

TOGETHER FOR HEALTH?

**Presentation to
The Croydon Health And Wellbeing Board
5th April 2017**

**Dr Emily Symington, GP and CCG
Governing Body Member**

**Longer, healthier lives for
all the people in Croydon**



We will cover:

1. Reminder of Together for Health background
2. What is happening as part of Together for Health
3. Group Consultations
4. Health Help Now
5. **A FREE takeaway!**



Together for Health

*Prevention, self-care, self management
and shared decision making in Croydon*

Dr Emily Brimington

**Previously discussed at the Health and Wellbeing
Board in June 2016**



In a nutshell...



A programme that seeks to improve population outcomes and experience as well as creating conditions for a more financially sustainable local healthcare system. It achieves this through actively promoting and encouraging prevention, self-care, self-management and shared decision making (PSSSD) among the population to increase independence and responsibility around health

1. We have an unsustainable burden

2. Together for Health is about using our resources more effectively

3. Together for Health also improves outcomes and satisfaction too!

4. Even if money were no object Together for Health would be the right thing to do



PSSSD is

I look after my own health, and the health of my family

I know how to access the right advice or services when I need to

I know how to handle my existing health problems

I get the most out of my contacts with healthcare services

What is happening as part of Together for Health?

1. Making Every Contact Count - Asset Based Community Development
2. Social prescribing
3. Brief Intervention training for health professionals working with diabetic patients
4. Shared decision making guidance for GPs
5. Co-production with patients to put shared decision making at the heart of the culture of primary care
6. Decision aid development to support new care pathways



Group Consultations

- Group appointments
- Shared medical appointments
- Patients with the same health condition
- Engaging together with a health professional in a supportive environment
- Up to 12 patients at a time
- Aim to save time and offer a model which provides peer support and aims to improve patient activation or self-management



Croydon Pilot

Pilot in 6 practices

5 groups for diabetic patients

1 group for COPD patients

60
booked on

48
attended session 1

31
attended session 2

24
attended session 3

29
attended session 4



Average age of patients attending
groups was 67
60% female
representative ethnic mix

Patient satisfaction was extremely high - 97% would recommend to a friend

STATEMENT	DIRECTION OF TRAVEL
“Consultations were relaxed and I enjoyed them”	+ 55%
“Health issues/medicines were reviewed regularly/I was followed up”	+ 54%
“I was able to raise the questions that mattered to me”	+ 52%
“I had enough time with the doctor”	+ 47%

Confidence in all aspects of self-management improved

Statement measured before and after group consultation process	Average change	Distance travelled
“I feel supported by other people with similar health issues.”	+2.2	55.8%
“I understand what each of my prescribed medications do.”	+2.1	52.7%
“I feel in control of my health.”	+1.8	44.6%
“My health issues are my responsibility.”	+1.8	44.6%
“My health issues do not get in the way of my life.”	+1.5	38.4%
“I have a good understanding of my health condition.”	+1.2	29.5%

What did patients like?

“Makes you feel less different and helps you realise lots of people are going through the same.”

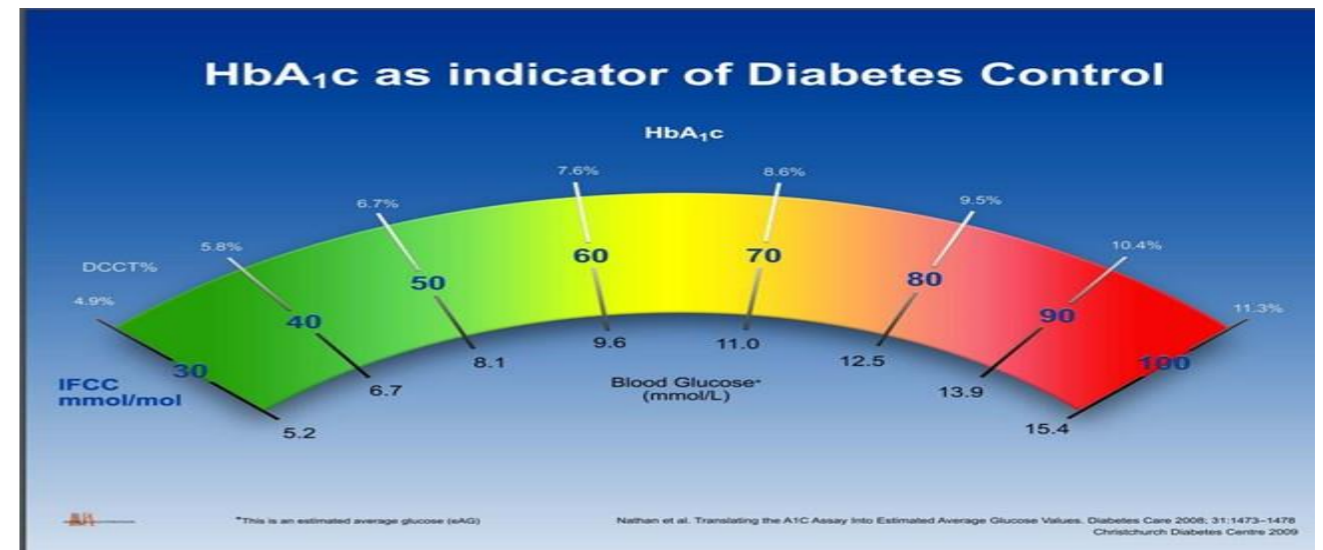
“Other people have similar problems as I have.”

“Socialising with other people with same condition and learning you are all in a similar situation.”

“Being with others with the same condition, especially if they are at different stages to you.”

“It has definitely been an invaluable experience meeting people who feel positive re being in control of a condition as a result of concerted efforts in their lifestyle changes.”

More than half of diabetic patients improved their HbA1C score in four months



- 55% (16/29) improved their HbA1c score
- Five moved from being poorly controlled to controlled
- Average improvement overall - reduction of 7.3 mmol/mol
- For **poorly controlled diabetics** - at 13.2 mmol/mol.
- Metformin is estimated to lower HbA1C by 1- 2%

Staff perceptions

- Almost all staff had initial reservations
- Most practices found it hard to recruit patients
- However following the experience most staff would recommend group consultations to another practice

BENEFITS TO PATIENTS	BENEFITS TO PRACTICE
Meeting with others	Saving time
Learning from others	Getting to know patients more
Providing support	Reduction in GP appointments
Sharing problems	Team building

NEGATIVE IMPACT ON PATIENTS	NEGATIVE IMPACT ON PRACTICE
Not known	Time
Time	No reduction in GP appointments
Sharing results	
Not getting full range of tests	

What did staff comment?

“Building a better relationship with a couple of patients.” (Administrator)

“Deliver your message in one go to multiple people.” (GP)

“Getting to know patients better.” (Practice nurse)

“How open patients were and ready to discuss personal issues / concerns.” (GP)

“Although I found the whole process nerve wracking to begin with I surprised myself at my ability to hold a group together” (Assistant practitioner)

“That I enjoyed it! It felt more informal getting to know patients and their concerns in a group. Also how patients tried to offer support to each other.” (Practice nurse)

Where next for group consultations in Croydon?

- 5 of the 6 practices in the pilot intent to continue group consultations in some form
- Group consultations are being promoted particularly for diabetic care to general practices across Croydon
- We are exploring options to spread the skills involved in group consultations through further training and a buddy system
- Further evaluation is needed to full explore the future role for group consultations
- It is too early to tell if group consultations will be time saving

**You might not
have to queue
to get treated**

NHS



*Get the
right advice*

Available in Croydon and Sutton
Download free app or visit
www.healthhelpnow.nhs.uk



Launched on in November 2016
Since launch the app and website have been visited by over 10,000
people

A Free takeaway!

Please take out your mobile phone and hold it in the air


While it is in your hand, go to the app store and download Health Help Now

Use Health Help Now for you own benefit and share this resource with friends, family, colleagues and clients

What's next for Together for Health?



Social
Prescribing



Shared decision
making



Health Help
Now



Group
Consultations

Did we cover?

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Thank you

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