

Co-Creating Health Programme

April/May 2009

Diabetes Self Management

The Whittington Hospital NHS Trust, NHS Haringey and Islington are working together on supporting people with diabetes to gain the confidence and skills to manage their long-term condition. The Heath Foundation's Co-Creating Health initiative focuses on getting self management in action from both a patient and clinical perspective.

This ground-breaking initiative to empower patients living with diabetes to take a more active role in their ongoing care is already reaping rewards for people in North London living with diabetes.

The three year project is part of The Health Foundation's Co-creating Health initiative. There are eight national demonstration sites. The project revolves around educating patients and clinicians to help patients see the benefits of setting their own goals and managing their own long term conditions.

Wendy Harper-Tarr, Practice Nurse at a Haringey Practice, explains: "In the past, patients would typically come to their annual diabetes check-up and we'd tell them what they needed to do. They would then go away and usually not do any of it



Self Management Programme Reunion held in March 2009

because they had no ownership of the decisions or actions themselves.

This whole initiative is about giving them the confidence to become more involved. To be able to set their own goals and timescales that they feel they can achieve, and for clinicians to be used as guides, helping the patient decide and reach these goals, instead of simply dictating them.

Although we are only half way through the initiative, we are seeing the benefits of this wider scope, already finding patients becoming more

SKILL: AGENDA SETTING

A very valuable skill for clinicians is exploring, at the very beginning of the consultation, what the patient wants to discuss and accomplish. When you know what the patient is concerned about, you can collaborate with the patient to set an agenda and allocate how the two of you will use your time together. The patient feels heard and the clinician's concerns are made explicit and you have a powerful tool for refocusing the consultation when the focus drifts.

Question: What are the key things you wanted to focus on today?

If you want to learn more about these skills, why not attend the Advanced Development Programme. See dates on back page.

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Diabetes Self Management

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aware of their condition and asking more questions during their regular consultations.”

With the initiative hinged around both a patient course to increase awareness of their own self management opportunities as well as an ongoing advanced development programme for all clinicians working in the practices involved, the aim is to build patient confidence to manage their long term condition and ultimately ensure consultations are utilised more effectively.

Wendy explains: “Some patients have found this hard to adjust to, for some, they have had the condition for 30 years and never been asked for their thoughts and views before. But through the new approach, we’re actually getting to know the patients better now as well. Getting to know more about their backgrounds and lifestyles, which ultimately can only be of benefit.”

An example of the new approach has been the simple introduction of posting out results in advance of consultations so patients can think about what they want to discuss. Wendy says: “They can now consider what they want to cover at their appointment with me. It might not be the most important thing to us, but it might be to them, and this way, they have time to gather their thoughts in advance and ensure they get to discuss the issues they want.”

Equally, during the actual consultations, clinicians are being trained to ask more open questions such as ‘what do you think may have caused this?’ and ‘what do you think you can do?’ to encourage patients to take ownership of their own care and to self manage in between appointments.

Wendy adds: “It’s still early days. As a team we are making quite a big change to the way these patients are cared for. But we’re on target for a noticeable difference in the way consultations are conducted, in that they are more patient-led and maybe less frequent as people get to grips with their own self care.

This is a major step, but as a direct consequence of its success, we are starting to think about how we could roll-out the experience across other long term condition patient groups as well as looking at ways of involving more clinicians in the techniques.”

If you would like to find out more information on the Co-Creating Health initiative then please phone Trish Turner, Project Manager on 020 7288 3154, email patricia.turner@whittington.nhs.uk or visit our website at www.whittington.nhs.uk/cocreatinghealth

Interested in becoming a Self Management Programme Tutor?

The Self-management Programme for Patients aims to help participants strengthen their health-related behaviours. It does this by of peer support, developing collaborative decision-making skills and building knowledge of self-management techniques as well as the participants’ skills and confidence to use these techniques.

The programme breaks new ground in a variety of ways. It was developed specifically for a UK

context and is co-delivered by a clinician and a patient, creating a powerful model of partnership and collaboration for participants.

There are opportunities for both healthcare professionals and people with diabetes to train to become a Self Management Programme Tutor, which requires attending a four-day course in June. If interested, please contact Trish Turner on 020 7288 3154 or patricia.turner@whittington.nhs.uk

Service Improvement – A patient's perspective

Joni Inniss was diagnosed with diabetes thirteen years ago and is involved in all aspects of the Co-Creating Health initiative. Joni is a member of the local Steering Group, a lay tutor for both the Advanced Development Programme (ADP) for clinicians and for the Self Management Programme (SMP) for people living with diabetes. Joni explains about service improvement from a patient's perspective: "There are three parts to this initiative, there's the SMP, to enable patients to gain a useful understanding of their diabetes and what they can do to manage it and then you have the ADP for the clinicians, to enable them to look at how they practice and the changes and modifications that they may use during a consultation. The third part is the Service Improvement Programme, which is about developing a more collaborative and equal relationship that would be useful to support self management."

Both clinicians and patients are currently testing various ways to support self management focusing particularly on agenda setting, goal setting and goal follow up during consultations. Some examples of changes that are currently taking place by healthcare providers in Islington and Haringey can be found on the back page of this newsletter.

It is important that the consultation meets the needs of both patient and clinician. Joni says: "How would a clinician ensure that they get their needs met, for example, they make sure that they check your HbA1c, that you have your appointments for your annual eye screening and that the patient's needs are met? What needs to be in place to enable both the patient and clinician to come together?"

There needs to be a process of change and that means it could be something as simple as having a mutual agenda. For example, you the patient, may be given your blood test say two weeks beforehand and receive your results so you know what your blood test readings are prior to your annual appointment. Therefore when you get into



Joni Inniss and Wendy Haper-Tarr

the appointment the clinician may say, 'now what particularly would you like to talk about', which may feel a bit strange at first. But to understand that this may be a very crucial part in the collaboration process, and to change just that one small thing in the consultation, may make that huge difference in the communication between yourself and your clinician. It brings a much clearer focus and that small change can make a difference to both."

It is through working together on small changes driven by both patients and clinicians, that this initiative will achieve its goal of people effectively self managing their long term condition.

Do you have diabetes?
Do you deliver diabetes services?
Are you interested in improving diabetes services?
Is there something that needs changing to improve patient and clinician consultations?

**Please contact Trish Turner
 with your ideas**

on 020 7288 3154 or email
patricia.turner@whittington.nhs.uk

and be a part of improving the way healthcare services are designed and operated to support self management.

Together we can make a difference

Service Improvement – Local Changes

Nicole Braham, Diabetes Associate Specialist at The Whittington Hospital has designed a prototype confidence ruler in collaboration with patients attending the diabetes outpatients clinic. The ruler will be trialed by the Whittington Diabetes Specialist Nursing team and at The Miller Practice.

Other examples of service improvements that are being tested locally:

- Receiving blood test results prior to consultation to prompt agenda setting (Highgate Group Practice and NHS Islington Community Diabetes Service)
- Agenda setting sheets used both prior to and during consultation (Whittington Diabetes Specialist Nurses and The Miller Practice)
- Prompts incorporated into the practice computer system (EMIS) to ensure that agenda setting, goal setting and goal follow up is

discussed during the consultation (Highgate Group Practice and The Miller Practice)

- Long-Term Condition Handheld Record and Discovering Diabetes Information Booklet. Patients and their health professionals will use these to record information about goals set and action plans to achieve these goals (NHS Haringey)
- Email support and advice for non-urgent issues and patient group sessions (Highgate Group Practice)



Nicole Braham with the confidence ruler

IMPORTANT DATES

Self Management Programme's for people living with diabetes commencing

- Wednesday 6th May till 17th June
1.30 – 4.30pm
- Thursday 18th June till 30th July
10am – 1pm

The programme involves seven, three hour sessions

Self Management Programme Reunion

- Thursday 11th June 1 – 4pm

Advanced Development Programme for clinicians

- Monday 14th September 1.30 – 6pm
- Monday 5th October 1.30 – 5.30pm
- Monday 16th November 1.30 – 6pm

The programme involves three, four hour sessions

Healthcare for London launched the *“Diabetes guide for London”* on 30th March 2009, following on from Lord Darzi's 2007 report, Healthcare for London: A framework for Action. It sets out a plan that aims to transform diabetes care in the capital over the next three years. The guide written together with people with diabetes, medical professionals and healthcare providers, calls for people with diabetes to be more involved in managing their conditions. It states that the learning and outcomes arising from the Co-Creating Health initiative will inform delivery of care planning and commissioning in the future. Care planning will be an essential component of care for those with long-term conditions by 2010.

If interested in participating or finding out more about any of these programmes please phone Trish Turner, Co-Creating Health Project Manager on 020 7288 3154 or email: patricia.turner@whittington.nhs.uk or visit our website at www.whittington.nhs.uk/cocreatinghealth

Co-creating Health

– a self-management initiative

