

STARTING

AUGUST 2024

**IN PARTNERSHIP WITH THE
VOLUNTEER CENTRE SUTTON AND
BENHILL AND BELMONT GP CENTRE
THIS NEW NHS-LED INITIATIVE**

**YOUR NEW COMMUNITY HEALTH &
WELLBEING WORKER WILL BE
KNOCKING ON YOUR DOOR SOON!**

**TO CONNECT WITH AND HELP TO
SUPPORT YOU WITH YOUR HEALTH
AND WELLBEING. WE WILL BE
STARTING ON BENHILL ESTATE**

COMMUNITY HEALTH & WELLBEING WORKERS-020 8661 5900



FREQUENTLY ASKED QUESTIONS

QUESTION: What is the scheme about and how might it benefit me?

ANSWER: The scheme involves having your own Community Health and Wellbeing Worker (CHWW) who will be able to visit you in your own home on a regular basis. Your CHWW is there to find out what matters to you and how they can help to support you with your health and wellbeing. They will connect you with relevant NHS and other local support services and groups that are available to you in your community.

QUESTION: When will the scheme start?

ANSWER: The scheme will start in August 2024.

QUESTION: Are the CHWWs doctors or social workers?

ANSWER: No, the CHWWs are not medical but they will have training from VCS so that they can speak to residents to find out what help and support a family might need, and then connect you to support services and groups in your community. This approach means that issues can be dealt with quickly and before they get worse.

QUESTION: Can my CHWW help me make an appointment with my GP?

ANSWER: Yes, if that is what you want and need.

QUESTION: Is the scheme free?

ANSWER: Yes, the scheme is completely free and you will not have to pay anything.

QUESTION: Is there a maximum number of visits I can have from my CHWW?

ANSWER: No, there is no maximum number of visits you can receive from your CHWW.

QUESTION: How will I recognise a CHWW on the estate?

ANSWER: 2 CHWWs have been employed by the VCS to work with your GP practice. They are wearing t-shirts with the CHWW logo on so that everyone on the estates can easily recognise them and know who they are.

QUESTION: What if I don't want to talk to a CHWW inside my home?

ANSWER: Please don't worry! The CHWWs can be flexible about where they can meet you. They will be able to meet you at another location in the community that is easy for you to get to if that is what you want.

QUESTION: Will they collect data and information about me and my family?

ANSWER: Because your CHWWs are working with your GP & VCS, any information you chose to share with them will be treated in the strictest confidence, with your consent it could be stored in your medical records or at VCS. All records are safely stored in line with the GDPR guidance.