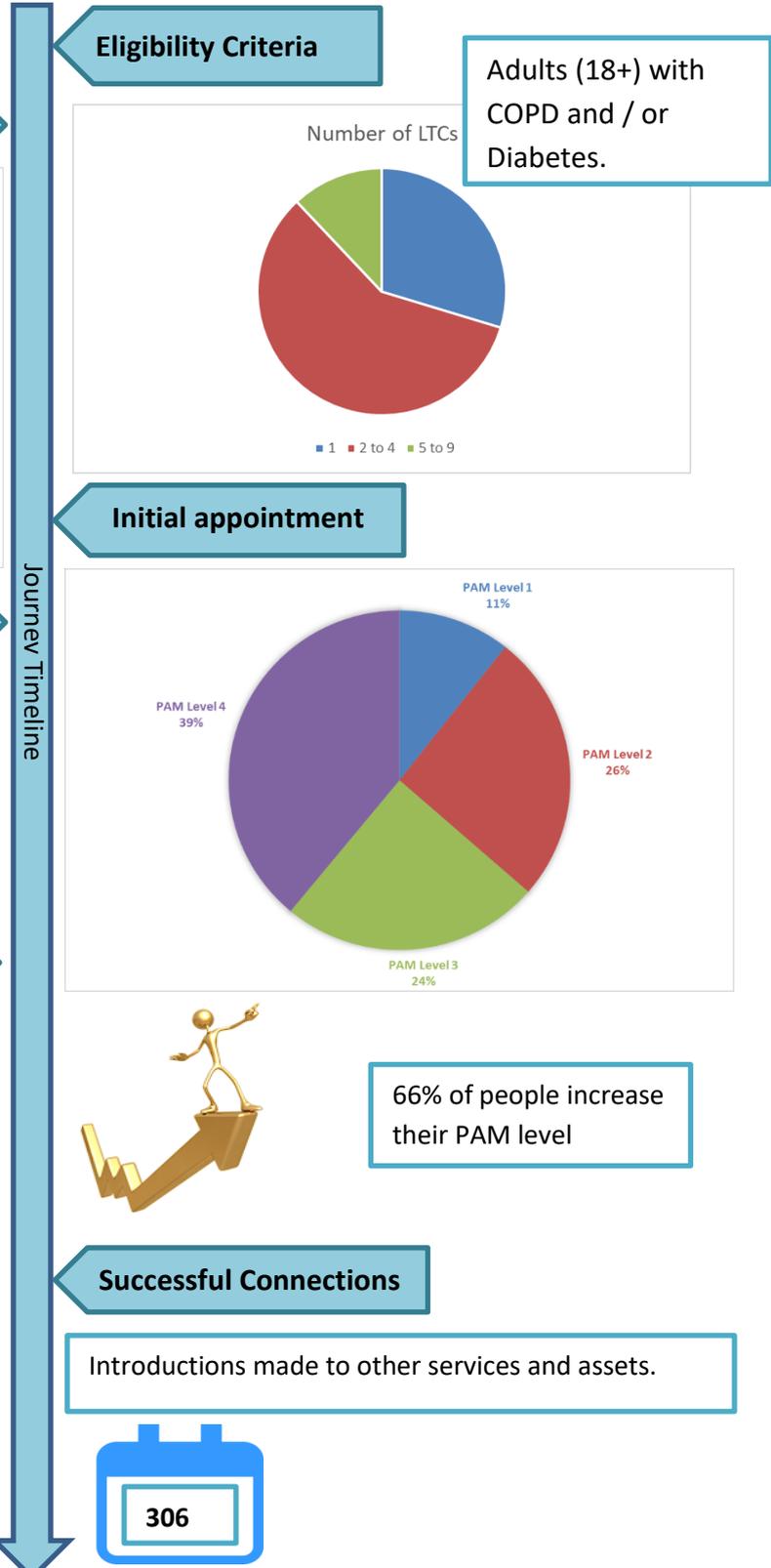
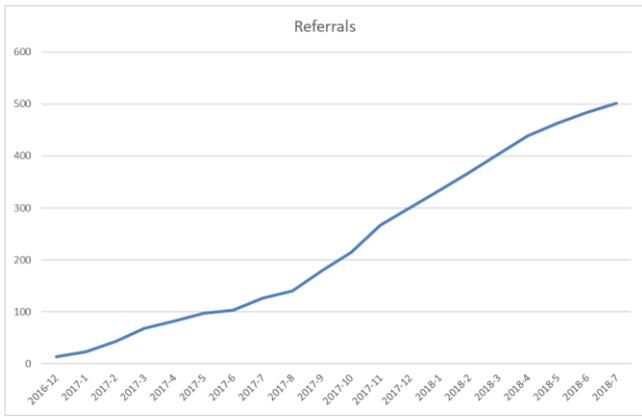




The 'A Better U' Coaching Team is working across a number of practices in South Tyneside, supporting a shift in care towards a bio-psycho-social approach. We motivate people to make healthier lifestyle choices, to improve their health and wellbeing and to access community assets. The Patient Activation 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.

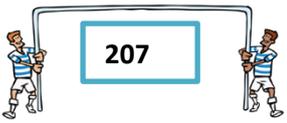


**Referrals**

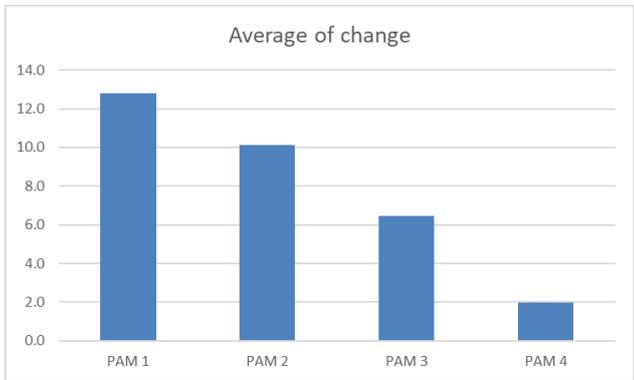


**Intervention**

Goals made by people we see.



**Change in PAM**



# THE PEOPLE

## The Background

We met with 'Lorna' at her annual COPD review at her GP practice. Lorna completed a PAM survey and was a level 3. During discussion, Lorna asked for support surrounding her current benefit entitlement and expressed a desire to attend some form of exercise. She had previously given up smoking but had started again as a way of managing a stressful situation.

## The Support

Lorna attended two appointments with a self-care coach where brief psychosocial interventions were delivered. We explored her triggers to stress and alternative coping strategies were introduced alongside signposting her to Age UK to attend Easyline Equipment, and WHiST for mutual aid support. We also supported Lorna to speak to her practice nurse for support to stop smoking and connected her to Warm Zone for further finance advice.

## The Achievements

Whilst Lorna was already taking an active role in her healthcare, upon completing a follow up PAM survey after her engagement with the service, she had increased from a 60.60 score at Level 3 to a 75.00 now at Level 4. She attends WHiST regularly and states her social network has expanded. She has commenced NRT and notes improvements in her breathing.

## What's new?

We have recently been successful in securing a further Health foundation grant which will allow us to test our coaching intervention with people following an attendance or admission at secondary care. Our proposal is to offer people with one or more unhealthy behaviours (risk factors) a stepped care approach to psycho-social interventions. We are attracted to the 'teachable moments' that being in hospital represents from a coaching perspective. Our theory is that it is an opportunity for the person to understand the risk of their unhealthy behaviour as individuals often underestimate the impacts of these behaviours on their health.

## LTC Mutual Aid Group

- Group based support in a social format
- Goal setting and education
- Support to access community assets and services

Every Tuesday Morning 09:30am - 11.30am at Centre for Change, Stanhope Road, South Shields, NE33 4BA

Contact Zoe Grant on 07519070812 if you would like more information.