

PCCS Social Rx®

Frequently Asked Questions

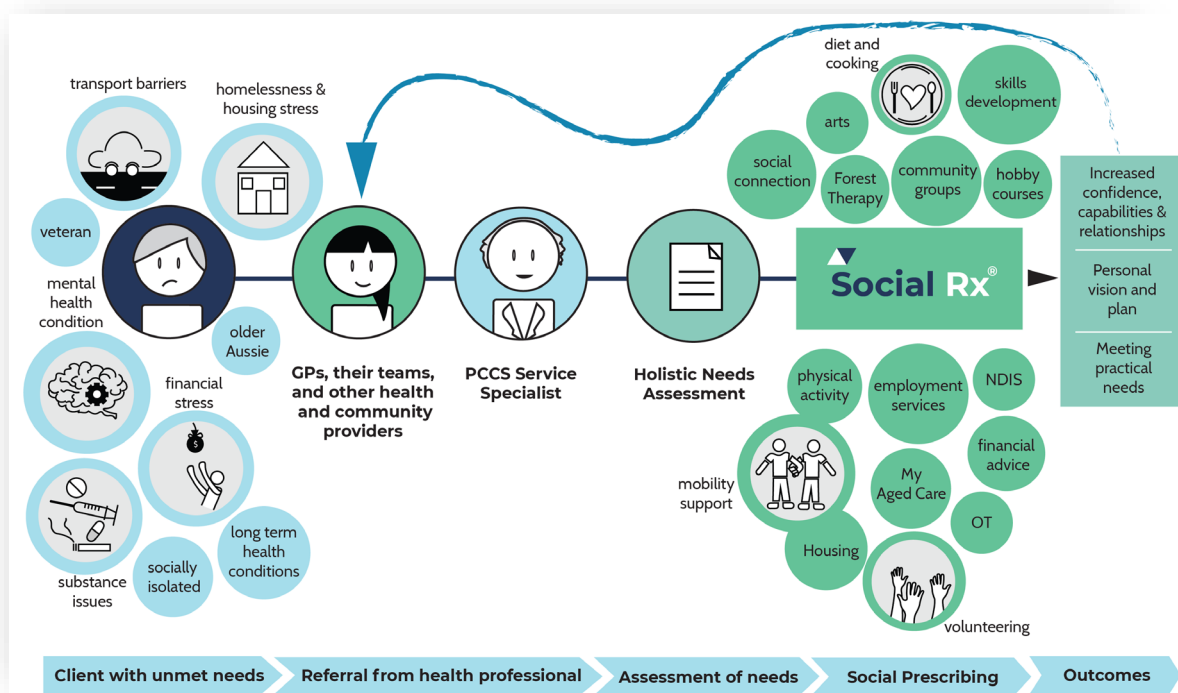
What is Social Rx?

- Social Rx is a 'social prescribing' service that **addresses the non-clinical unmet needs** that get in the way of health and wellbeing. Some examples include:



What happens when I refer someone to Social Rx?

- Social Rx helps you **find and access resources** that are already available in the community. The program involves comprehensive **needs assessment**, customised **person-centred goal planning**, **linking people** to locally based public and private supports and social participation groups, and **follow ups**. We also **communicate with you** around what happens and what we do. An example journey for a person is seen below:



- Examples of common improvements include improved health, wellbeing, health confidence, self-esteem, communication skills and quality of life, and reduced loneliness, distress, health service utilisation, and risk of hospitalisation.

Who can access Social Rx (eligibility)?

Social Rx is provided at no cost to anyone over 18 in South Eastern NSW who:

- has, or is at risk of developing, a long term health condition (including mental health), and
- are experiencing social isolation or loneliness, and
- need practical help with issues that could significantly impact on their health and wellbeing like housing issues, food security, lack of access to aged care or disability supports, domestic violence, financial stresses, low physical activity or any other significant stressors.

It is not intended for people who are experiencing an acute mental health episode or those who have access to care coordination or case management services like My Aged Care, NDIS, psychosocial supports or are living in Residential Aged Care Facility.

Our region stretches from Helensburgh in the north, past Eden to the Victorian border in the south, and inland to Cooma/Monaro, Queanbeyan, Yass and Goulburn.

What types of services does Social Rx support someone to access?

- **Social Programs & Services** like art classes, book clubs, coffee clubs, knitting groups, community centres
- **Physical Activity Programs** like walking groups, chair yoga, lawn bowling, Healthy Weight for Life (including online groups people can do at home)
- **Support to Access Government and Health Services** like My Aged Care, NSW Housing, Centrelink, and linkages for assistance with NDIS applications (via One Door Mental Health) and for Chronic Care Coordination Service (via Silverchain), and more
- **Healthy Lifestyle/Food Programs** like Meals on Wheels, food banks and cooking groups

How long can someone access Social Rx® for and how much does it cost?

- **Social Rx** is a **free** 12-week program which uses a social prescribing approach to address non-clinical barriers to health and wellbeing
- Social Rx is generously funded by COORDINARE (South Eastern NSW PHN)

Where does Social Rx sit in relation to the care I'm currently providing?

- Social Rx works alongside and **complements existing clinical management**. The service aims to **relieve some of the day-to-day pressures** you might experience caring for people with complex needs, helping work alongside you and your patients to help them manage major life events and stressors, meet practical needs, and improve their wellbeing and social connection.
- Social Rx is **another tool** to help you address non-medical factors and **social determinants of health**, isolation and loneliness that might be impacting on the overall wellbeing of your patients.
- Ultimately we aim to **save you time** and to support your patients to experience **better outcomes** in terms of overall health, wellbeing and quality of life.
- The RACGP, Consumer Health Forum, and Mental Health Australia have all endorsed the social prescribing approach as providing “**an opportunity to improve health outcomes** and increase consumer participation and engagement.”

How do I make a referral to Social Rx?

- GP and practice teams, allied health providers, pharmacists, and other health providers in the community can all refer eligible patients to Social Rx.
- Just complete the **simple 2-page referral form**, which asks details about you, the patient, and a bit about the social prescriptions they might need and who they are.
- The referral form is available at pccs.org.au/social-rx or call our friendly team on **02 9477 8700**.

Who is PCCS?

PCCS is an innovative not-for-profit health charity focused on improving the health and wellbeing of local communities.