



# The 'bottom up' approach to self care...

## .....empowering patients

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# N.A.P.P.: The Self Care Forum patients' champion

*“Patient Participation Groups (PPGs), uniquely placed at the heart of GP practices, have an essential role in empowering individuals to access and understand appropriate information that supports shared and informed decision making about treatment, self care and lifestyle choices.”*



# A unique relationship

- PPGs have a unique relationship with their practice
- Built on trust & mutual respect between GPs, practice staff & patients
- PPGs work together with GPs & practice teams to identify & address priorities



# Patient Participation is...

## **Patients working with a practice to:**

- contribute to the continuous improvement of services ensuring practices are more responsive to the needs and wishes of patients
- foster improved communication between the practice and its patients
- help patients to take more responsibility for their health
- provide practical support and help to implement change.



# Capturing the patients' perspective



- Key self care messages for patients?
- How best to convey messages?
- How patients interpret messages?
- What can patients do to care for themselves & their families?
- Patients as a resource!



# Research evidence tells us..

*General principles found to work well:*

- Involving people in decision making;
- Proactive education to increase confidence
- Helping people manage the social, emotional & physical impacts of their conditions

*Approaches which empower & activate people have more sustainable impacts on behaviour*

*Increased focus on the involvement of people's carers and families*



# The 'bottom up' campaign

- Harness the potential of PPGs
  - Convey & reinforce self care messages
  - Involve patients
  - Signpost patients to other means of support
- Workshops for patients & practices to work together
  - Discuss approaches
  - What works and what doesn't.....
- Develop 'patient friendly' resources



# Workshops

- Manchester & inner London
- Mix of PPG members, GP's, practice, PCT & SHA staff
- Context - why self care matters
- Existing self care approaches
  - Are these effective?
  - What barriers are there to self care?
  - What support is needed
- Test resources





## Resources for patients:

Draft self care poster received mixed reviews from patients!

A good idea but...

**FACT: Nine out of ten people with an everyday illness will have already done something to help themselves and started feeling better by the time you have read this poster.**

If you are here with symptoms that might be treatable at home you could:

- Stop worrying and feel more positive,
- Save yourself time,
- Get better faster...



By taking these simple steps...

- Ask during your appointment how long the symptoms might last and what to look out for.  
**Common symptoms can take two weeks to get better!**
- Ask what your symptoms mean and what you can do for yourself.  
**Having basic knowledge and confidence puts you more in control.**
- Ask what you can do to take care of yourself to prevent common problems in the future.  
**Help yourself and your family to get and stay fit so you avoid the hassle of everyday illness and have a better quality of life.**

This practice has a Patient Participation Group which you can contact for support and information. Patients in the group take an active interest in their health care and work closely with your practice to ensure services are responsive to patients needs. Contact \_\_\_\_\_



National Association for  
Patient Participation

**Self Care Forum**  
Helping people take care of themselves



## Resources for patients...what we heard

- Poster – a simple visual reminder with key messages.....
  - ‘surgeries are unhealthy places...!’
  - ‘when you feel poorly there’s no place like home....’
  - make sure you ask your GP the self-care questions & *write down the answers* on the slip provided
  - Make sure you pick up a leaflet about support groups & useful information



## Resources for patients...what we heard

- Self care leaflet – given by the receptionist to the patient on arrival.....
  - These are the questions you need to ask the GP
    - How long symptoms might last
    - What to look out for
    - What you can do for yourself
    - What you can do to prevent problems in future
  - This is what to tell your GP (your self care history...I have tried this medication, approach..)
  - Keep this leaflet for next time..



# What can be built on....

- New patient interviews
- Self care folders prepared by PPGs
- Voluntary & community infrastructure
  - Outreach to communities & groups that do not engage
  - Citizenship training, Libraries etc
- PPG drop-in's & information events
- Virtual PPGs
- 'Pharmacy First' & pharmacies in general
- Local & social media, text messaging, soaps



# What is needed.....

- Training, information & support for frontline reception staff, PPGs & GPs
- Explain 'why its worth it' to patients
- Encourage practices to work together
- More information on self help/support groups & for carers
- Improve communication with patients
- Embed self care messages into education
- PPG self care champions



# Key message

- Improve image of self care & how it is perceived – agree with ethos of campaign but it's not coming through in messaging...
  - Help the NHS to help you.....
- Strike a balance
  - Patients want support to feel confident but want to know they can still access GP
- Work with patients to change attitudes



# Embedding self-care into practice

- Carry on learning
  - 2 Workshops 2012
  - Work with NHS NW
- Develop guide and materials to support PPGs and practices
- Capture experience and share through N.A.P.P and Self Care Forum networks
- Report back at 2012 Self Care Conference



# Contact

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