

LINK WORKER SUPPORT	OVERVIEW	KEY DETAILS
LINE MANAGEMENT	Day to day management of a SP Link Worker to facilitate them to do their job effectively, safely and provide outcomes for this	Includes, organising/managing or arranging, activities such as <ul style="list-style-type: none"> • Access to IT • Timesheets • Access to training • AL/ sickness etc • Being part of a wider PC team SPLW would have regular contact with Line Manager to assess progress, discuss operational issues
REGULAR MONTHLY 1 TO 1 (CLINICAL/PROFESSIONAL) SUPERVISION	Formal process of professional support and learning that enables individual practitioners to develop knowledge and competence, assume responsibility for their own practice, and enhance patient protection and safety of care in a wide range of situations.	DES states this should be a GP (but could be suitably qualified alternative if parties agreeable i.e. someone qualified to supervise) <ul style="list-style-type: none"> • Not usually same person as Line Manager • Usually done 1 to 1 for confidentiality • Usually focusses around case reflection & discussion • Regular planned dates in advance probably requires a 1 to 2 hour (max) meeting probably monthly
REACTIVE WEEKLY SUPERVISION	To have in place a process by which a social prescribing Link Worker can access a GP during the week to discuss emerging cases that require a clinical view to progress or clinical escalation	This process can fit around local GP Practice existing arrangements – e.g. a GP on call system, or a named GP but needs to be accessible 5 days a week This is likely to be a quick discussion/decision basis Its needed to keep SPLWs and patients safe It's a learning opportunity for both GP and SPLW
EMERGENCY SUPERVISION	To consider one off ad hoc access to a clinical /professional supervisor for when Link Workers deal with particularly distressing cases and need additional support	Examples may include <ul style="list-style-type: none"> • Suicide • Domestic abuse • Bereavement Link Workers are generalists in the main, not clinicians and not mental health specialists and may require extra support to manage their own emotional & mental well-being
NAMED GP	A social prescribing named GP Lead in a PCN and/or GP Practice will be helpful to build the knowledge and understanding of SP and the role of the LW – maximising the benefits to the PCN.	This will be needed and particularly useful if the PCN has identified an alternative supervisor or the LW is employed by a voluntary sector organisation. They act as a Champion for SP promoting its use in primary care and a Lead point of contact for social prescribing
PEER SUPPORT	Peer support involves Link Workers sharing knowledge, experience or practical help with each other on a regular basis	Peer support may happen on a CCG/locality/ SPLW team basis as well as a wider STP basis. NHSEI currently provide STP wide Peer support for Link Workers Peer support is an important way LWs can learn and improve
LEARNING & DEVELOPMENT	Link workers, like other NHS staff groups require formal training and development opportunities to improve their effectiveness. For LWs this is community focussed not just NHS	A SP LW Competency framework is in development. There are key skills a LW should be trained in (Health Coaching, motivational interviewing, PAM, mental health awareness, and Community Development). NHSEI provide free L&D support to PCN LWs. Local areas can also support in L&D, often low or no cost.

