

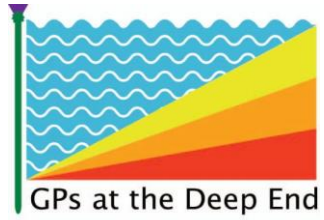


ALLIANCE
HEALTH AND SOCIAL CARE
ALLIANCE SCOTLAND
people at the centre

Roseann Logan
Programme Manager



“Our vision is for a Scotland where people who are disabled or living with long term conditions and unpaid carers have a strong voice and enjoy their right to live well.”



Role of the CLP

- One-to-one solution focussed interactions
- Practice development work
- Community network building

Referrals/appointments during Lockdown

- Quarter 1: 1149
- Quarter 2: 638
- Total: 1787

- Quarter 1: 4671
- Quarter 2: 4346
- Total: 9017

#makeslinks

Mode of engagement	No.	
	Q1	Q2
Telephone	4226	3702
Text/Messenger exchange	265	355
Email	101	227
Meeting elsewhere/outdoors	2	126
Letter	39	107
Meeting in Practice	27	27
Accompanied Visits	-	5
Videocall	-	5

Reasons for referral to CLW



Quotes from participants

“Just as I was starting to get things in place, coronavirus hit. It freaked me out at first. I went from getting out and about to nothing for weeks. Phone calls from my CLP since, have been vital in getting me through this.”

“My CLP calls too. It’s then I can talk about feelings, worries, despair. I always feel better afterwards. She gives great advice, but in a way to help me make my own choices.”

“I wouldn’t be here today otherwise. My GP practice has thrived since she came. They do things so differently now.”

“She helped with my mental health problems, made me feel valued, that life was worth living. I became the person I wanted to be able to stand up for myself. I regained confidence.”



It's All About
Relationships

Thank you @Rmakeslinks



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