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**Expert Patients
Programme**
Community Interest Company



On Course

| **December 2011**

Dear Colleague

Welcome to On Course, the newsletter of the Expert Patients Programme Community Interest Company (EPP CIC). We have changed the format of the newsletter which is now circulated to all our stakeholders with the aim of engaging and informing the wider self-management community.

We hope there is something for everyone, but do let us know if there are other areas of interest you'd like to see covered. This issue picks up on the theme of our recent seminar, Activating Support for Self-Management, and explores how commissioners and healthcare professionals can engage with self-management.

Video excerpts of the seminar presentations are now on our website so follow the weblinks in our feature to find out more about innovative practice from around the country. And check out our tips for surviving the holiday season in LTC Life.

I hope they help you to enjoy the winter break and, on behalf of EPP CIC, may I wish you health and happiness in 2012.

Suzanne Drinkwater



New Business

EPP CIC is being funded by **Jobcentre Plus** to deliver courses leading to work and volunteering in Northampton, working with Options 2 Workplace Learning... **NHS Tameside and Glossop** have commissioned us to deliver 12 self-management courses, in addition to our current contract... **Calderdale Council** have commissioned two Aphasia Courses - a version of the generic CDSMC programme which has been specially adapted for people living with stroke or brain injury... EPP CIC has been awarded funding from **Awards for All** to deliver two condition-specific Self-Management for Life courses for people living with Hepatitis C in the Avon area... We are providing training and quality assurance to **NORCAS** in Norfolk, who will be the first providers of our Substance and Alcohol Misuse course outside of EPP CIC... EPP CIC is working in partnership with **Kent Association for the Blind** to develop a self-management Peer Support Programme for visually impaired, to be delivered by tutors who live with visual impairment...

Opinion



Sir John Oldham, keynote speaker at the Activating Support for Self-Management seminar, makes the case for systemic change to meet the needs of LTC patients

Given that we know that LTC patients will increase by 252% by 2040, we have what I have referred to as a 'tsunami of need' heading for our healthcare service. People with LTCs are the core business for our health and social care system and if we continue to manage people as we do now, the system is not sustainable for the future.

The challenging thing is to recognise that just going down disease-specific pathways is a redundant strategy for the future that faces us. Specialist skills remain essential but we need to route them in a different way. Fortunately the evidence that's been gathered from those places in the UK and elsewhere where they have changed their approach is very promising. And the features of each of those successful schemes are these 3 drivers: risk stratification, so you can produce a list of names of people you want to target, what some people call a 'virtual ward'; pro-active care delivered to those patients by an integrated care team from primary, community and social care - we must make the move from a biomedical model to a socio-medical model; and thirdly, and most crucially, we must maximise the number of patients who have the knowledge to manage or co-manage their condition.

Activating patients to self-manage is not just a nice thing to do, it improves outcomes significantly, and again the evidence is robust that it works, such as in reducing repeat heart attacks, for example, or improving blood sugar control. The Cochrane report found in one study that when patients managed their own anti-coagulants, they saw a 50% reduction in repeat thrombosis and a startling 36% fewer deaths.

The QIPP team is now engaged with Clinical Commissioning Groups (CCGs) across the country covering 20 million of the population, seeking to put these 3 drivers in place. I won't deny it is challenging for people; it requires a behaviour change. But if we are serious about getting people to manage their own condition we have to reduce the knowledge gradient that exists between professionals and patients. And as part of that, we need to give people access to their own electronic medical records. 60% of practices have the software to make that happen, but only about 90 have shown any interest so far. We need to switch it on.

We have to really ramp up training the trainers, teaching frontline clinicians how they can share decision-making and convey to patients how that happens. In term of managing LTCs, the future certainly lies with empowering our patients to manage their own conditions, and implementing those three drivers across a whole system.

Sir John Oldham is National Clinical Lead, QIPP, LTC and Urgent Care, Department of Health

Feature: Activating Support for Self-Management



'Self-management support can be viewed in two ways: as a portfolio of techniques and tools to help patients choose healthy behaviours; and a fundamental transformation of the patient-caregiver relationship into a collaborative partnership.'

(De Silva D (2011). Helping People Help Themselves. London: The Health Foundation, p vii)

Active support for self-management is ranked No. 1 by the Kings Fund in the top 10 priorities for commissioners and yet it is arguably the area where there is least guidance. Last month, EPP CIC hosted a seminar at the Royal Institute of British Architecture in London, to explore how commissioners and healthcare professionals can engage with self-management, presenting examples of innovative practice from around the country.

We were fortunate to have Sir John Oldham, the National Clinical Lead, QIPP, LTC and Urgent Care, from the Department of Health, as our keynote speaker, and you can hear Sir John's views on supporting self-management in our Opinion piece and in the video presentations on the website.

Sir John's points were echoed by Angela Coulter, Director of Global Initiatives at the Foundation for Informed Medical Decision Making, who explained how informed, empowered patients with the knowledge, skills and confidence to self-manage, can make informed and personally relevant decisions about their treatment and care, and tend to adhere to medication regimes more and use healthcare less. To find out more about the rewards of shared decision-making, and the factors that help support it, see Angela's full presentation.

EPP CIC has been commissioned by NHS Oxfordshire to provide both patient and clinician training courses in self-management as part of a radical rethink of healthcare services. We were delighted to have Rachel Martin, Assistant Director QIPP Delivery, LTC and Self Care, NHS Oxfordshire, to share some of the learning from the project, in which Oxfordshire has been working with EPP CIC and other partners to evolve a strategy for meeting local health needs in a cost-effective, sustainable way. Along with EPP CIC's patient and clinician training courses, carers courses are being provided by local third sector organisations, and In Touch with Health are providing a self care plan for all partners to work with. [In Touch with Health are featured in this issue's EPPartner section] Further information on Oxfordshire's programme to effect a major transformation in health services is available on our website.

Chief Executive Renata Drinkwater explained the development of EPP CIC's Self-Management for Life model, which Oxfordshire piloted and has now adopted. Self-Management for Life is an integrated approach which trains both patients and clinicians in self-management techniques, along with service and care pathway redesign. The 'choosing Self-Management for Life' programme for patients builds on lessons learnt and feedback received from our delivery of thousands of self-management programmes and offers a less scripted, more facilitative 7-session programme designed to encourage participants to remain active self-managers for longer, with support from trained healthcare professionals.

'supporting Self-Management for Life' is a CPD-accredited, 3-session programme for health professionals, designed to build on existing skills to ensure self-management is actively supported. To find out more see Renata's full presentation online.

One of the key features of 'supporting Self-Management for Life' is that it is co-delivered by a 'Patient Voice', a trained facilitator with experience of living with a long-term condition, such as Winsome Jackson, who explained how the Patient Voice role helps clinicians to understand the journey of a patient living with a LTC and supports them to identify a patient's motivational levers to change (see full presentation). The training focuses on honing the skills which help clinicians to establish a collaborative partnership with the patient, motivating and encouraging change and increasing the potential for improved clinical and quality of life outcomes.

Another great example of innovation in supporting self-management came from Dr. Stephen Gaduzo, Respiratory Clinical Pathway Lead at North West Strategic Health Authority. Stephen and his team are working to ensure uniform high levels of care and positive patient experience in their service, by involving patients in initiatives such as the Respiratory Programme Board and an Expert Panel to kite-mark respiratory services. Stephen shared the results of a recent patient listening exercise where they collated '10 messages your respiratory patients want to give you' which have been posted on social media sites. Check out the full list in Stephen's presentation.

The seminar concluded with a lively panel debate on how to demonstrate the economic benefits of working with patients. Angela Coulter and Rachel Martin were joined on the panel by Amanda Cheesley, LTC Advisor at the RCN; Diane Home, consultant nurse rheumatology; and Richard Kennedy, Head of Social Investment, CAN Invest.

All in all, it was a thoroughly stimulating and informative day and EPP CIC would like to thank the 70 or so delegates who attended the seminar, along with the speakers and panel members, for helping to create a very rewarding event.

Video excerpts from the conference are available at

<http://www.expertpatients.co.uk/news-events/news-and-events>.

Click on the links to download pdfs of the presentations

[Angela Coulter - 'Embedding Shared Decision Making'](#)

[Renata Drinkwater - 'The Self-Management for Life Model: an integrated approach'](#)

[Rachel Martin - 'Commissioning Support for Self-Management: Oxfordshire case study'](#)

[Dr Stephen Gaduzo - 'From Policy to Practice: a patient listening exercise'](#)

[Winsome Jackson - 'The Patient's Voice'](#)

EPPartner



EPP CIC are committed to partnership working and are keen to extend partnership opportunities in all areas of the business. We are partnering with Intouch with Health as part of the Self-Management for Life contract with NHS Oxfordshire

Intouch with Health assist healthcare organisations in harnessing innovation, increasing productivity, and improving the quality of services they deliver. NHS Oxfordshire and neighbouring NHS Gloucestershire have recently commissioned and are leading the way in adopting patient-centric care plans. Intouch with Health have developed 'MySelfCarePlan' to support care planning for all patients with long term conditions within these PCT areas. The initiative aims to have a positive impact on practice time and budgets, as well as improving patient health outcomes. The PCTs have determined that an IT-supported approach to care planning is essential if the full benefits for patients and the NHS are to be derived.

EPProfessional

Pam Treadwell, Productive Programmes Lead Facilitator at Oxford Health NHS Foundation Trust, comments on EPP CIC's 'supporting Self-Management for Life' training programme for clinicians

Attending the 'supporting Self-Management for Life' training got me to understand how much we really foster patient-centred care. This can be something we pay lip service to but in reality for a lot of us, the demands of time and other work pressures prevent us from doing this as well as we'd like. With the 'supporting Self-Management for Life' course, we learned to place ourselves in the personal situation of the patient, and having a Patient Voice there in the training was absolutely key to that.

Attending the training gives healthcare professionals the headspace and time to think how their offer actually sounds to the patient. You can examine your language and your listening skills and get more confident about asking open questions. Then you begin to have a therapeutic dialogue rather than just being instructive and telling the patient 'Do it this way', which makes a big difference to outcomes.

We all need to justify using our time but we can sometimes hide behind this as an excuse not to communicate better. The fact is, if we took an extra 20 minutes to have this kind of interaction with a patient, what we'd need to put in in the longer term would be a lot less, and most importantly, the outcomes are better. But it requires a sense of empowerment in the clinician to do that, which this training helps to provide.

EPPeople



A warm welcome to new Business Development Manager Nicola Burgess, Contract Manager Rachel Hatcher and Support Tutors Jennifer Stangroom, Frances Evans, Christina Dollen and David Wells, who have all joined EPP CIC to support the next phase of our growth. And a fond farewell to Danielle Brown, National Register & Evaluation Service Manager, Project Manager Catherine McMahon and Support Tutor Valerie Strehl, who have moved on to pastures new in the next stage of their career.

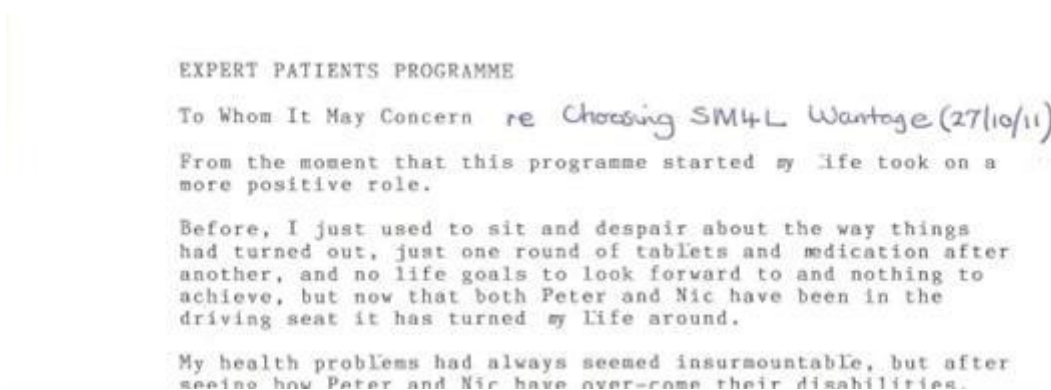
LTC Life



To view our Christmas tree, click on image to download the full pdf

Many thanks to our new Contract Manager Rachel Hatcher for creating this helpful Christmas tree, laden with tips on managing your health during the holiday season

EPParticipant



Click on the image to download the full letter

We are delighted to receive many letters and stories from our participants about their experiences on the courses they have attended. This issue, we share a letter we received about 'choosing Self-Management for Life', with Clifford's kind permission

EPPromotion

We are always keen to spread the self-management message far and wide. Some of the recent opportunities we've had to do that include

Article in **Management in Practice** magazine highlighting the impact the EPP CIC course had on Shrewsbury GP Practice Manager Tony Marriott... **local press** and radio on the Lancaster Diabetes Walk as part of Self Care Week... **radio phone-ins** in Somerset and the Isle of Wight as part of **Self Care Week**... speaking at Primary Care Commissioning's conference **Working in Partnership for Better Business and Health Outcomes**... attending numerous conferences including the King's Fund's **Transforming Patient Experience** annual conference... **National Voices** annual conference... Public Sector Events' conferences **Making Commissioning Work** and **Improving Public Health**... **PAGB Annual Self Care Conference** ... NHS Northwest's conferences on **COPD** and **Supported Shared Decision Making**... **Clinical Commissioning for Better Health Outcomes** in Cambridge... **Living Independently with the Help of Technology** in Leeds... London **Pain Summit**... and **NAPC Annual Conference** in Birmingham...

