

## Patient Empowerment Project

**New! Clinics based at Leigh View Medical Practice  
(Starting 18<sup>th</sup> September 2018)**

The PEP team will hold clinics on every other Tuesday afternoons (2pm-5pm) at Leigh View practice.  
*(These will increase to weekly if patient demand requires this.)*

### **A 30 minute appointment with Ailsa, Abby or Nick - our PEP Link Workers**

for any patient that has any additional non-medical needs

e.g. debt problems, loneliness, complex overlapping problems, etc

for which the patient may benefit from talking through for ideas of what is available to help them – e.g. additional support, advice, coaching, social support or referral to specialists

## Case Studies - patient stories

### **Joanne**

- When she started working with PEP, Joanne was suffering from stress and anxiety. She was signed off from work and her sick pay had recently run out, meaning that she had no source of income and was getting into debt. Joanne was providing care and support for both her parents, and stress and anxiety were causing her to withdraw from activities she had previously enjoyed doing. She was becoming isolated and finding it more and more difficult even to spend time with her family.

PEP supported Joanne to access counselling services and mental health support groups, as well as community employment support so that she could start thinking about first steps back into work. The PEP Debt Outreach Worker supported Joanne to make a successful claim for Employment Support Allowance and to start sorting out her rent arrears. Joanne has started jogging again and is going to a regular exercise class. She says she feels more motivated, happier and more confident in herself.

### **Paul**

- Paul had been suffering from depression, anxiety and panic attacks for more than ten years since the death of his daughter and was not eating or sleeping. He had recently started having suicidal thoughts. Paul did not want to start taking medication for his depression; instead he was looking for support in the community to manage and overcome his mental health issues.

The PEP link worker helped Paul to access counselling and supported him and his family with their benefit claims. The link worker also signposted Paul to free legal aid to support him through a court case, and referred him to local charities where he could get appliances and furniture for his home. Since working with PEP, Paul's anxiety and depression have reduced, he has put on weight, is sleeping better and is more motivated. Paul said: "I would not be here today if it was not for your support. I can't thank you enough for what you have done for me and my family. I have only been able to make these changes because of you."

## Sean

- Sean had been unemployed for five years due to depression and anxiety. He was bankrupt and unable to open a bank account. He was not washing or eating regularly and his only motivation was looking after his daughter on her days with him. Sean's severe anxiety meant that he found it difficult to use public transport or to be in large groups. The PEP link worker supported him to find free or low-cost family activities within walking distance of his home, so that he could spend more time with his daughter and start to build his own confidence.

PEP referred Sean to the Debt Outreach Worker for advice about how to open a basic bank account, and supported him to complete the work capability questionnaire for his Employment Support Allowance claim, which led to a successful claim. PEP also referred Sean to the "Green Doctor" service, who visited him at home and gave him free, practical advice and support to reduce his household bills. With the money saved, Sean will be able to afford to do more activities with his daughter.

## Mark

- Mark became depressed after his father passed away, so his GP referred him to PEP for some support. Mark was caring for his elderly mum and his brother who had learning difficulties. He also had three children who didn't live with him, but who he saw regularly.

Mark's PEP link worker referred him to Carers Leeds for bereavement counselling and support, and also to the Barca Leeds counselling service for one to one support. His link worker also supported him to complete a referral form for one of his children to receive pastoral support at school.

While supporting Mark, PEP has also provided information and support to other members of his family. This has included information about Cruse bereavement services, details of the local elderly network for his mother, free and low-cost social and family activities, counselling advice, and local support groups for women experiencing domestic abuse. As well as supporting Mark's family members, these interventions have helped to reduce Mark's own stress and anxiety levels since his family is happier.

## Irene

- Irene had a long history of clinical depression and self-harm and suffered from arthritis. When PEP first met her, she was not sleeping properly and was struggling to look after herself. She owed money to a number of door lenders and the stress of her debt repayments was increasing her low mood.

PEP worked with Irene to identify simple goals to help her manage her depression and self-harm, such as taking regular showers, sleeping in her bed and getting out of the house more regularly.

PEP referred Irene to Leeds City Occupational Therapy for support to fit a walk-in shower that would be easier to use.

Irene also met the PEP Debt Outreach Worker who helped her write off a large proportion of her debts and develop a plan for paying the rest.

PEP supported Irene to find a befriender through her local elderly neighbourhood network, and to apply for a companion bus pass so that her neighbour can accompany her to leave the house more regularly.

**To book in to have a chat with a PEP Link worker,  
patients should ask at Reception, no referral is needed.**