## Wellbeing Matters – Julie Q&A













Julie was referred by Gary from Salford Primary Care Together to Wellbeing Matters' Social Prescribing service. Julie has been supported by Debs the Community Connector for Eccles, based at Unlimited Potential, to help with her low mood and confidence issues, due to living with a long term condition. Julie had accessed the service prior to lockdown and during the COVID-19 crisis. With Debs input Julie has received support from Mustard Tree, initially receiving a food parcel and she is now is a member of their food club.

Hi Julie. How were you feeling before Debs got in touch?

I was feeling very low, and felt hopeless with conditions including Fibromyalgia, a sleep disorder, anxiety and depression. I didn't leave the house.

How has the Covid-19 crisis affected you?

At the start I felt worried sick about how I would manage and rely on others to support me and with social distancing and self-isolation I didn't know what to do. I felt it would make finding help so much harder.

## **How would you describe the support Debs offered?**

When the GP referred me to speak with Debs I was really worried and due to my anxiety I didn't know if I could attend the first session. Debs was able to put me at ease and relax from the beginning. I was surprised at how comfortable I felt and she was really understanding of my situation and I didn't have to repeat my story she already had the information from my medication review at the GP. I felt I could just talk to her. I've been through a lot and she understood that. A lot of people can confuse you and it can feel overwhelming in certain situations but the support offer and I was interested in taking this up. She always gets back to me and does what she says she will do, that's important! Even if you can't do anything I like people to be honest. Debs currently calls me each week for a check in and I have built trust in our relationship.

Would you recommend the support?

YES! I would recommend as it has been so helpful.

What would you say to your GP who connected you to Debs and Wellbeing Matters?

The service is so important it's a lifeline for me. Not all angels work in the NHS some are Connectors. It's not about the food it's the way it's been done. Without Debs I wouldn't have received any help, none of this would have happened and she was willing to try all avenues to get me the help I needed. In the past I've found it hard to ask for help but I trust Debs.

What was your experience with the Mustard Tree like?

I received the free food parcel and Debs connected me to the food club. A man and a woman dropped the parcel and they were lovely, I'm really grateful for the lovely note in the parcel. They are really nice and with Deb's support I have been to the Eccles store and felt comfortable to do this. I now feel better about being able to make some meals and eat properly. This has been really useful and has reduced my anxiety and will continue at the food club.