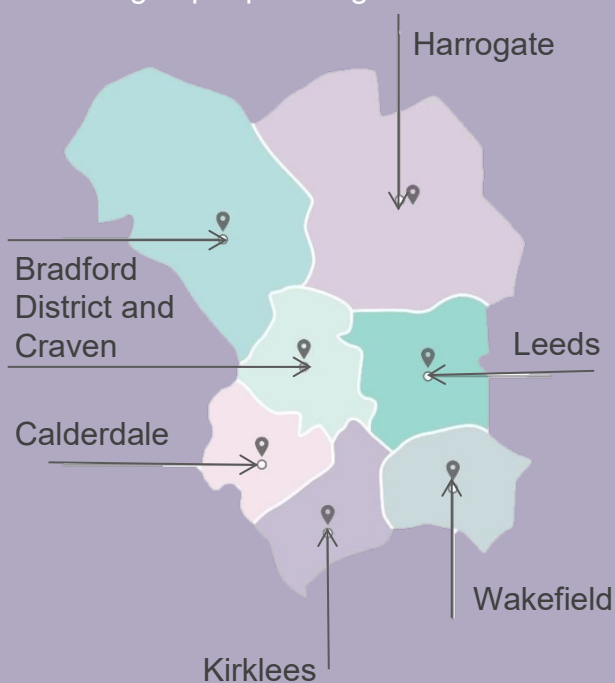


Telling our Partnership story



Proud to be the West Yorkshire and Harrogate Health and Care Partnership

Committed to improving the health and wellbeing of people living in:



- Working to improve people's health with and for them
- Improving people's experience of healthcare
- Making every penny in the pound count
- Working to keep people well and make life better for 2.6 million people living in West Yorkshire and Harrogate.

West Yorkshire and Harrogate Health and Care Partnership

Central Locality Integrated Care Service during Covid-19

The Central Locality Integrated Care Service (CLICS) is based on integrating community assets and community connectors with general practice. The service provides holistic, proactive care to people identified as needing additional support which cannot be met in traditional consultations.

During Covid-19:

- Over 2000 referrals were made since the start of lockdown – September
- Support was offered to link into relevant services/support, making referrals where needed
- Ongoing support to help address identified needs, including Befriending where relevant providing support to 244 of these people

2216 people supported with wellbeing calls



Case study

Sobia is in her early 50's and arrived in the UK less than 2 years ago. She had recently lost her husband and had no friends and family who she could turn to for support. She was unable to speak English and unable to access any other online support services.

Sobia's emotional problems were further compounded by the fact that she was in the high risk category for COVID-19 and was therefore unable to leave her home. Sobia was able to share her worries and concerns over the phone with a Social Prescriber who spoke her mother tongue of Mirpuri. She explained that she was struggling to cope with the bereavement and felt that mainstream services would not meet her needs. Sobia felt she required support from someone who understood her cultural and religious views on bereavement and loss.

After two lengthy telephone conversations, Sobia agreed to be referred to Sharing Voices for counselling and telephone support. She felt that Sharing Voices would be more suited to her cultural needs and she would be able to express herself in her first language.



“I’m taking to Sharing voices, I feel supported and can now talk about everything instead of bottling it in. I’m so glad that services like HALE exist”

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A partnership made up of the NHS, local councils, care providers, Healthwatch, community and carers organisations

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West Yorkshire and Harrogate
Health and Care Partnership

