

CASE STUDY

ADVICE ON PRESCRIPTION

Turning advice into a health intervention



What if a GP could prescribe support for debt, housing or income?

In Liverpool, that's already happening and improving wellbeing while reducing pressure on the NHS.



Delivered by
Citizens Advice Liverpool

citizens
advice

THE CHALLENGE

Across Liverpool, many patients visiting their GP are dealing with more than medical issues.

- Poverty, housing and debt are driving poor health
- Repeat appointments increase pressure on services
- Clinical teams cannot address root causes alone

THE APPROACH

Advice on Prescription embeds welfare advisors directly into primary care.

Delivered by Citizens Advice Liverpool, the service provides free, specialist support for any patient registered with a Liverpool GP.

Patients can be referred for help with:



Benefits & income



Housing issues



Financial insecurity



Social welfare

WHY IT WORKS

A key strength of the model is its use of high quality, consistent data. Insight is captured on:

- ✓ Income gains
- ✓ Presenting needs
- ✓ Housing outcomes
- ✓ Wellbeing change

This provides clear evidence for commissioners.

Advice services can be a powerful health intervention.

“It's about more than money. It's about giving people the stability to take control of their health and their lives.”

WHAT CHANGED

An independent evaluation by the University of Liverpool tracked outcomes for more than 500 people.



Mental wellbeing improved

significantly within eight weeks



The **biggest gains** were seen particularly among people experiencing the highest levels of deprivation.



Patients reported **reduced stress**, improved stability & greater confidence



Clinicians saw **fewer repeat visits** for non-medical issues

THE VALUE

£3.40-£4.69

Return for every £1 invested

£149 Average cost per person

£506-£698

Social value generated



Reduced demand on GP and mental health services



Earlier intervention prevents issues escalating



Better outcomes for patients and communities



WHY THIS MATTERS

Advice on Prescription shows what happens when poverty is treated as a health issue. It positions the VCFSE sector as a core part of the health system:

- ✓ Reaches **families** with the **highest levels of need**
- ✓ Treats **poverty as a health issue**
- ✓ Supports people at **critical life stages**
- ✓ Demonstrates **the value of early intervention**



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