

1. What is Workwell?

Workwell is the front door to a wide range of employment support services. The provider, Shaw Trust, will triage work and health referrals and provide a “warm handover” to the appropriate employment support programme. More information about the service can be found here:

<https://www.nwlondonicb.nhs.uk/news/news/new-system-help-access-employment-support-services-launches-north-west-london>

2. How do we easily identify suitable patients?

Dr. Elanor Turner, a GP in North West London, is the clinical lead for the programme.

In her own Practice, she has used S1 to search for specific SNOMED codes, focusing on Med3s that have been issued within the last 6 months. While recognising the potential variations in the search returns, she has found this method valuable as an initial approach.

Dr. Turner has also successfully tested a **bulk messaging** strategy using the communications annexe within the system. Her approach enabled direct patient responses and generated a list of patients (names and mobile numbers). Examples of the message used are noted below:

(1/2) Dear Patient,

I am reaching out to you as our system shows that we have issued you a 'fit note' (also known as a medical certificate) in the last 6 months.

There is a new NHS/council scheme called WorkWell, offering free coaching to anyone recently struggling to find and stay in employment.

(2/2) If this sounds like you and you could be interested in accessing this coaching please reply 'yes' to this message.

Best wishes, Dr Turner

Use this link to reply:

3. Do patients like the service?

The service only launched in October so it's early days but one of our participants has offered their early views of the service below. The participant, identified by Dr Turner via the above methods, is managing physical and mental health challenges. They have found the programme to be “a beacon of hope and support.”

In their own words, the participant shared,

“I've had two coaching sessions with a WorkWell programme coach and have had a very positive experience so far. The service provides a wide range of support to assist people while they are out of work. For instance, covering acupuncture treatment while I wait for surgery to help alleviate my pain. They've also provided financial advice during my time

away from freelancing and are willing to consider individual situations to offer customised support. The programme is an excellent resource for people who are committed to preparing themselves for a successful return to work.”

4. How do I refer?

Patients are able to self-refer:

- **Tel: 0808 196 2386**
- **Email: workwellwest@shaw-trust.org.uk**
- **Completing the form on the website: shawtrust.org.uk/workwell-west-london/**

or the GP Practice can refer patients with recurring fit notes via **Employment Support Services on EMIS/S1 & [the Joyapp](#)**