**Cwmtawe Cluster Wellbeing Practitioners**

**SALLY-ANNE HARRIS & VANESSA EVANS**

Sally-Ann and Vanessa are the Wellbeing Practitioners for the Cwmtawe Cluster. Their primary role is to support patients with mental health and wellbeing issues, reduce GP waiting times, and prevent recurring GP visits by providing timely intervention and signposting to appropriate services.

They receive referrals from healthcare professionals, mostly from GPs, and aim to contact patients within one to two days, offering wellbeing appointments typically within one to three weeks. Most patients prefer face-to-face appointments at Strawberry Place Surgery, but phone or in-practice appointments are also available. Patients are able to request an appointment with a Wellbeing Practitioner by asking their GP.

Appointments last up to an hour and focus on understanding the patient’s concerns, identifying causes of distress, and preventing escalation into crisis. The team provides tailored support based on individual needs and refers patients to relevant services, including counselling, the Cwmtawe Pathway (formerly Complex Needs), and social prescribing. If specialist care is required, they liaise with GPs to ensure smooth onward referrals.

They also use assessment tools, such as the Core 10, during initial sessions to gauge severity and identify risk, which helps guide the referral process. Follow-up sessions can be offered while patients await specialist support, ensuring continuous care and risk monitoring.

A key feature of their approach is a fortnightly multidisciplinary meeting with other services to ensure coordination and continuity of care. This allows them to manage transitions, prevent patients from falling through the gaps, and re-engage individuals if needed after discharge from other services.

Their work is supported by outcome measures such as service evaluation questionnaires and patient feedback, which consistently highlight the value of timely, in-person support. Many patients report significant benefits from just one appointment during a crisis. GP feedback has also been positive, emphasizing the efficiency and effectiveness of the service.

The practitioners believe their role is central to the success of the model, filling a gap in existing mental health provision. Their timely interventions, personalised support, and ongoing monitoring help ensure that patients receive the right care at the right time, making the service both impactful and highly valued in the community.