

Local Success

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social care
institute for excellence



What did we do?

- Commissioned weekly Citizens Advice Bureau sessions in our GP practices
- Following pilot in BMJ in 1993
- CAB in 1 practice in 1995; now in 55/98 and will be in most of them by March 2010
- CAB provides help with many of the determinants of health that the NHS can't do anything about, e.g. poverty, debt, redundancy, evictions and homelessness
- Commissioned research from University of Sheffield to evaluate impact on health

Why did we do it?

- NHS has lead responsibility to improve health and reduce health inequalities
- Many influences on health are social and economic, e.g. income, employment, educational attainment, housing and debt
- In Derbyshire, infant mortality rates vary from 1/1000 to 12.2/1000 (England average = 5.1/1000) (PSA target)
- Gap in life expectancy of 17 years (PSA target)

What difference is it making?

In 2008/09 CAB in GP practices in Derbyshire:

- Advised 2049 clients
- Dealt with 8573 problems (av. 4 per client)
- Secured additional £2,376,300 in income
- Managed £2,702,894 debts
- Cost per client = £178
- Cost per problem = £42.56
- Every £1 invested secures £6.50 for clients and helps them manage £7.40 of their debts

(Please read the full report in your packs)