



Introducing your 'A Better Ü Coaching Team'

You may notice an addition to our newsletter in the 'A better Ü' logo. This month we are proud to announce we have aligned ourselves with South Tyneside's campaign which aims to support people to live healthier lives and advocates projects which will improve self-care and well-being.

The Approach

We aim to shift the bio-medical approach to COPD care towards a bio-psycho-social approach. Since starting in one medical practice in December 2016, we have worked with over 200 individuals, supporting them to access community assets, improve their health and wellbeing and to make healthier lifestyle choices. For more information, please see our website.

The Intervention

We are now working in two GP practices, implementing an integrated model of care for people with LTCs that increases their knowledge, skills and confidence to effectively self-care and reduce cost to the system. We have introduced the Patient Activation Measure (PAM), provided some training and support to practice staff on self-care, provided a Coaching Team to support patients with lower activation levels and connected with community assets.

The Results

PAM is used to identify patient needs for intervention and to measure success, with an increase in PAM linked to a decrease in healthcare costs. The charts overleaf show how PAM scores are changing over time with support from our service, including our most recent data.

Analysis of a small sample of our patients shows an increase in PAM scores and an approximate saving of £210 per patient for the practice, over the 9 months we have been active there. With those savings comes a reduction in appointment time for patients of around 70 minutes per person. These results are promising and we look forward to continuing the analysis of data as we progress.

Next Steps

We have expanded into another practice and we are also testing the service alongside Diabetic clinics. We hope to demonstrate the same positive results in these new patient groups. Next month, we look to update our analysis to show savings in Secondary Care.

Contact the Coaching Team on 0191 427 4685 for more information

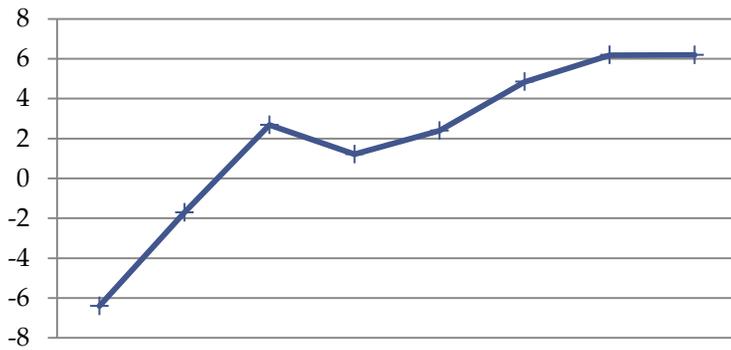
Mutual Aid Group



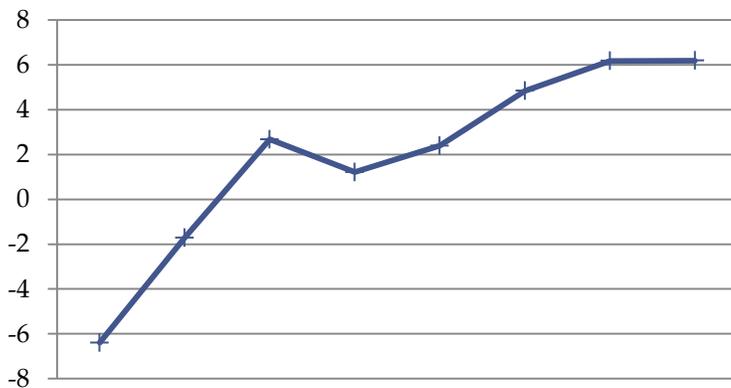
After an interactive session on Healthy Eating and Exercise, six members of the group have signed up to Age UK's local gym. They will be attending their induction in November, supported by another member who is already a regular at the gym.

The group has also started preparing for Festive celebrations, including collecting donations of food to create hampers for those in need.

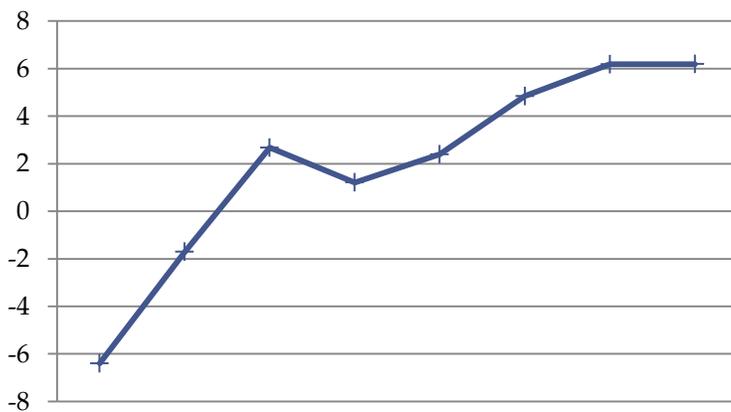
Cumulative Change in PAM



Level 1 Change in PAM



Level 2 Change in PAM



The People

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The Background

“Bob” came to see us after his Annual review with an initial PAM score of 55.6 (Level 2). Bob is a carer as well as dealing with his own multiple health conditions.

The Support

Initially Bob would DNA appointments and we changed Link Workers to support building a stronger relationship. His new Link Worker offered support to access our Mutual Aid Group and although reluctant to attend alone at first, Bob is now a regular face. Through signposting, we were able to support Bob to apply for additional benefits and relieve some financial pressure. In 1-1 appointments, Bob and his Link Worker set goals around healthy eating and weight management.

The Achievements

Bob now enjoys time out of his caring routine and has expressed an interest in facilitating the mutual aid group moving forward. He is managing a healthier diet and has recently had an induction at the local Age UK gym to support his weight loss further. He also accesses therapeutic support to manage his mental health and feels he is in a much better place now.

“What would I do without you all? And to think that I didn’t want to come at first. You all have changed my life for the better in such a short time.”

Bob’s PAM scores have risen steadily over the 6 months we’ve worked with him, up to 65.5 (Level 3) after 3 months and on to 70.2 (Level 4) most recently.