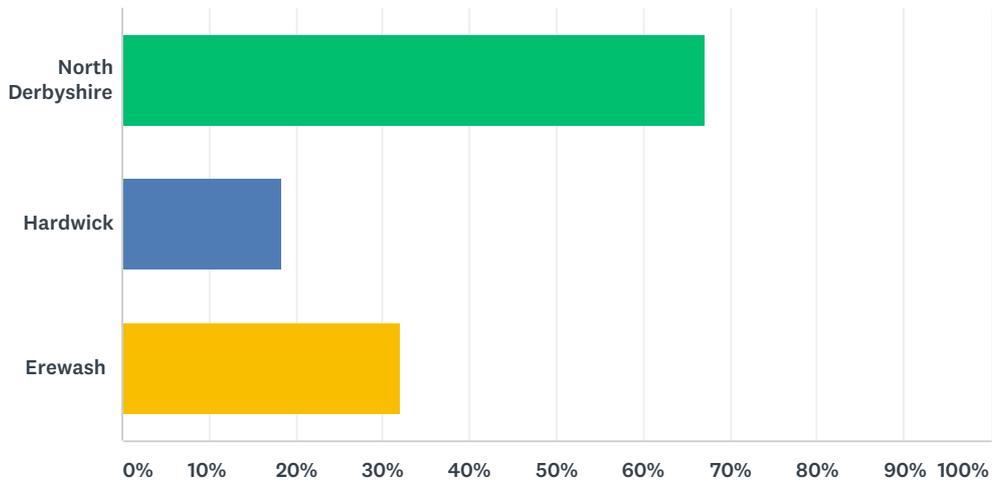


ANSWER CHOICES	RESPONSES	
NHS (CCG, GP Practice, DCHS etc)	76.47%	104
Local Authority (Adult Care, Public Health, Borough/ District Council etc.)	13.24%	18
Voluntary Sector	9.56%	13
Other (please specify)	0.74%	1
TOTAL		136

#	OTHER (PLEASE SPECIFY)	DATE
1	Hospice.	7/10/2018 10:07 AM

Q2 Which CCG patients do you support? (tick one or more)

Answered: 131 Skipped: 5



ANSWER CHOICES	RESPONSES	
North Derbyshire	67.18%	88
Hardwick	18.32%	24
Erewash	32.06%	42
Total Respondents: 131		

Q3 Roughly how many patients/service receivers have you referred to vSPA on the last 12 months?

Answered: 130 Skipped: 6

#	RESPONSES	DATE
1	5	7/25/2018 7:34 AM
2	5	7/24/2018 1:30 PM
3	6	7/24/2018 12:20 PM
4	8	7/24/2018 8:59 AM
5	4	7/23/2018 2:46 PM
6	6	7/23/2018 2:09 PM
7	5	7/23/2018 11:36 AM
8	1	7/23/2018 11:02 AM
9	5	7/23/2018 9:07 AM
10	10+	7/23/2018 8:49 AM
11	20	7/20/2018 11:34 AM
12	40	7/20/2018 9:18 AM
13	10	7/19/2018 5:09 PM
14	8	7/19/2018 3:46 PM
15	2	7/19/2018 3:27 PM
16	4	7/19/2018 9:58 AM
17	4	7/19/2018 9:17 AM
18	10	7/19/2018 8:53 AM
19	10	7/19/2018 8:52 AM
20	at least 6	7/19/2018 8:47 AM
21	10	7/19/2018 8:36 AM
22	12	7/19/2018 8:31 AM
23	5	7/18/2018 4:27 PM
24	4	7/18/2018 3:42 PM
25	6	7/18/2018 3:10 PM
26	30	7/18/2018 3:02 PM
27	5	7/18/2018 2:10 PM
28	4	7/18/2018 1:54 PM
29	8	7/18/2018 12:38 PM
30	5	7/18/2018 12:21 PM
31	20	7/18/2018 12:12 PM
32	4	7/18/2018 11:35 AM
33	We receive referrals from vSPA	7/18/2018 10:47 AM
34	6-7	7/18/2018 10:34 AM
35	5	7/18/2018 9:42 AM
36	25	7/18/2018 9:42 AM
37	unsure	7/18/2018 9:41 AM

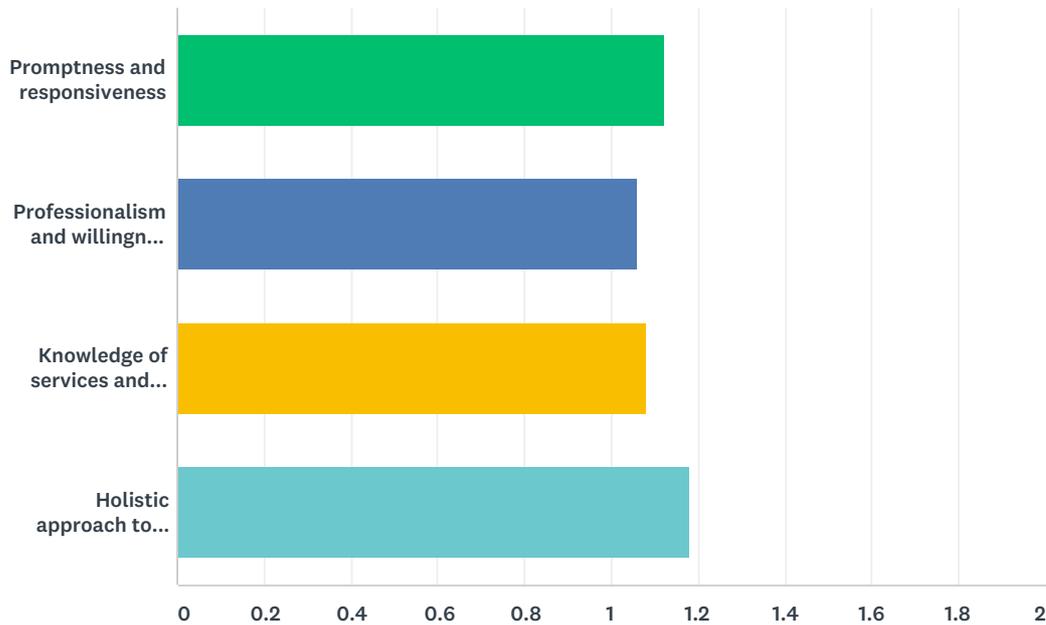
38	1	7/18/2018 9:40 AM
39	4	7/18/2018 9:39 AM
40	4	7/18/2018 9:26 AM
41	15+	7/18/2018 9:22 AM
42	Around 20 patients	7/18/2018 8:45 AM
43	6	7/18/2018 8:41 AM
44	10+	7/18/2018 8:34 AM
45	5	7/18/2018 8:23 AM
46	10	7/18/2018 8:17 AM
47	12	7/18/2018 8:07 AM
48	5	7/17/2018 10:40 PM
49	5	7/17/2018 8:18 PM
50	1	7/17/2018 7:27 PM
51	20	7/17/2018 12:31 PM
52	4	7/17/2018 10:54 AM
53	10	7/16/2018 4:41 PM
54	between 5-10 referrals	7/16/2018 3:52 PM
55	0	7/15/2018 11:51 AM
56	0	7/13/2018 5:47 PM
57	8	7/13/2018 2:48 PM
58	6+	7/13/2018 2:24 PM
59	20	7/13/2018 8:45 AM
60	28	7/12/2018 4:11 PM
61	approx 50- as a practice.	7/12/2018 2:04 PM
62	12	7/12/2018 11:56 AM
63	5	7/12/2018 10:13 AM
64	4	7/12/2018 9:42 AM
65	0	7/12/2018 9:16 AM
66	30	7/12/2018 9:11 AM
67	30	7/11/2018 4:51 PM
68	10	7/11/2018 4:50 PM
69	12	7/11/2018 4:37 PM
70	8-10	7/11/2018 4:22 PM
71	3	7/11/2018 12:32 PM
72	3	7/11/2018 11:56 AM
73	I have made enquiries to vSPA about 3 times since starting this role 6 months ago	7/11/2018 8:56 AM
74	Dozen. However, only been using the service recently.	7/11/2018 8:44 AM
75	3	7/10/2018 5:55 PM
76	5	7/10/2018 5:13 PM
77	none	7/10/2018 4:29 PM
78	2	7/10/2018 4:03 PM
79	1	7/10/2018 3:33 PM
80	3 and signposted 12	7/10/2018 2:47 PM
81	5	7/10/2018 1:34 PM

82	2	7/10/2018 12:03 PM
83	10	7/10/2018 12:03 PM
84	50	7/10/2018 11:38 AM
85	2	7/10/2018 11:28 AM
86	6	7/10/2018 11:04 AM
87	10	7/10/2018 10:46 AM
88	5	7/10/2018 10:33 AM
89	12 -20	7/10/2018 10:16 AM
90	20	7/10/2018 10:07 AM
91	0	7/10/2018 9:41 AM
92	approx 10	7/10/2018 8:59 AM
93	0	7/10/2018 8:25 AM
94	10	7/9/2018 4:17 PM
95	3	7/9/2018 4:03 PM
96	6-8	7/9/2018 3:24 PM
97	1	7/9/2018 3:15 PM
98	3	7/9/2018 2:48 PM
99	12	7/9/2018 1:54 PM
100	4	7/9/2018 1:41 PM
101	6	7/9/2018 1:23 PM
102	2	7/9/2018 1:18 PM
103	25	7/9/2018 1:08 PM
104	7	7/9/2018 12:55 PM
105	8	7/9/2018 12:55 PM
106	20	7/9/2018 12:53 PM
107	10	7/9/2018 12:53 PM
108	50	7/9/2018 12:48 PM
109	70	7/9/2018 12:42 PM
110	15	7/9/2018 12:37 PM
111	0	7/9/2018 12:35 PM
112	2	7/9/2018 12:32 PM
113	20+	7/9/2018 12:32 PM
114	2	7/9/2018 12:31 PM
115	Several.	7/9/2018 12:29 PM
116	0	7/9/2018 12:28 PM
117	2-3	7/9/2018 12:28 PM
118	10	7/9/2018 12:28 PM
119	2	7/9/2018 12:28 PM
120	1	7/9/2018 12:27 PM
121	3	7/9/2018 12:26 PM
122	Unknown	7/9/2018 12:26 PM
123	20	7/9/2018 12:26 PM
124	5	7/9/2018 12:15 PM
125	20	7/9/2018 12:12 PM

126	SIX	7/9/2018 12:11 PM
127	20?+	7/9/2018 12:09 PM
128	20	7/9/2018 12:08 PM
129	50+	7/9/2018 12:00 PM
130	75	7/9/2018 11:59 AM

Q4 Please rate the vSPA service from 1 (poor) to 5 (excellent) ?

Answered: 109 Skipped: 27



	EXCELLENT	GOOD	AVERAGE	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
Promptness and responsiveness	88.07% 96	11.93% 13	0.00% 0	0.00% 0	0.00% 0	109	1.12
Professionalism and willingness to help	93.58% 102	6.42% 7	0.00% 0	0.00% 0	0.00% 0	109	1.06
Knowledge of services and support available	91.74% 100	8.26% 9	0.00% 0	0.00% 0	0.00% 0	109	1.08
Holistic approach to patients' needs	84.11% 90	14.02% 15	1.87% 2	0.00% 0	0.00% 0	107	1.18

Q5 Thinking about the referrals you have made to vSPA in the last 12 months, please describe any examples of how vSPA's input has had a positive impact on your patients' health and wellbeing.

Answered: 88 Skipped: 48

#	RESPONSES	DATE
1	Patient family can go out shopping while someone is sitting with love ones. Getting them to hospital for appts.	7/25/2018 7:36 AM
2	referrals have been made which have improved the quality of life for people, and if they have mental health problems this can help to prevent relapse	7/24/2018 1:37 PM
3	A lot of our patients are elderly and lonely. VSPA have provided details of befriending/social clubs/transport therefore getting these patients out and about again. This has a positive effect not only on the wellbeing but also the health of these patients.	7/24/2018 9:11 AM
4	VERY BENEFICIAL SERVICE	7/23/2018 2:12 PM
5	The staff are very patient and caring and seem to do their best to support the people who are in our care that have memory problems. the staff are very approachable and it has been a pleasure to work with them to support venerable people in the community where social services do not have the capacity or the people are self funding and don't know how to access support	7/23/2018 11:46 AM
6	I haven't been working in my post for long so therefore have only made 1 referral. The response made contained useful signposting for my client and their needs were addressed in a swift and professional manner.	7/23/2018 11:09 AM
7	The patients I have referred are generally elderly. They have needs ranging from needing practical support at home to dog walking. All have issues relating to poor health and potential isolation and loneliness. As clinicians there is only so much that can be offered in way of advice and support. The voluntary sector provides the rest and, in doing so, provides a very holistic approach to the care of our patients and their carers. It has enabled some of our patients to remain living independently, maintained dignity and privacy and relieved pressure on carers.	7/20/2018 9:38 AM
8	I had a patient who had become very depressed and not going out of the house and from my referral to VSPA they contacted my patient had a very long chat with the patient and visited her at home got to no her interest and they found a group in the area which played bridge which she used to love playing with her husband before he died. VSPA also arranged for a befriender to take her there and organised transport spa continued to work with the patient and she is now getting out regular and really beginning to enjoy life again.	7/19/2018 5:20 PM
9	vSPA's input has improved the wellbeing of a number of patient's I have worked with who otherwise struggle to access support. Their excellent communication with our service also aids a smooth transition.	7/19/2018 3:30 PM
10	Helping someone that cares for her elderly mother to be able to continue her job and improve their quality of life.	7/19/2018 2:49 PM
11	The positive impact for people we support has been profound. The vSPA team have contacted and supported individuals re isolation/ loneliness which impacts on mental health and wellbeing. 2 people have taken up the befriending service and I feel this has had a positive impact on their health and well being as in the current climate they were unable to gain funding to access any other services.	7/19/2018 11:33 AM
12	VSPA have provided voluntary opportunities to suit my patients which have varying degrees of injury and disability. The Big Red Food shed in Chesterfield which was found by VSPA. It has been very popular with our patients and they have got a lot out of it.	7/19/2018 10:02 AM
13	Home visits have been undertaken where appropriate which have been helpful and person centred. In one case the input has provided one service user with the only social contact outside of family that he receives, as he lives in an isolated location. VSPA is particularly valuable for those living in isolated circumstances in Derbyshire.	7/19/2018 9:14 AM
14	Patients I have referred into vSPA were at risk of social isolation and vSPA's input has taken this risk away and patients are now engaging in local groups and activities.	7/19/2018 9:03 AM
15	Provided a struggling family with carer support Befriending services to alone and isolated patients Sign posted patients to support groups	7/19/2018 8:51 AM

16	I find VSPA a brilliant service to offer patients following a mental health assessment. VSPA meets the needs of many members of the community that have little meaningful daily activity. There is no other service to help improve social inclusion in this way.	7/19/2018 8:47 AM
17	The referral have made a big impact on patients and their families . It helped them to continue as a family with getting outside help to enable carer to go out knowing that their family member was safe when a volunteer could come and sit with them.	7/19/2018 8:41 AM
18	one client was eager to take part in craft groups. This has enhanced her life, she is now becoming more confident and independent. she has a better relationship with her family.	7/18/2018 3:48 PM
19	supported pt with accessing community group. increased community presence of pt , supported them to attend	7/18/2018 3:15 PM
20	They have help our service uses have access to services which we are not aware of or have limited time to find the types of services. They provide an invaluable service which not support service uses but our community teams. Once example is a helping a service user though VSPA support has enabled him to have a stairlift outreaching to armed forces funding	7/18/2018 3:06 PM
21	Social activities to reduce isolation	7/18/2018 2:12 PM
22	I called to enquire about social groups for over 65's in the New Whittington area. The response I got from the staff member was fantastic. The lady I spoke to was very knowledgeable and was able to tell me then and there what would be available and this was then followed up by an email with all the information included which I could take with me when I visited my service user. As a result my service user has started attending a luncheon club which she is thoroughly enjoying as she has made some friends.	7/18/2018 2:03 PM
23	A home visit from vSPA to a patient who had suffered a bereavement, also had anxiety and poor hearing, helped to truly identify her needs. This patient has now been able to integrate back into community and has the trusted support she needed in the home.	7/18/2018 12:29 PM
24	Allows patients to have confidence to return home knowing that there is support and guidance available.	7/18/2018 12:16 PM
25	vSPA referred a lady that I see on to the "independently you" service, who visit 5 days of the week for 15 mins, and a phone call at the weekend. I wasn't aware of this service, and this has been brilliant for the lady I see who has been feeling very isolated and extremely anxious, and has taken some of the pressure off the community mental health team and the lady's neighbours and family. I was also really impressed with the level of communication from vSPA - they went above and beyond in making sure all parties involved and the lady herself were aware of the situation and had all of the information they needed. Great job - I really hope this service continues to be commissioned as it makes a big difference to expensive clinician time.	7/18/2018 11:45 AM
26	We receive referrals from vSPA to our Befriending Service for people over 60 years of age who are lonely or isolated. The people vSPA refer all require support due to their local of social contact, which may be due to mobility difficulties, mental health issues, physical health issues, lack of transport, safety, etc. A large proportion of those referred to us by vSPA go on to become Service Users which increases their social contacts and connections and improves their wellbeing. One effect of this is that they then contact their GP less and live a more independent and enabled life. vSPA's expertise in "triage"-ing referrals to our Befriending Service is invaluable; they know our criteria, the kind of service we provide and how suitable that is for potential referrals. Without vSPA's involvement in referrals we would receive many more from other agencies or organisations, a large proportion of which would be unsuitable for Befriending (from past experience). This which would lead to more hours spent on assessments, lessening the hours available for supporting active service users, and the volunteers who are key to our service being able to run, and increasing pressure on the small team of part-time staff who are also key to the running of the service, all of which would be detrimental to everyone involved. vSPA is an extremely important step in helping people access essential services as quickly as possible so that they may feel the beneficial effects of those services as quickly as possible; it helps keep waiting lists and waiting times down.	7/18/2018 11:28 AM
27	Having a single point of access to voluntary services is essential to combined public bodies utilising resources available efficiently. Local voluntary services can and do have positive impact on individuals health and well being. I have used VSPA to source local support groups, or social groups which impact on individuals isolation, self esteem and motivation for their health. I have used vSPA only little, but I do suggest using it on a regular basis to staff I supervise.	7/18/2018 10:12 AM
28	Finding suitable alternatives to take the place of our service on discharge from us	7/18/2018 10:01 AM
29	I can think of one particular person where vSPA looked into every possible solution for the person to ensure they had the appropriate support. This in turn reduced the amount of on-going support they needed from ourselves.	7/18/2018 9:49 AM

30	Client's have been referred to the long term condition management groups, Derbyshire Peer Support and Recovery Service, P3 and given information on local support groups, allotments, exercise activities and ways into volunteering and work. One client who was experiencing a relapse in their schizophrenia and psychosis was being evicted and had no food and financial issues. Information was given promptly in the phone call on housing and legal advice services and food banks and ways into support for benefits which was vital to their immediate wellbeing and helped to prevent further deterioration due to reducing stress.	7/18/2018 9:42 AM
31	Offering ways for patients to address social isolation.	7/18/2018 9:31 AM
32	The speed of the response and the accuracy of the information provided. Reduction in worry and stress as not having to repeat their story and share the same information time after time.	7/18/2018 9:25 AM
33	help people to lead a more independent life with the services recommended	7/18/2018 9:05 AM
34	The majority of my patient are elderly. This services has a big impact in their lives due to they have mobility issues, doesn't control technology, lack of knowledge in services or groups support in Chesterfield or/and no relatives to help them to find help or support. VSPA has help my patient to trust in others organizations which helps then with daily issues such as: shopping, gardening, handyman, exercises groups, leisure groups, support group (alcohol, drugs, diseases), care agencies, friendly visit, etc... Without this point of information and support for the community I will probably spend a lot time searching and less with my patient. Patient reported good communications skills and very informative staff.	7/18/2018 8:57 AM
35	They have found social opportunities for people in places which we did not known about including groups such as 'men in sheds'. For one male this was really helpful and helped support his emotional well-being and prevent him from being isolated.	7/18/2018 8:42 AM
36	Patients get a lot of support via vSPA, they don't know what is out there so it's great to see when they get something out of this.	7/18/2018 8:29 AM
37	I feel that the service is invaluable. I do not have the knowledge that the team has and they are able to tap in to various services. Patients are able to choose what they want I feel they benefit greatly from this service.	7/18/2018 8:20 AM
38	Many of my patients despite being medically stable to leave hospital are not back to their previous level of function. I have referred to VSPA for these individuals who may require temporary support with transport or domestic services or people who require advice on services who can assist with shopping or chores. I honestly feel that if this support was not available from VSPA some of those people discharged from hospital would have required larger packages of care therefore an increased cost to health/social care.	7/18/2018 8:13 AM
39	Elderfriends referrals. Info re sitting services which has helped carers. Day services help.	7/17/2018 8:22 PM
40	Has enabled patients to keep their independence through assistance from services they have been put in contact with. Has put individuals in contact with groups where they can socialise and are therefore less isolated. This is especially important in this rural area.	7/17/2018 12:46 PM
41	it has enabled them to engage in local groups that meet their needs	7/17/2018 10:59 AM
42	I Referred to spy and within a few days the patients had been contacted and the feed back from the patients has been very positive.	7/16/2018 4:52 PM
43	It has allowed patient independence and provided confidence for patient to continue in their own home. helping those patients who are isolated providing help with mental wellbeing as well as physically supporting patients in their own home.	7/16/2018 3:59 PM
44	The ones I have done recently I have done by email and had a good prompt response, prior to this I was never very lucky ringing up for support.	7/13/2018 2:28 PM
45	We receive First Contact referrals for befriending. We will refer people to vSPA from mostly Bolsover but also sometimes Chesterfield too, if they are not eligible for the two befriending services in those areas that we have in our directory. They might not be eligible because they are too young for example, both of the services are for older people only, or because, in Bolsover the only befriending service available is telephone befriending and this is not suitable for everyone.	7/12/2018 4:37 PM
46	Just so helpful and always think outside the box of ways of helping.	7/12/2018 2:07 PM
47	Providing social support preventing isolation and supporting chronic and long-term physical and mental health problems	7/12/2018 12:02 PM
48	from changing a light bulb, to moving furniture , shopping and gardening all had a positive impact on pts wellbeing, as stress levels decreased for them	7/12/2018 10:25 AM
49	many of my referrals are for elderly patients who are socially isolated. Linking them with the befriending services has improved their mood and quality of life.	7/12/2018 9:15 AM

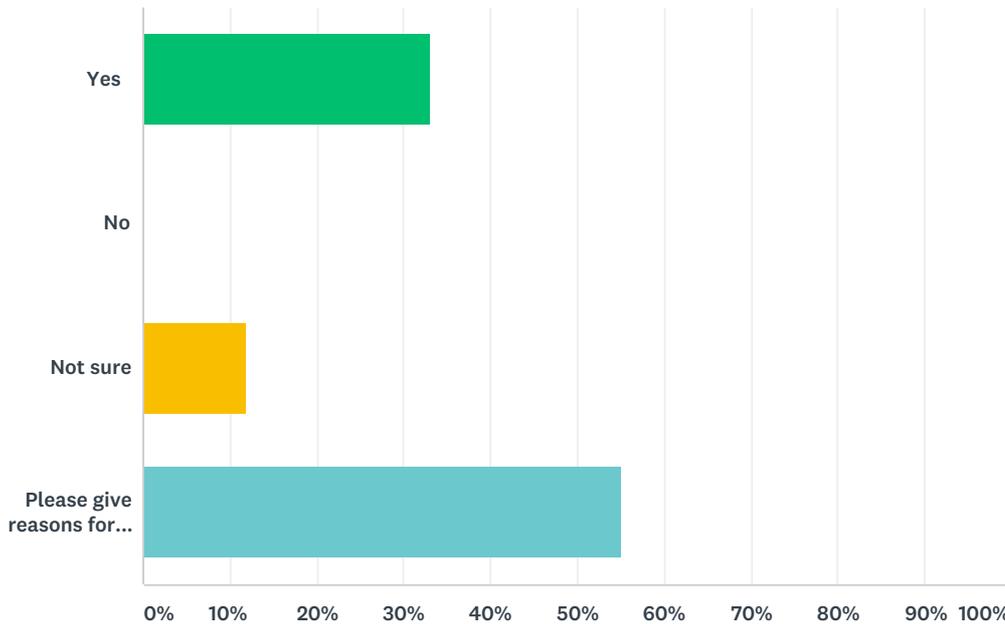
50	David very knowledgeable, provided lots of info on Dementia services in Erewash. reduced carer strain by providing this	7/11/2018 4:56 PM
51	Invaluable service for elderly isolated patients. I work in musculoskeletal out patients physiotherapy. We are seeing an increasing number of elderly, frail and vulnerable patients who would previously have received care from Day Hospital - this is no longer available. We are not able to provide the same type of support as patients received in Day Hospital. The patients have been supported with befriending, help with transport, and help with access and knowledge of groups locally. One lady was considering purchasing an electric scooter to aid getting about but had never driven and was anxious about purchasing something she hadn't tried. She had the opportunity to try a scooter in chesterfield town centre but didn't want to do it alone (she has no family locally). I believe support with this was arranged for her through vSPA.	7/11/2018 4:47 PM
52	One example was an elderly chap living alone who's house had become a major falls risk and fire risk due to hoarding, as well as a health risk due to him being unable to keep up with cleaning and clearing of objects which resulted in numerous falls, injuries and admission to hospital. VSPA were really helpful in arranging a deep clean, signposting him to the correct service to support him to gain the correct benefits. They worked in conjunction with community therapy team to help the patient remain in his own home by removing numerous falls risks and increasing his safety and function at home.	7/11/2018 4:46 PM
53	I had a palliative care patient who was upset that no "organisation" would remove her old reclining chair from her garden. I passed this to David at Long Eaton and magically it was sorted !! She was very happy and less stressed..	7/11/2018 12:36 PM
54	I have only been in this role 6 months on one day a week but the few times I have contacted vSPA they have put me in contact with support services that I wasn't aware of and it would have been very time consuming for me to find the information. From the information given to me by vSPA I have referred a patient to MacMillan Safe and Sound and another patient to Community Connectors.	7/11/2018 9:01 AM
55	All patients have personally given positive feedback themselves, finding the service extremely helpful and resourceful. From an NHS worker's point of view, I believe this service to be very worth it's while. The amount of knowledge that David Gadsby-Dean has on all sorts of different external services is incredible. I think it is very useful that patients can self-refer as well as health professionals referring them in to the service, as I believe sometimes patients feel pressured to take you up on being referred elsewhere, and aren't always necessarily ready to make that jump quite yet. At least with self-referral they can access the service when ready.	7/11/2018 9:00 AM
56	Quick to respond and telephoned the patient and explained VSPA's role .The offer of advise was informative.	7/10/2018 6:06 PM
57	Signposting to reduce social isolation impacting then on individual mental health	7/10/2018 5:17 PM
58	Very efficient in contacting patients being referred to them and offering information of day care in their local areas.	7/10/2018 4:06 PM
59	THIS WAS THE FIRST TIME I HAD MADE A REFERRAL TO vSPA. TO SAY I WAS IMPRESSED IS AN UNDERSTATEMENT! THE REFERRAL WAS DEALT WITH PROMPTLY, PROFESSIONALLY AND EFFICIENTLY. I WAS ABLE TO PROVIDE INFORMATION TO THE PATIENT AND THEIR FAMILY INSTANTLY- USING THE INFORMATION GIVEN TO ME OVER THE TELEPHONE- AND EMAIL. TO SUMMARISE, I WOULD ADVOCATE THE USE OF THIS SERVICE!	7/10/2018 3:41 PM
60	Less isolation Improved mental health Saving of Practice time Aiding independence Improving prevention for hospital admission Saved a vast amount of time attempting to locate resources in a complex terminal illness situation	7/10/2018 12:47 PM
61	It has helped suicidal patients feel less overwhelmed by money problems, and isolated clients feel like they have hope again.	7/10/2018 12:04 PM
62	Provided information about groups for numerous patients who are at risk of social isolation.	7/10/2018 11:41 AM
63	limited feedback as yet	7/10/2018 11:31 AM
64	vSPA has the knowledge of organisations that we would not have the time or resources to find out what they do or can help the client.	7/10/2018 10:37 AM
65	prevented loneliness, provided practical help, shopping, hospital appointments, social groups, befrienders. community support, mental health, happiness and reassurance etc.	7/10/2018 10:20 AM
66	It empowers them to access support and help them selves, helping them to maintain independence.	7/10/2018 10:09 AM

67	Working with in a mental health background I've been able to give my patients prompt information regarding the interest they have shown. It has meant my patients prevent social isolation and able to get out and help not only with physical but also mental health reducing the risk of crisis	7/9/2018 4:10 PM
68	Workers have been able to provide information and signpost to agencies and services that I did not know existed which enables the patient to have more choice and independence in the community.	7/9/2018 3:28 PM
69	It positively helped one patient I discharged by providing support and social events for patient to attend. They also helped the patient arrange transport to these events.	7/9/2018 3:18 PM
70	Pt's were having difficulties with general every day problems which didn't fit into any service provision. Voluntary workers were able to help with these one of requests.	7/9/2018 2:53 PM
71	patient socially isolated due to anxieties, befriending service encouraged and took the patient out improved quality of life	7/9/2018 1:59 PM
72	Input from vSPA has helped patients re-engage with the community and find a role for themselves again. This has had significant benefits to their mental health.	7/9/2018 1:25 PM
73	Arranging to attend home visits to discuss services/organisations in person to support client understanding.	7/9/2018 1:20 PM
74	From my experience vSPA are person-centred and explore with the patient what their needs are and provide options as appropriate. They have reduced loneliness in my patients therefore increasing their sense of wellbeing.	7/9/2018 1:13 PM
75	The majority of SU's I have been referring to vSPA were required Community Groups and befriending services. My latest referral was made was about finding holiday findings for people with physical disabilities.	7/9/2018 1:04 PM
76	VSPA has provided me with significant information about the services, projects and groups in the local area that I can refer my client to in order to promote their mental health and wellbeing. Invaluable support.	7/9/2018 1:00 PM
77	Decreasing social isolation e.g. going to community groups Improving mental health - people to talk to, better routine Confidence using public transport as it provides a motivation	7/9/2018 12:57 PM
78	My role allows me to link voluntary and community organisations in order to introduce them to the service in order to raise awareness of their activity/service/offer to a wider audience and all the sectors, not just the voluntary and community sector. I also inform the private sector organisations as well as workers working in the public sector too. vSPA is a vital service - where all different sectors are able to be signposted to relevant offers which are local and, most often, grassroots based. Delivering targeted need in a non threatening way by friendly agencies and organisations.	7/9/2018 12:43 PM
79	I have referred to vSPA on a number of occasions either directly or advising family support to do this - the offers I have had back have been most helpful in targeting areas which adult care cannot (or do not) provide the level of support required. I have been able to delay the admission of clients into adult care services by sending people to vSPA and them obtaining support and services this way which is beneficial to all of us - especially in the current climate.	7/9/2018 12:38 PM
80	Before this year I knew of vSPA but hadn't used their service But I had a tricky complex case where a house needed clearing to enable someone to go home as was their wish to be with family and die at home Dave was wonderful and far exceeded and expectations I had of the service His support for a vulnerable and very upset pair of brothers was amazing he offered befriending services practical services help to clear the house help with shopping and mostly that support that this family was so lacking and very much needed I genuinely feel that the input from vSPA can change lives for the positive and would be very unhappy to see the service loose its funding	7/9/2018 12:37 PM
81	We receive referrals rather than refer to VSPA	7/9/2018 12:36 PM
82	helps service users to build recovery potential	7/9/2018 12:33 PM
83	We normally take referrals from vSPA but we have sent them back over the course of the year as they do not fit with what we do and vSPA have always been understanding and always found alternative referral pathways for them	7/9/2018 12:32 PM
84	patients have been reconnected with previous interests in a way that they didn't think possible.	7/9/2018 12:31 PM
85	Excellent, fast service and advice to patient & families. Also fantastic advice to myself as Care Coordinator	7/9/2018 12:27 PM
86	Support with social activities and friendship clubs delays onset of dementia and depression.	7/9/2018 12:18 PM

87	Our day hospital service heavily relies on the Vspa service to support our patients post discharge to find further support in the community. Without them our patients would be at a great loss.	7/9/2018 12:13 PM
88	The Vspa staff in Erewash area are outstanding at what they do they personalise each referral to suit the individual & make sure all needs are met. The service & knowledge of the team is just so amazing & supportive to our job role & the patients really do get the best possible outcome. Just outstanding, a service that needs to remain in place	7/9/2018 12:03 PM

Q6 At a more general level, do you believe social prescribing and the service provided by vSPA is/could be a contributing factor in reducing the likelihood of patient presenting as an acute admission to hospital?

Answered: 109 Skipped: 27



ANSWER CHOICES	RESPONSES
Yes	33.03% 36
No	0.00% 0
Not sure	11.93% 13
Please give reasons for your answer and examples if possible.	55.05% 60
TOTAL	109

#	PLEASE GIVE REASONS FOR YOUR ANSWER AND EXAMPLES IF POSSIBLE.	DATE
1	see above	7/24/2018 1:37 PM
2	A LOT OF PATIENTS ISSUES ARE DUE TO LACK OF SOCIAL SUPPORT, LONLINESS, ISOLATION.	7/23/2018 2:12 PM
3	The people we work with need help to access services they aren't always able to ring and get themselves referred. When I have contacted VSPA they have promptly contacted the person or a carer if appropriate and have always given us feedback which is quite rare in my experience as often with social services no one lets us know what the outcome is because they are so pushed for time and resources.	7/23/2018 11:46 AM
4	Yes - absolutely - purpose and connection. Think about 'Maslow's Hierarchy of Needs' - the need to belong and to be in a safe and psychologically supportive environment to gain self-actualisation.	7/23/2018 11:09 AM
5	Encourages patient's to be more social, resulting in new support networks and outings, therefore encouraging patients to be more active.	7/23/2018 9:18 AM
6	Yes - As we look to support more of our patients at home and offer them this choice we need to be assured that there are services out there to meet this need. Without it, many of our more vulnerable patients could end up being admitted to hospital. Practical things such as helping around the home, attending day centres and carer support all relieve the pressure many find themselves under.	7/20/2018 9:38 AM

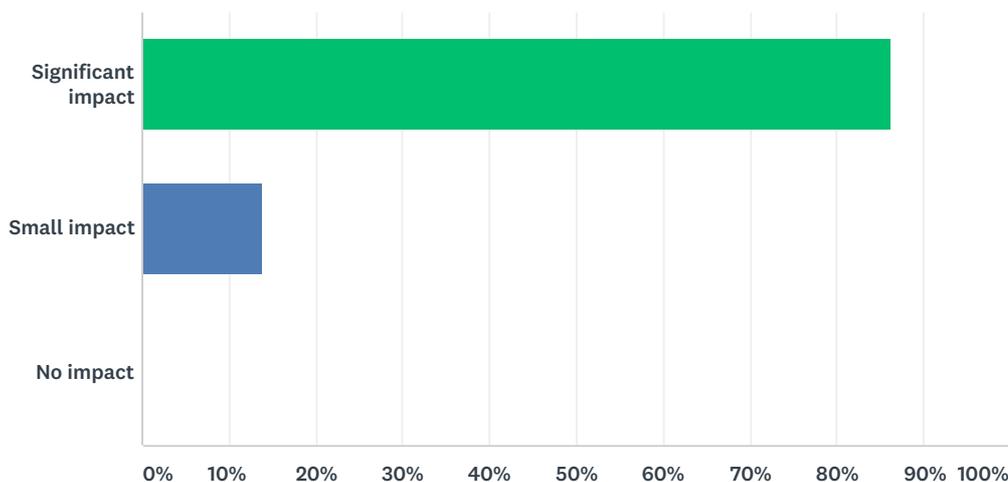
7	Through engagement and getting people doing activities that are meaning full and purposeful to them reduces isolation loneliness, which means patients are less likely to become depressed. Also through engagement peoples mobility improves which decreases falls. When peoples minds stay active it can reduce chances of dementia.	7/19/2018 5:20 PM
8	Issues could be picked up quicker that may not have previously been addressed but lead the patient to increased anxiety or illness resulting in an acute admission.	7/19/2018 3:49 PM
9	Social prescribing can keep someone from crisis and give them a much better quality of life.	7/19/2018 2:49 PM
10	It is well documented that older people who are lonely and isolated are at increased risk of developing physical health needs such as coronary heart disease and stroke. Working with vSpa to identify refer and support support of long-term health and social care professionals. Loneliness puts individuals at greater risk of cognitive decline (James et al, 2011). Studies also show that lonely people have a 64% increased chance of developing clinical dementia which has a long term effect not only on the individual and their family living with dementia but also has a huge impact on NHS Continuing Healthcare funding. A package of continuing care to fund a nursing home verses early intervention by voluntary service like vSPA not only has a huge impact on an individuals health and well being but also saves the NHS massive amounts of money long term.	7/19/2018 11:33 AM
11	In some circumstances like a befriending service or other community service can be vital especially to a more elderly population. It can help to stop isolation and make sure the patient is monitored for minor injuries or the beginnings of a more severe illnesses. In other cases a social interaction may help people with acute mental health issues, perhaps stopping them from getting to a point where they have to be admitted.	7/19/2018 10:02 AM
12	People who are no longer at risk of social isolation do not get depressed which often ends with self neglect and maintaining independence at home and unplanned hospital admissions	7/19/2018 9:03 AM
13	Preventing social isolation and loneliness prevents the downward spiral and low mood depression which affects motivation and physical activity leading to a effect on patients health.	7/19/2018 8:51 AM
14	Social isolation is closely linked to poor physical and mental health.	7/19/2018 8:47 AM
15	Though I perceive that the positive impact for the patient , improves wellbeing and engagement in wider support services, would have potential to reduce risk of admission	7/18/2018 3:15 PM
16	Yes I believe social prescribing could well be a factor in reduced hospital admissions. As an OT I understand the need for individuals to be occupationally engaged within the wider community as closer ties along with meaningful occupations are an important part of keeping people mentally well.	7/18/2018 2:03 PM
17	Often when a patient doesn't have a support network in place, helping them to access community services and groups promotes general well being, decreasing social isolation trusted help at home helps to support house maintenance and reduce falls risk	7/18/2018 12:29 PM
18	Yes - it improves people's integration into their community and helps meet their needs so that they are not needing to seek that help elsewhere. It can prevent people deteriorating.	7/18/2018 11:45 AM
19	Yes: a lonely and/or isolated person is more likely to contact direct health services than someone who has regular social contact. vSPA is an extremely important step in helping people access essential services as quickly as possible so that they may feel the beneficial effects of those services as quickly as possible; it helps keep waiting lists and waiting times down.	7/18/2018 11:28 AM
20	I worked with an older woman who had dementia, which was in decline, with multiple hospital admissions and consideration of long term care. Utilising vSPA for befriending and local support and social groups, her well being improved, and her dementia deterioration slowed, allowing her to live in the community independently without hospital admission.	7/18/2018 10:12 AM
21	I relation to the client group we care for ie dementia ,social isolation has a negative impact on their well being and functioning.Not all main stream day care can offer what they need but VSPA and its vast knowledge and signposting can provide that bespoke information for the individual.	7/18/2018 10:01 AM
22	We support people daily who` s caring role is impacting on their own health and wellbeing - Social prescribing reduces the risk of their health deteriorating but also enables them to continue caring which also means the person being cared for needs less support via ASC and NHS.	7/18/2018 9:49 AM
23	Loneliness, isolation and lack of routine is a massive factor in a deterioration in mental health and linking people in to community resources that can improve their social network, providing social support and create a structure in their week with roles and interests and a sense of purpose can help to create stability in mental health. Service users deterioration in mental health is often triggered by stresses around housing, debt and benefits and the knowledge of vSPA has been invaluable in directing support to help individuals feel supported and knowing the steps to take helping to reduce stress.	7/18/2018 9:42 AM

24	Reduced activity and reduced nutritional intake both contribute to frailty, which is a leading cause of admissions and death. For many people, the opportunity to interact socially with one or more people can facilitate more physical activity and socialise mealtimes. Having the opportunity to go out, away from home can reduce carer stress, which is another factor that contributes to admissions (and re-admissions)	7/18/2018 9:31 AM
25	Yes. Time is crucial for patient which needs support in community using the community resources. Without this services probably will have more patient referring to our services for falls in garden or admission in hospital due to a fracture.	7/18/2018 8:57 AM
26	Many of my patients have wives, husbands or family members at home who are un paid and un supported, VSPA are able to signpost these people to funding, support groups and services they can access. VSPA also have time for these people, to talk to them which sometimes maybe all they need. I genuinely believe that VSPAS doing this prevents admissions to hospital due to carer strain.	7/18/2018 8:13 AM
27	Increases aware. Of what support is out there. Could reduce carer stress, increase activity. For patient and provide support to both	7/17/2018 8:22 PM
28	Due to assistance and support provided the patient is less likely to be struggling to carry out tasks which they are no longer able to do which can result in falls and accidents. If a patient is able to attend lunch clubs and interest groups etc they are less likely to develop poor mental health due to social isolation.	7/17/2018 12:46 PM
29	if someone is acutely ill then they will need acute admission to hospital it could help prevent depression & escalation of mental health problems due to social isolation	7/17/2018 10:59 AM
30	we have had patients who have needed furniture moving from upstairs or down stairs were their has been no family to do this. V spar have organised this and helped the patient to remain safe and this has prevented patient from being left unsafe.	7/16/2018 4:52 PM
31	A lot of what we refer for is more social rather than medical but this does have an impact on their medical needs.	7/13/2018 2:28 PM
32	Appropriate social support can prevent deterioration, both physical and psychological - which can both lead to inappropriate admission to acute care	7/12/2018 12:02 PM
33	the helpful service they provide would not in my opinion prevent hospital admissions, ie. presenting with medical symptoms, severe illness, falls etc. But could prevent admissions if falls for example could be prevented by moving around of furniture and rugs etc	7/12/2018 10:25 AM
34	n/a	7/12/2018 9:15 AM
35	Isolation is known to be associated with poorer health both physical and mental. The services accessed through VSPA can be a lifeline for vulnerable elderly patients	7/11/2018 4:47 PM
36	Yes-see above example	7/11/2018 4:46 PM
37	Not sure - the services that I have referred to following information given by vSPA wouldn't have prevented hospital admission as one has ca and another patient has learning dis and needed social outlets	7/11/2018 9:01 AM
38	We have recently had a couple of patients who struggle with 'group' environments and find it hard to socialise however, your service has given them that opportunity to make that move when they're ready and have booked on to art groups etc. later on in the year! I believe that with more social interaction and patients being able to talk/discuss different issues with somebody else, could lead to gaining knowledge about their conditions/situations that they perhaps wouldn't gain if not getting that 1:1 with an external source.	7/11/2018 9:00 AM
39	Befriending service is a brilliant service to those who are lonely.Many call emergency services because they are lonely.	7/10/2018 6:06 PM
40	if engaged with services then issues or problems can be identified earlier rather than awaiting a crisis in the home	7/10/2018 5:17 PM
41	Yes For example: http://dx.doi.org/10.1136/heartjnl-2017-312663 Sure there are many	7/10/2018 12:47 PM
42	Recued risk of physical decline.	7/10/2018 12:04 PM
43	Yes, for example, if patient's aren't assisted in moving furniture (that VSPA refer for and assist with) then they will have to be admitted and are at risk of not getting essential equipment such as hospital beds so that they can be cared for at home.	7/10/2018 11:41 AM
44	1 woman whom I supported was attending ED regularly with physical symptoms of anxiety due to her severe loneliness and isolation. She had low self worth as was retired and was VERY enthusiastic about volunteering and I believe has now presented / at all to ED.	7/10/2018 11:31 AM
45	Reduces social isolation.	7/10/2018 10:37 AM

46	if people were out and about more, socialising and involved in activities, they are generally happier and healthier. Arts and crafts groups actually really help prevent mental health problems	7/10/2018 10:20 AM
47	As it is an activity that has been chosen by client they more likely to engage and as they do it will prevent social isolation which is one factor that can affect mental health. Its important to identify non pharmacological approaches such as getting out to groups to help peoples mental health and not just medication	7/9/2018 4:10 PM
48	It makes their life easier, and helps with problem solving, but I'm not sure that it would prevent hospital admission.	7/9/2018 2:53 PM
49	I have never used vSpa for holiday admissions, discharge or avoiding admission.	7/9/2018 1:20 PM
50	be-friending services - monitoring vulnerable adults and acknowledge health professionals of health deterioration shopping - prevention from malnutrition community centres - emotional and mental health support	7/9/2018 1:04 PM
51	I used VSPA in order to gain information about local group projects with interests in gardening. My client has schizophrenia but has an interest in practical tasks including gardening. I received information about a group that runs in Erewash undertaking garden project work. This person has joined the group and I have seen vast improvements in his mental health - he continues to access this service and has now not needed statutory intervention for a number of months.	7/9/2018 1:00 PM
52	supporting patients at home can only be a good thing - VSPA is thorough in its approach and attempt to find solutions	7/9/2018 12:52 PM
53	vSPA is there to help and assist before crisis point is reached, when more resources would almost certainly be needed - therefore saving time, money and unnecessary anguish.	7/9/2018 12:43 PM
54	I feel that there is a wealth of knowledge and advice available through this service, that there is signposting where appropriate; to pre invested services and to those which require access through health or social care- in providing support targeted like this, it allows for services to be directed at the most needy.	7/9/2018 12:38 PM
55	organising and providing support for people who have chronic illness and live alone or in difficult circumstances will make all the difference having someone to listen and turn to for advise someone checking how they are doing will most certainly stop hospital admissions	7/9/2018 12:37 PM
56	experience - many presentations to Emergency Department are due to social isolation, lack of meaningful daytime activities and a lack of awareness of available services / opportunities	7/9/2018 12:33 PM
57	Yes. From a Mental health point of view as a lot of the referrals I do to Vspa are for social help/support.	7/9/2018 12:31 PM
58	Persons who are depressed lose motivation to care for themselves.	7/9/2018 12:18 PM
59	Yes: Vpsa provide a vital supportive role in the community. Which without them may result in more admissions to hospital services. They are able to support people and maintain them in the community.	7/9/2018 12:13 PM
60	Outstanding service. Tackles loneliness and befriending support for individuals that will often mis use services	7/9/2018 12:03 PM

Q7 What do you believe would be the impact on outcomes for your service and for your patients/service receivers, if vSPA was to cease to operate in the coming 12 months?

Answered: 108 Skipped: 28



ANSWER CHOICES	RESPONSES
Significant impact	86.11% 93
Small impact	13.89% 15
No impact	0.00% 0
TOTAL	108

#	PLEASE EXPLAIN.	DATE
1	This would be a massive loss and result in increased costs to NHS and other services. Simple, inexpensive strategies can be very effective and very good for people's health	7/24/2018 1:37 PM
2	Our aim is to provide more care to patients in their own homes. Not only do we provide medical care for these patients but also deal with their social situations and it is very clear that the two go hand in hand. Without the social support we receive from VSPA our patient's health will more than likely deteriorate, resulting in more admissions to hospital as there just aren't enough services in the community to keep them safe.	7/24/2018 9:11 AM
3	who will help people with dementia access community services??? The day hospital assessment units are closing and DRRT is more or less only for patients almost in crisis and the wards are a last resort!! Who will help people with dementia with their social needs which are important in maintaining their communication skills and well being. They will be able to come to short term treatment courses like cognitive stimulation therapy (7 weeks) but we need resources like VSPA to refer them on to maintain these skills. We simply can't keep up to date with what social groups are out in the community.	7/23/2018 11:46 AM
4	An increase in mental and physical health decline and loneliness.	7/23/2018 11:09 AM
5	Many of my patients live alone and don't have the support network to help them. VSpa can provide help and support to many of my patients and thus encourage them to live an independent life/become more active. Removing this service would remove a lifeline to these patients	7/23/2018 9:18 AM
6	More people would be left very lonely and isolated and more likely become more unwell as there is no there to notice the decline. Social services and the care agencies are already over stretched and we rely so much on the care and support of the volunteer bureau. Transport to hospital provided by a willing friendly volunteer is a life line to some patients. Many have no one to stay with them at the hospital and this can be quite an ordeal if you are frail or have mental health problems. People would just not attend and appointment.	7/23/2018 8:55 AM
7	Since having vSPA it has saved a lot of time in searching for services for patients.	7/20/2018 11:37 AM

8	I rely on VSPA to research and inform me of all the services and support networks that are available in my area. Without this I would be having to do all the research myself and trying to 'guess' what I might be able to access for our patients. In saving me this time I am free to support our patients more and our clinicians with their enquiries and requests for assistance	7/20/2018 9:38 AM
9	Lack the knowledge and resources to fully treat holistically.	7/19/2018 3:49 PM
10	This would have a significant impact on the patients which would otherwise have no support accessing services which can improve their health and wellbeing, particularly services which may have a positive impact on mental health and prevent social exclusion.	7/19/2018 3:30 PM
11	Without the help of vspa, we would have no one to reach out for to help us with social isolation which is a big problem here in the Hope Valley, we would have many more admissions to hospital and people going into care homes who cannot manage in their own home without extra support.	7/19/2018 2:49 PM
12	We provide 150 day care places per week. Many of the service users who have been signposted to us via vSPA have highlighted their own outcomes, relating to remaining independent, staying in their own homes / local community for as long as possible. To improve their health and wellbeing by reducing loneliness/isolation by mixing with others. Academic research is clear that preventing and alleviating loneliness is vital to enabling older people to remain as independent as possible. Lonely individuals are more likely to: •Visit their GP, have higher use of medication, higher incidence of falls and increased risk factors for long term care (Cohen, 2006) •Undergo early entry into residential or nursing care (Russell et al, 1997) •Use accident and emergency services independent of chronic illness. (Geller, Janson, McGovern and Valdini, 1999)	7/19/2018 11:33 AM
13	As above.	7/19/2018 10:02 AM
14	Any reduction in service at this time would impact markedly; service provision needs to grow and not decline with the demographics ;VSPA attended a local surgery for a while which was a positive benefit to patients and professionals there.	7/19/2018 9:14 AM
15	vSPA provide an excellent service - they have so much information at their fingertips, are very thorough in researching and finding out what is best for the individual concerned. vSPA keep referrers informed of outcomes of their interventions and contact patients directly and always follow through if their first contact is not at a convenient time. Health professionals are becoming more and more pressured as patients become more complex with more care at home and health professionals simply do not have the time and knowledge that vSPA have. I will really really miss vSPA's service if it finishes - it is so valuable to both patients and staff. Please keep funding them.	7/19/2018 9:03 AM
16	Patient would not have access to vital services. such as handy man for sitting of rails to allow access in/out of there property's. provision of key safes to ensure patients fell safe. befriending and supports groups to help with social isolation	7/19/2018 8:51 AM
17	it is an ideal service to get sign posted to all sorts of area. The chesterfield team have a great amount of knowledge and are very caring . They offer services which prevent people from being lonely they have knowledge of local day centres groups volunteers for either visiting at home or calling on the telephone	7/19/2018 8:41 AM
18	There would be a lack if suitable facilities to assist clients with their mental health recovery. At times professionals are not aware of services available and do not have the time to research. I believe clients would be more at risk of social isolation.	7/18/2018 3:48 PM
19	I tend to refer to care coordinator for their support in referrals	7/18/2018 3:15 PM
20	I would feel it would put our service under more pressure and outcomes for service user may not always be attainable.	7/18/2018 3:06 PM
21	At present Vspa make my life as a clinician so much easier. If I need to know what is happening in the community which my service users may be interested in I can now just ring Vspa and get that information in one phone call. Without this service a great deal of my time would be taken up trawling around looking for this information and my time would be better employed seeing patients.	7/18/2018 2:03 PM
22	For those patients with out the support network it can be an essential service in promoting wellbeing	7/18/2018 12:29 PM
23	Longer time for patients to remain in hospital.	7/18/2018 12:16 PM
24	It takes me as a clinician significantly longer to find the information and resources that vSPA has all the knowledge about. Without this service I will undoubtedly struggle to find the time to find the services my service users need, and either the service users may not get their needs met, or service users could notice an impact on service delivery as clinicians' time is taken up with finding information.	7/18/2018 11:45 AM

25	As explained above, an increase in unsuitable referrals to our service will lessen the effectiveness and quality of support our service users and volunteers receive; our part-time staff who run our service would be placed under increased time pressures to carry out more referral assessments that would not develop into Service Users due to unsuitability, which in turn would reduce time available for support of active service users and volunteers. It would increase waiting lists and waiting times for referrals. This would be no small impact. vSPA is an extremely important step in helping people access essential services as quickly as possible so that they may feel the beneficial effects of those services as quickly as possible; it helps keep waiting lists and waiting times down.	7/18/2018 11:28 AM
26	Without input from Vspa the patients would be ringing 99 and attending Gp surgery more frequently	7/18/2018 10:35 AM
27	The impact for the individual would hopefully be small in some instances, that professionals working with them, would recognise the importance of support through a range of local opportunities to achieve a holistic well being. However the greatest impact would be on efficiency of professionals, having to source this individually. It also requires individual practitioners to have local knowledge of everything, which isn't possible, meaning there could be something out there ideal for an individual which they cannot access.	7/18/2018 10:12 AM
28	The valuable resource that Vspa offers significantly supports our patients and their carers. No disrespect to social services but often if a patient is self funding then I have found that social services do not support them and find that Vspa is such a valuable and crucial part in our safe discharge planning from the day hospital. The sign posting and range of information available from Vspa has a significant impact on the patients and carers lives to support them to access the resources they require	7/18/2018 10:01 AM
29	I recognise we don't use vSPA as much as we should and need reminding the service is available. If this was no longer available it would we would spend more time supporting one person which would inevitably cause a delay in supporting others; resulting in a waiting list.	7/18/2018 9:49 AM
30	I have formally referred people through but also received informal and immediate support on numerous occasions which has been invaluable in supporting service users to the right services as quickly as possible. As in the above example I was able to immediately transport the individual to a food bank, arrange a quick appointment for legal support for housing and benefits which may have taken longer had I had to return to base and research. They have made referrals and sourced appropriate services in a quick manner which has speeded up the process as time can be limited in the NHS. Positive feedback is consistently received from service users regarding how supportive and helpful the telephone interactions they receive from vSPA are and knowing that they will receive lots of information in the post about services and have referrals made for them in a timely manner helps to prevent further deterioration in mental health.	7/18/2018 9:42 AM
31	Navigating the various services would be too time-consuming and, for that reason, not something that I would be able to do. I simply wouldn't be able to put patients in touch with those services.	7/18/2018 9:31 AM
32	No one point of up to date information and is accurate and relevant to each service user. Stress can be reduced as not being passed from department to department to explain their story over and over again.	7/18/2018 9:25 AM
33	Without the services the majority of my colleagues will not have knowledge to put more services in place in community. VSPA has the knowledge we need in NHS.	7/18/2018 8:57 AM
34	They have vast knowledge of the services around the area and are able to tailor their approach to each client. I refer on knowing that the service will contact client and make an impact on my patient. I would struggle to know what services are out there.	7/18/2018 8:20 AM
35	VSPA has been instrumental in some of my patients discharges and without them I feel sure that there would have been increased length of acute stay for some patients, re-admissions to hospital due to carer strain, poorer quality of life for some individuals and increased workload for hospital staff.	7/18/2018 8:13 AM
36	Excellent. Hub of advice. Central source would be greatly missed.	7/17/2018 8:22 PM
37	As a Care Coordinator I would miss the expert in depth knowledge and up to date information about local services which means that there would be a lot of time spent looking for the appropriate services for patients. It is unlikely that there would be enough time available to assist people in the way vSPA currently do with their very personalised service.	7/17/2018 12:46 PM
38	the service can help people stay safe when we have needed furniture moving to make room for a hospital bed for example down stairs to keep the patient safe.	7/16/2018 4:52 PM
39	Patients benefit from the support at home to keep them independent and to relieve some of the pressures on secondary care and community services.	7/16/2018 3:59 PM

40	If vSPA ceased to operate, we would have no-one to refer people that aren't eligible for befriending services to. This would mean that these, usually very vulnerable people, would fall through the cracks and potentially have a serious impact on their health. Sometimes the only service First Contact have referred people to is befriending and if we can't provide that support, vSPA is the only organisation we can refer them on to.	7/12/2018 4:37 PM
41	vSPA provides useful services and support to people to enable them to remain at home. Also services that encourage patients to be part of their community and more resilient which improves both physical and mental health.	7/12/2018 2:07 PM
42	This would have a huge detrimental effect to our caseload. VSPA are a valuable source of signposting information, as well as working with clients directly, they are able to assist us as Care Coordinators to be more effective in our role.	7/12/2018 12:02 PM
43	A lot of pts do not have family locally or friends who are able to help with light bulb changing, gardening shopping and odd jobs, and most of them cannot afford to pay a company to do it for them.	7/12/2018 10:25 AM
44	we would lose the links with the voluntary organisations that are active across North Derbyshire. vSPA have a very detailed database of various social clubs and activities that benefit our patients.	7/12/2018 9:15 AM
45	valuable service that provides information practitioners don't know about, it saves clinicians time on a daily basis as they can pass on to V Spa for them to contact the patient.	7/11/2018 4:56 PM
46	The impact for patients may be significant. We can and do offer assessments and treatment for musculoskeletal conditions in clinic settings. With the loss of Day Hospital therapy Services I believe there is a gap in care provision. Our client group is increasingly frail, vulnerable and with multiple needs. We cannot transfer the care we give in clinic into the home setting/social environment (I am not talking of patients that Community Physiotherapy Services here- where appropriate we can and do refer to CRT). For those patients that need this extra support to take that next step VSPA can be invaluable In addition we are encouraged to provide 'patient centred care'- in this respect it is our job a professionals to signpost patients in the direction of services/support we see they need which may not be directly linked with their referral to physiotherapy but which would improve their quality of life - this is what is provided by VSPA. This may sitting with a husband/wife with dementia to allow our patient to attend their own appointments, help with cleaning/gardening, access to social /exercise groups, befriending.	7/11/2018 4:47 PM
47	VSPA have been an excellent source of knowledge regarding signposting to correct services to prevent crisis situations. Without VSPA's excellent sources of knowledge, people risk not being able to access services at the correct time and therefore not get the correct intervention they require possibly resulting in more hospital admissions and increased cost to the NHS.	7/11/2018 4:46 PM
48	Despite us only using the service over the past few months, I believe if the service was to disappear it would be a HUGE loss! As stated in the first explanation box; our patients have given nothing but positive feedback about vSPA. Us, as health professionals, would also be lost without this service, as sometimes we are presented with complex issues in regards to accessing external services/providers, that we don't necessarily have that expert knowledge on i.e. respite care for pets. There have been occasions where we have tried to accommodate for our patients however, ended up hitting a brick wall whereas, I know vSPA would always be able to solve our problems/queries :)	7/11/2018 9:00 AM
49	It would impact on both the service and service users as many people have shopping service because they cannot get out to do shopping themselves. Befriending ,as mentioned before, stops high intensity users through loneliness.	7/10/2018 6:06 PM
50	As health professional we would then have to search for services which would consume our time and be much less efficient in tapping a patient into the right service at the right time - we absolutely can not know the breadth of services available like our Vspa colleagues do.	7/10/2018 5:17 PM
51	We offer people VSPA who have completed their 16 week Living Well programme on a Thursday. I have given leaflets out to people who have shown interest.	7/10/2018 4:06 PM
52	I HAVE ONLY NEEDED TO USE THIS SERVICE ONCE, BUT I FIND IT REASSURING TO KNOW THAT SUPPORT IS AVAILABLE TO ALL PATIENTS - DESPITE THEIR DEMOGRAPHICS!	7/10/2018 3:41 PM
53	We haven't been as active as a Practice in referring this year but it is a valuable resource. [Had wondered if data a bit low/not recorded as 'seemed' like more although some names checked remembered were over a year ago! - can still remember so suggests the worthwhile nature of the service]. Even for one patient however the psychological and time implications for staff in trying to source everything and the outcomes our patients have received have made it very worthwhile. However good a Practice may be, we just don't have the resources and if just one patient benefits and hospital admission is improved, then it is justified.	7/10/2018 12:47 PM

54	It is essential. I rely upon it to ensure I provide holistic care for my clients and consider and respond to all aspects of their situation. It would be a significant loss.	7/10/2018 12:04 PM
55	I think VSPA is an essential service for patients and can make a real difference in patient's lives.	7/10/2018 11:41 AM
56	Social isolation is a contributory factor to a large proportion of mental health patients and this service is I think invaluable	7/10/2018 11:31 AM
57	Patients need support that the NHS is not geared up to supply.	7/10/2018 10:37 AM
58	in a very rural area, with few public services, even bus routes and times are being cut, Vspa services are essential	7/10/2018 10:20 AM
59	VSPA gives patients an alternative to clinical services, it enables us as professionals to offer alternative support on discharge from clinical services.	7/10/2018 10:09 AM
60	As a busy clinician difficult to locate services of interest to patients. VSPA able to provide quick and up to date information for me to provide to patients	7/9/2018 4:10 PM
61	Social care do not have the time or resources to undertake the work that VSPA have been undertaking and therefore would revert to prescribing the same services which are already overprescribed. The impact of not supporting patients adequately in the community would result in more admissions to acute hospital.	7/9/2018 3:28 PM
62	patients who live on there own and have limited social involvement	7/9/2018 3:18 PM
63	I have only referred a small portion for your service and it would impact on this portion	7/9/2018 1:59 PM
64	This service is required to ensure that clients gain access to little known, valuable resources in the community.	7/9/2018 1:20 PM
65	vSPA are a vital signposting service, reducing loneliness in the elderly which we know is linked to morbidity.	7/9/2018 1:13 PM
66	vSPA support is important to provide well-being for the people in local community. Working together helps to find right services for people. Not always DCC Adult Care is able to support people financially to pay for day centres and/or sitting services. vSPA have more knowledge of private agencies and providers what allows people to make a choice.	7/9/2018 1:04 PM
67	I feel services such as VSPA are invaluable but sadly they are being cut. I really believe there would be a significant loss to the residents of Derbyshire is the service was cut as services and clients need a single point of access that consolidates important and valuable information.	7/9/2018 1:00 PM
68	VSPA is the only known service of its kind (to me) to help explore different social activities and groups for our clients and provide them with a choice and flexibility of where they can attend. It takes the strain off us as clinicians to be able to use a single point of access service rather than source information for the various groups that may be available.	7/9/2018 12:57 PM
69	we would all have our own databases instead of one central place to go - VSPA seek out all the options I think that as well as voluntary organisations VSPA should be able to incorporate a wider ranges of services - so as everyone has all the possibilities	7/9/2018 12:52 PM
70	No trust worthy organisation to which to signpost vulnerable people and families to in times of crisis.	7/9/2018 12:43 PM
71	It is most helpful to have a central referral unit where these services can be accessed - it is a minefield for clients and healthcare professionals if they have to complete a 'google search' for options available - this service cuts down on professionals time as well as client and their families time in searching for an appropriate provision to their needs.	7/9/2018 12:38 PM
72	I wouldnt know how to get help from the many agencies out there so patients would get the support May mean patient remaining in a care setting either in a care home or in hospital for End of life care when with a little more support they could have been in their own homes	7/9/2018 12:37 PM
73	Increase in ED presentations	7/9/2018 12:33 PM
74	One of our services was set up in response to the referrals that vSPA were receiving, the referrals we receive from vSPA would obviously cease and this would have a significant impact on the client	7/9/2018 12:32 PM
75	it would be much harder to find out about local services and much more difficult to link people up to these which would potentially impact on their social connectedness, mental health and coping.	7/9/2018 12:31 PM
76	Self neglect	7/9/2018 12:18 PM

77	the staff at vSPA have so much knowledge and expertise in what is on offer for patient's. If vSPA wasn't around, these services could be missed and under used and patients wouldn't receive the support they need.	7/9/2018 12:14 PM
78	Our service greatly appreciates Vspa. It would have a detrimental effect on our patients should they cease to exist.	7/9/2018 12:13 PM
