

January 2025

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Dear Household

New Community Health and Wellbeing Service

We are writing to you about an exciting new Community Health and Wellbeing service that **GP Direct** will be offering some of the families registered with our practice. This service will be available to a small number of households in our practice area as part of a new project, and we are delighted to tell you that your postcode is included.

What are Community Health and Wellbeing Workers?

Delivered in partnership with the local organisation **Blossom Antenatal**, Community Health and Wellbeing Workers (CHWWs) are able help expectant mothers, parents, babies and families with under 5's. We know how important the early years are to make sure children and families get the best start in life, so this is a personalised service, based on what you need to support your family's health and wellbeing during this time.

What help can they offer?

A CHWW will be available to visit your household **once a month**, simply to get to know you and your family, and listen to you. **That's right, they come to you.** Or, they can also arrange to meet you in a community venue such as a school, children's centre or library if preferred.

Working alongside doctors and other professionals at the practice such as social prescribers, they can:

- Discuss what is important to you and your family regarding your health
- Support you to improve your health and wellbeing by helping you set goals and make lifestyle changes
- Tell you about what health prevention opportunities you and your family might be eligible for, for example immunisations and health screenings
- Explain how different services work and help you make appointments

- Signpost, and support families to get in contact with other local professionals like health visitors, housing, speech and language, antenatal and postnatal services
- Tell you about services and community groups that you can use which you might not be aware of

They **do not give medical advice**, but can help you get in contact with the right medical professional if required.

What happens to the information you discuss?

Anything you tell your CHWW will be treated with strictest confidence and will remain between you and them. They would only share things with other people (including the GPs or the wider General practice team) if you ask them to, or if the safety of you or someone else were at risk. They will record a few key details from any meeting.

How do I find out more?

The CHWWs working with GP Direct are **Saud Mohamed, Anila Shana and Ana Maria Sovan**. They will be knocking on your door shortly, to introduce themselves and agree a time to meet. Our CHWWs are wearing navy fleeces with the wording 'Optivita Early Years', and can show you their ID badge when they knock on doors, so you can recognise them.

Alternatively, the CHWWs can call you. Please just fill out the [online form](#) on the webpage with your contact details. You can also contact the CHWWs directly by emailing optivita@blossomantenatal.com.

We know the CHWWs are looking forward to getting to know the local families in this project. We do hope you will consider making an appointment with them.

Kind regards,

Dr Jamila Sherif

GP at GP Direct and Clinical Lead for Optivita Early Years