



## **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).

-18%
-13%
-61%
-9%
-7%
-28%

#### **Improved Activation Levels**

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

<b>98%</b> in at least one category
<b>70%</b> 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.



66 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

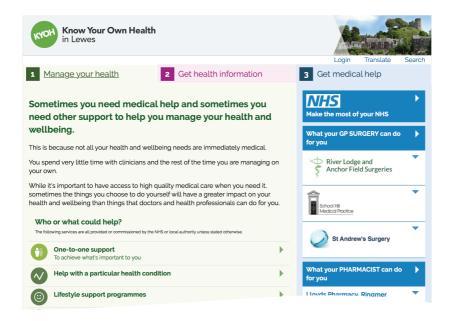
Read our patient stories here https://goo.gl/oMpJjKs

## 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 otherinformation, 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 intial two sites will be for Lewes and the Havens, with other sites planned for the coming months.



## How are patients referred to Live Well Feel Better?

