



Live well
feel better

in Lewes and the Havens

November 2017

Health Coaching Update

For health professionals and commissioners

Latest figures show continued reduction in GP appointments

The Live Well Feel Better health coaching service supports people to take charge of their own health and wellbeing and to work proactively with their healthcare professionals to achieve the best outcomes.

760 people have now commenced coaching in Lewes, Peacehaven and Newhaven, the service having been extended to Peacehaven in July and Newhaven in September.

The following service usage data is for **186** people across three GP practices in Lewes who had completed coaching more than 3 months before the end of August. The data shows the impact on GP and GP practice appointments in the 12 months following coaching compared with the 12 months before (apportioned where less than 12 months).

GP appointment -18%

GP telephone -13%

GP visit -61%

Nurse appointment -9%

HCA appointment -7%

Out of hours -28%

Improved Activation Levels

The HeiQ measures 8 different aspects of 'patient activation'. Following coaching (to end Aug), people's scores had increased for:

98% in at least one category

70% in at least half the categories

12% in all eight categories

If you would like to know more about health coaching or Live Well Feel Better, please call **01273 934944** or email john.worth@kyoh.org

3 reasons why the health coaching is so effective

The coaching is a structured '4-step' evidence-based 'intervention' that unlocks the power of the individual to take charge of their health and wellbeing.

Our health coaching isn't condition-specific because the principles of self-management apply across all conditions. This means it can work for anyone, irrespective of how many conditions they are managing.

Improvements can be maintained and sustained because the coaching focuses on building skills to self-manage that are transferable from one situation to another.



In terms of the speed and depth of positive changes, my time with my coach has been the most effective of my therapeutic experiences"

3 ways that pressure on GP practices is minimised

Improved conversations

Health coaching not only reduces reliance on GP and other clinical appointments, but also supports more proactive conversations between a patient and their health-care professionals.

Easy integration into practice

The Live Well Feel Better process has been designed to ensure GP practices need to do very little in order for their patients to benefit from health coaching support while enabling it to become an integral part of the service a GP practice can offer.

A plug and play infrastructure

Our health coaching is based around a comprehensive online platform that brings together patients, health coaches and GP practices, delivering reports back into patient records and outcomes data to CCGs, commissioners and stakeholders.

Patients who have participated in the Live Well Feel Better coaching programme want to take responsibility for their own health. They are actively engaged in managing their health conditions and many have made sustainable changes towards healthier lifestyles. My work as a GP is much more enjoyable because our patients are confident in managing their health conditions and know when to contact us for support.



Dr Frauke Dingelstad
River Lodge and Anchor
Field Surgeries

Who are our coaches?

Our coaches are people drawn from the locality who have core competencies - gained usually from a coaching or counselling background or a background in managing long-term conditions themselves - and trained and supervised in the delivery of the programme by our trainers who have developed the programme and have almost 20 years' experience in delivering self-management training.

3.44 is the average number of health conditions of people coming into the LWFB health coaching service. While some people are managing only one health condition, and others are managing 8 or 9 different conditions, **50%** of all people coming into health coaching are managing depression, stress or anxiety as one of those conditions.

People are tackling a diverse range of challenges in a wide variety of ways:

High blood pressure and gastric conditions

Gained the drive and focus to put in place things he'd *'thought about but not done'*.

Facing crisis in state of high anxiety

Looked at bigger picture and set small goals for each step of the way. Now feeling stronger and more resilient with the belief they can cope with life.

Getting diabetes under control

Had been booming and busting. Now managing, with awareness of what works for him.

David's Story: Reducing pain, reducing frustration; engaging proactively with health professionals



For David, the chronic pain he was experiencing was having a significant impact on the quality of his life. He expressed frustration at what felt like a lack of understanding - he didn't feel listened to by medical professionals and felt he was not being treated effectively.

With the support of the coach, David set goals to monitor his health and record his symptoms, research choices and work with resources he had access to with the aim of increasing his involvement in decisions. He then booked a consultation with his doctor, who considered the client's input and assessment of the pain he was experiencing and worked out with David a treatment plan that David felt more confident with, that included David carrying out physiotherapy exercises.

“ My pain is 70% improved and I'm feeling very positive about the future and about being able to engage proactively with health professionals to improve the quality of my life.”

We have collected over 150 patient stories

Read our patient stories here <https://goo.gl/oMpJjKs>

Helping patients recognise when they need medical care and when they would benefit from support to help them to self-manage

This month Know Your Own Health, providers of the Live Well Feel Better coaching service, are launching a new website aimed at helping GP practices communicate to patients when and how to seek medical help and where they can find other information, guidance and support that can help them to manage and live well during the average 8757 hours they're 'managing on their own' and make the most of the average 3 hours a year they spend with healthcare professionals.

The site provides the context for support to self-manage and how this sits alongside medical help. The messaging throughout the site is aligned to the 'language' of effective self-management.

The initial two sites will be for Lewes and the Havens, with other sites planned for the coming months.

The screenshot shows the homepage of the 'Know Your Own Health in Lewes' website. The header includes the KYOH logo and navigation links for 'Login', 'Translate', and 'Search'. The main content is divided into three sections: '1 Manage your health', '2 Get health information', and '3 Get medical help'. Section 1 features a headline: 'Sometimes you need medical help and sometimes you need other support to help you manage your health and wellbeing.' Below this, it explains that not all health needs are immediately medical and that most time is spent managing on one's own. It lists 'Who or what could help?' with three options: 'One-to-one support', 'Help with a particular health condition', and 'Lifestyle support programmes'. Section 3, 'Get medical help', lists local services: 'River Lodge and Anchor Field Surgeries', 'School Hill Medical Practice', and 'St Andrew's Surgery', along with 'What your PHARMACIST can do for you'.

How are patients referred to Live Well Feel Better?



<http://lwfb.org.uk>
<http://lewes.kyoh.org>
<http://thehavens.kyoh.org>



Call: 01273 934944



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



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