



## Link Worker – GP Practice Working Agreement

### 1. Purpose and Scope

- 1.1 This document forms the basis of working principles between Health and Social Care North Lanarkshire, Scottish Association for Mental Health (SAMH) and GP L60088 Stepps Surgery practice. This agreement is established to ensure the parties' commitment to collaboration and innovation in the delivery of a Link Worker service. The agreement sets out the relationship between stakeholders and sets out their roles and responsibilities recognising the need to be respectful and link with the unique planning structures and service.
- 1.2 The working agreement covers the services agreed by Stakeholders for a period of 12 months starting from 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019.
- 1.3 The working agreement is not a contractual document and does not impose any legal obligation on any party. It is a voluntary relationship which will be signed by all Stakeholders

### 2. Lead Organisation

- 2.1 The lead agency is Health and Social Care North Lanarkshire the lead local agencies is SAMH.
- 2.2 These aim to provide a comprehensive range of support and services for a population - circa 2,750 people.

### 3. Governance Structure

This Test Of Change will report directly to both the North Lanarkshire Addictions, Learning Disability and Mental Health Partnership Board and the Distress Brief Intervention Steering Group.

### 4. Objectives of the Partnership

The aim of the Partnership is to oversee implementation of the Links Worker model to support people to live well through strengthening connections between community resources and primary care in deprived areas in North Lanarkshire.



## 4.1 Service Objectives

- 4.1.1 Adapting to diagnosis – support people to adapt at the time of a diagnosis through enabling access to information resources and practical support.
- 4.1.2 Living well day to day – support people to live well day to day through enabling access to community-led resources that will support them to meet their financial needs, participate in social life and adopt healthier habits.
- 4.1.3 Facing challenges and crises – support people to face challenges and crisis points in their lives through enabling access to a range of help to plan for predictable health and social care crises, maintain a sense of control during crises and to develop anxiety management and mental health skills to survive challenging experiences.
- 4.1.4 Navigating systems – support people to move around and between services and systems of care through enabling access to information, communications mechanisms and support or advocacy networks.

## 4.2 Service User Objectives

- 4.2.1 Adapting to diagnosis – support people to adapt at the time of a diagnosis through enabling access to information, resources and practical support.
- 4.2.2 Living well day to day – support people to live well day to day through enabling access to community-led resources that will support them to meet their financial needs, participate in social life and adopt healthier habits.
- 4.2.3 Facing challenges and crises – support people to face challenges and crisis points in their lives through enabling access to a range of help to plan for predictable health and social care crises, maintain a sense of control during crises and to develop anxiety management and mental health skills to survive challenging experiences.
- 4.2.4 Navigating systems – support people to move around and between services and systems of care through enabling access to information, communication mechanisms and support or advocacy networks.

## 5 Roles and Responsibilities

The Link Worker is employed by SAMH.

The Practice will provide a safe working environment for the Primary Care Link Worker ensuring they are compliant with Health & Safety regulations/Fire regulations and that the Link worker is orientated to these within the practice and agrees to provide a suitable workstation or room for use as appropriate. The Practice will provide induction for the link worker around Policies, procedures and protocols of the surgery.



The Practice staff will participate in the Evaluation of the service.

SAMH employee conditions of service state that 2 Link Workers work to a 26.5 hour week and 4 work to a 37.5 hour week, they are entitled to 30 days annual leave with 4 public holidays Pro Rata.

The Link Worker holiday leave entitlement will be managed within SAMH, they will inform the practice manager/practice of annual leave they are taking which will be authorised by the SAMH Service Manager. This will be carried out with as much notice as possible.

If the Link Worker is absent due to sickness, they will contact their line manager within SAMH, as per conditions of service, who will contact the practice and retain that contact throughout the individuals' absence.

The Link Worker shall keep proper records of attendances or visits by and to any patients in handwritten or electronic format as advised by the Practice Manager/ GP.

The Link worker will offer up to 4 appointments to the patient to establish what the difficulties are that they are facing. If the Link Worker feels it is out with their expertise they will refer patient back to GP and ensure follow up with GP.

The Link worker can see a Patient again who may have further issues/difficulties when re referred by the GP/Practice staff.

The Link Worker shall preserve the confidentiality of the affairs of the partners/staff in the practice, of the patients and all matters connected with the practice. This obligation shall continue even after the memorandum of understanding has ended. A breach of this requirement will be regarded as gross misconduct and be subject to the provisions of the SAMH Conduct and Capability procedure.

Any dispute between the Link Worker and the GP Practice Team should be brought to the attention of the Practice Manager and SAMH line manager in the first instance. If the matter cannot be resolved at this level it will then proceed through the relevant procedure i.e. Grievance/Disciplinary procedures.

Any concerns or complaints will be dealt within the practice following appropriate Complaints Procedure with the support of the SAMH line manager. This covers complaints made by patients, practice staff or Link Worker.

SAMH management will provide the support, supervision and appraisal of the Link Worker. The Practice will provide a Point of Contact to the Link Worker for any concerns or issues they have about people they are working with.

## 6 Accountability

It is the responsibility for all partners involved within the Partnership to share, inform and secure agreement within their own organisational governance arrangements for the Partnership and its full delivery. It will be each partner's obligation to highlight any discrepancy between their own governance arrangements and the SAMH Link Worker model and delivery, as and when any discrepancy arises, so that any issues can be



assessed and acted upon in a timely manner. An Implementation group will be set up to oversee the work of the service.

## 7 Partnership Values

The relationship will be based on

- Equality;
- Mutual respect and trust;
- Open and transparent communications;
- Co-operation and consultation;
- A commitment to being positive and constructive;
- A willingness to work with and learn from others;
- A shared commitment to providing excellent services to the community, and
- A desire to make the best use of resources.

## 8 Confidentiality and Data Protection

- The Partners agree to share information with each other and with the Evaluation Team.
- The Partners may at times acquire information that has not yet been made public and/or is confidential, in-line with information sharing protocols and requirements. The Partners must not disclose confidential information for commercial advantage or to disadvantage or discredit other parties to the MOU or anyone else.
- Any personal data obtained or used by any of the Parties in the course of the project shall be processed in accordance with the Data Protection Act 1998. The only personal data held by any party will be data which is relevant to the care needs of the individual.
- There is an expectation that personalised data, reflecting individuals' need, will be collected with **informed consent** from the outset. Informed consent will normally include a signed consent form.
- Each partner remains accountable to the policies, procedures and guidelines of their organisation.

## 9 Key Organisation Contacts

The key contacts for the Partnership are as follows

- NHS Lanarkshire –
- North Lanarkshire Council – Lynne Macdonald
- SAMH (Experience Counts) – Eileen Quinn



Signatories

GP Practice?? Dr Sean Kennedy

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Health and Social Care North Lanarkshire

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Scottish Association Mental Health

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