



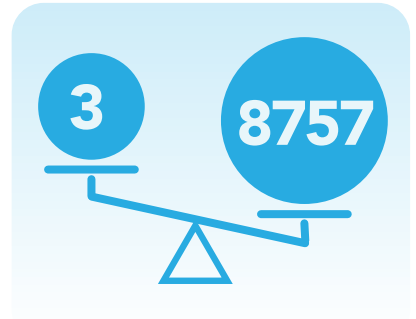
Health Coaching Update

For health professionals and commissioners

People with long-term health conditions spend an average of 3 to 4 hours per year with a clinician.

For the remaining 8757 hours they are self-managing; some are more confident at this than others.

We provide health coaching for people to develop the knowledge, confidence and skills to manage their health and address what's most important to them. This helps them become more proactive and appropriate users of health services and to reduce their dependence on medical interventions.



What have we done, what are we doing?

2015: we supported **86** patients to improve their confidence to self-manage.

2016: we supported **314** patients to self-manage.

2017: in addition to Lewes, we are expanding the service into Newhaven and Peacehaven and will be supporting **360** patients.

*Sarah, School Hill Medical Practice**

Coaching has benefited me by putting me on the right track and made me realise that little achievements can create big changes.



Sarah has overcome huge challenges in regard to her blood sugar levels. She has changed her medication and completely stabilised her blood sugar, lost weight and has even been to have her eyes tested as the lenses have changed due to the new medication.

We are beginning to create a picture of the impact of health coaching on the local health economy.

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The service is a good advantage to the NHS to prevent additional visits to doctors, hospitals etc. This makes very good sense with an ageing community”

“

Amazing one to one coaching. Transformation!”

*Lucy, St Andrew's Surgery**



Lucy's story:

I'm more confident talking to my GP and have improved my health and my mood.

Lucy came into the coaching service in a low mood, finding it difficult to cope with her health challenges. Initially she worked on being able to talk to her GP and other health professionals in a way that would be empowering for her. Next she worked on health fitness-related goals. She made her house an alcohol-free zone, committed to regular exercise and began to take more interest in her diet. Through the coaching, she realised it is important to take time out for oneself in amongst the busyness of caring for a family. Her health improved, as did her mood, and she is committed to continuing with her goals for the long-term.

“It's more effective now that we are not regarding health coaching as a precious resource but making it readily available to ordinary patients; making it mainstream and open access. We are currently only at the tip of the iceberg of people we could help.”



Dr Jason Heath, St Andrew's Surgery

November 2016

“

I have found this super helpful; it changed my outlook on life in a positive way”

Graham, St Andrew's Surgery*



Graham's story

I was on a downward spiral.

Graham has respiratory problems and this was restricting his ability to do enjoyable things. He was scared that his health was going to deteriorate so refrained from certain activities. Through coaching he realised he was capable of doing more of the things he enjoys, such as going for walks. He is now experiencing far more joy in his life, and as a result has better emotional and mental health as well as physical.

Live Well Feel Better is also online!



Live Well Feel Better offers a localised website and people using the service can access the online Patient Platform

24% of those with online accounts have used or are using the online goal-setting.

19% of patients in Lewes who have been referred to the Live Well Feel Better service have set up their online Patient Platform account.

24% have made a health-related search.

7% have used or are using online trackers to monitor their progress.

*names have been changed

What impact did health coaching have in 2016?

Research shows that supporting people to self-manage effectively results in better health outcomes for patients and less pressure on clinical services.

Although we need to be looking at larger numbers over a longer period of time to see meaningful trends emerge, we have started looking at service usage data for the population of patients who have completed coaching.

We also use a patient activation questionnaire (currently the HeiQ) which is designed to show changes in people's knowledge, skills and confidence to self-manage, as well as collecting Feedback and Patient Stories.

Outcomes to end November 2016:

- A reduction in GP appointments in all three practices in Lewes, although there is a significant variance between the practices
- GP telephone calls have also reduced
- Of the 57 patients (with over 3 months of data since coaching to review), 34 (or 60%) have seen their GP on fewer occasions than before
- A&E and Non-Elective admissions; River Lodge has shown a reduction in both, School Hill a small reduction, whilst St Andrews an increase
- The HeiQ continues to show improvement for patients across the 8 domains
- Case studies and feedback from patients who have accessed the service all illustrate positive results
- 91% have reported they would recommend the service to others

How are patients referred in to Live Well Feel Better?

Our aim is to make the referral process easy and effortless for both patients and GP practices. Any patients registered with one of the Lewes practices (and the participating Havens practices) can be referred by their GP or other healthcare professional or can self-refer through any of the following:



Online: <http://lwfb.org.uk>



Filling out a paper form and handing it in or posting it to the surgery



Call: 01273 934944



Requesting it through their GP or other healthcare professional who can fill out a short referral form for the patient

The referral is processed by the local 'lead' surgery, patients are then contacted by a health coach who sets up their appointments with them. Patients are also given access to the online Patient Platform.