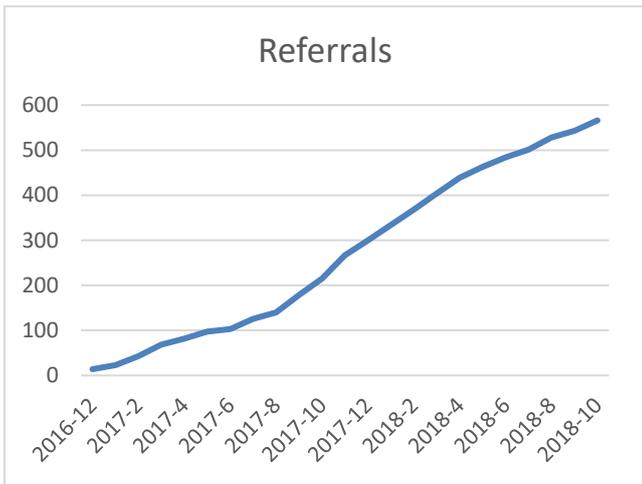




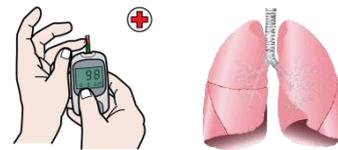
The 'A Better U' Coaching Team is working across a number of practices in South Tyneside, supporting a shift in care towards a bio-psycho-social approach. We motivate people to make healthier lifestyle choices, to improve their health and wellbeing and to access community assets. The Patient Activation Measure (PAM) is used to identify client needs for intervention and to measure success, an increase in PAM is linked to a decrease in health and social care costs.

Journey Timeline

**Referrals**



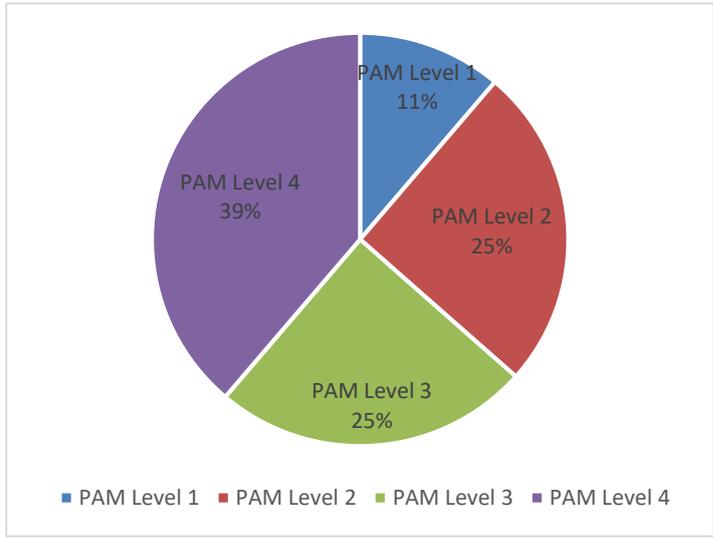
**Eligibility Criteria**



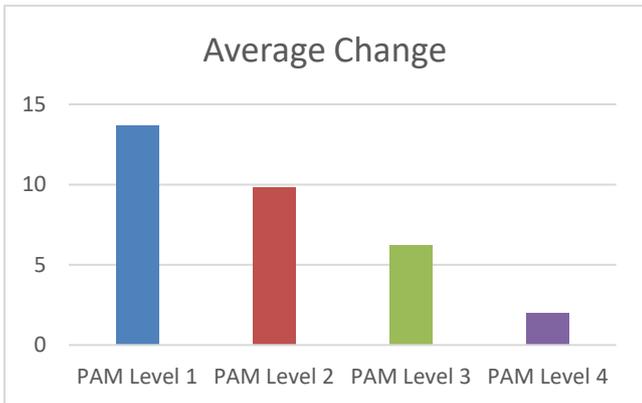
Adults (18+) with COPD and / or Diabetes.  
The mean age of people referred is 66. The median and mode are 69.

**Initial appointment**

Average number of contacts with someone who is a PAM Level 1.



**Change in PAM**



**Successful Connections**



85% of people discharged last month were coded as 'Intervention Successfully Achieved'.

# THE PEOPLE

## The Background

'Matthew' was newly diagnosed with Type 2 Diabetes. He had been offered attendance to the DESMOND structured education programme and was apprehensive. Going to something new with a group of unknown people was putting him off. Matthew had been restricting himself to a diet of mainly fruit but was concerned about the level of sugar content he may be consuming.

## The Support

Our Self-Care Coach was able to advise Matthew on the content of the DESMOND programme and an overview of the timetable for the day which assisted in alleviating some of his anxieties surrounding the course structure. A cost/benefit analysis discussion took place with the focus on the dietary information Matthew would have access to by attending.

## The Achievements

Matthew has now attended DESMOND and feels he learned a lot about what foods are appropriate to eat as well as a greater comprehension of the potential impact of not taking care of his Diabetes. He said the group was really fun, informative and everyone was very friendly. He would recommend the programme to everyone who has a diagnosis.

### Practice Feedback

One of our Self-Care coaches was approached by a member of staff at their allocated GP practice. The staff member wanted to feedback changes she had observed from a patient that had previously not responded to contact from the surgery, was a frequent attender of A&E due to mismanaged diabetes and had requested no further contact from the surgery. After some coaching with our service, he is now engaging with the practice, has attended an appointment with the diabetic nurse and dietician and his Hba1c level has dramatically lowered. She said that he now appears to be "looking after himself".

### Whats new?

We are currently inducting two student volunteers from Northumbria University to work as Self-Care Assistant Coaches as part of their placement in their MSc Health Psychology studies. Welcome Hannah and Alex!

Our Self-Care Coaches have been supporting practice staff to motivate patients to engage in smoking cessation. We have successfully connected four patients this month to this service