



News release:

Date: 13th October 2015

Big Lottery grant award to charity to pilot new service aiming to reduce pressure on A & E Departments

Family Action is delighted to have been awarded a Big Lottery grant of £378,035 which will allow the charity to pilot its successful WellFamily service, presently offered in GP surgeries in Hackney and Wandsworth, in an A & E department to help reduce 'repeat and inappropriate attendance'. Following the pilot it is hoped the service will be extended to other A&E Departments.

WellFamily currently provides recovery-focused, holistic interventions which include a mix of practical and emotional support for people who attend their GP with non-medical problems. This has resulted in a 70% reduction in the numbers of 'inappropriate or repeat attendance' at surgeries where the service is offered and a reduction in the need for medication by service users. The organisation now aims to repeat this success in A & E Departments by focusing this service on people who attend A&E with non-emergency, non-medical problems. These include relationship issues, domestic abuse or family conflict, homelessness and housing related issues, and stress and anxiety related issues.

David Holmes, Chief Executive for Family Action said:-

"Thanks to the Big Lottery funding for this new project we will now be able to support more vulnerable people who need the practical and emotional support that WellFamily offers whilst reducing pressure on A&E from non-emergency, non-medical attendance."

Lyn Cole, Big Lottery Fund, England Grant Making Director, said:

"This is an excellent example of people working together to help others in their community and will make a difference to the lives of many, including supporting people who are struggling to cope with bereavement or people with mental health issues to gain more confidence."

End

For further information and interviews please contact:

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Notes to Editors:-

About Family Action



Family Action is a charity committed to building stronger families by delivering innovative and effective services and support that reaches out to many of the UK's most vulnerable people.

We seek to empower people and communities to address their issues and challenges through practical, financial and emotional help.

Our work is wide-ranging and includes help for parents-to-be, the provision of many Children's Centres in local communities, intensive family support, emotional health and wellbeing services, counselling, mediation and therapies, support in schools and financial grants programmes. Family Action is also recognised as a leading provider of training and consultancy, offering organisations and their employees services that can help to minimise family issues that may have an adverse impact on work or home life, providing child and adult safeguarding training, and delivering training around Family Placement.

Registered Charity Number: 264 713

Website: www.family-action.org.uk

Twitter: @family_action

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