



Supporting Self Care

Putting Self Care into Practice

Dr Paul Stillman GP and Self Care Forum Board

Self Care Week

14-20 November 2011

Helping people take care of themselves



NHS

www.nhs.uk/selfcare

What this Web-Ex will cover



What do we mean by 'self care'?



Why better self care is good for people



Top tips for supporting self care in practice

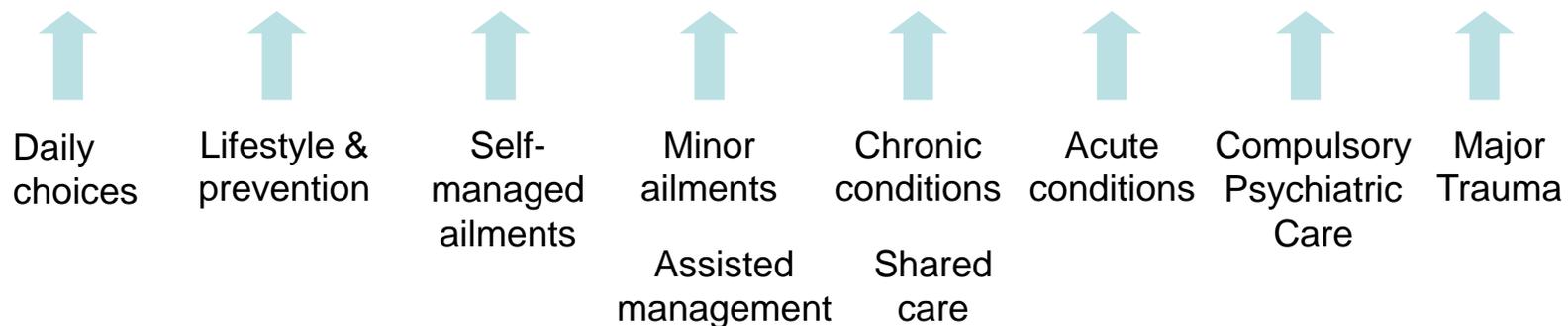
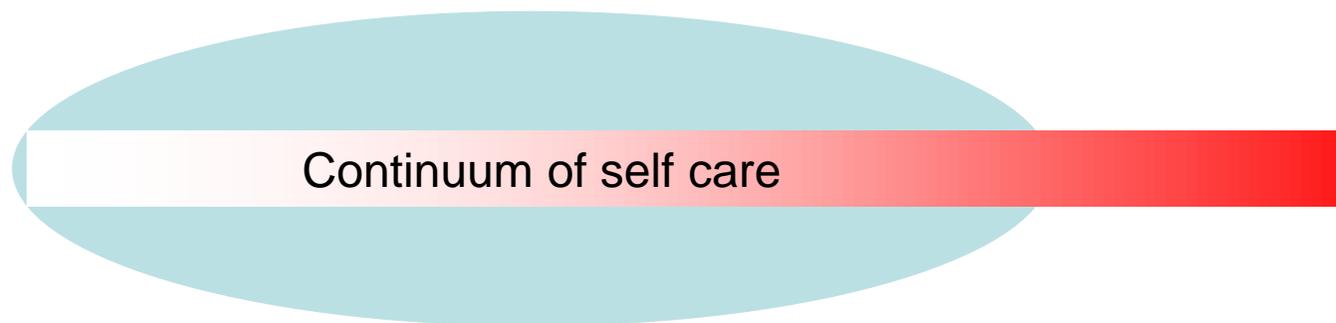


What is Self Care?

The Self-care Continuum

Pure Self Care: Individual responsibility

Pure Medical Care: Abdicated responsibility



Why better self care is good for people?

-  Individuals have a feeling of control ✓
-  There is reduced anxiety ✓
-  Quality of life is improved ✓
-  Disease outcomes are improved ✓
-  Individuals have confidence to self diagnose ✓



Self Care Forum

TOP TIPS FOR GENERAL PRACTICE

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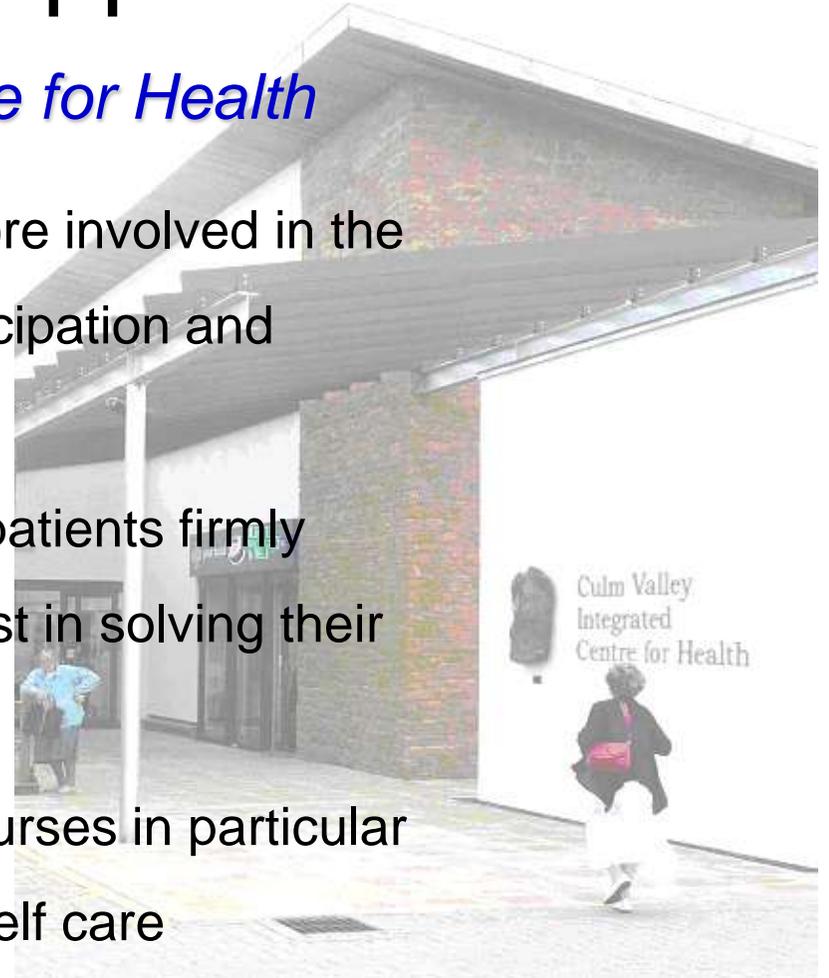
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Engender a culture of support

Example: Culm Valley Integrated Centre for Health

-  Runs initiatives, which aim to get patients more involved in the practice, demonstrate a belief in patient participation and empowerment as key to self care.
-  Education runs throughout the practice with patients firmly encouraged to take an unprecedented interest in solving their problems
-  Healthcare assistants (HCAs) and practice nurses in particular have seen their roles change to encourage self care



The practice team

Example: Nuffield Road Medical Centre, Cambridge

-  Practice Manager is keen to stress that promoting self care is not just a job for clinical staff
-  Receptionists publicise national health weeks and services in the area & general health advice
-  Nurse practitioner attributes the increasing number of minor ailments consultations seen to low self esteem, particularly in young people & mothers. Every opportunity used to build confidence in patients so patients go away knowing how to solve a problem: “that is not a wasted appointment”.



Managing Demand

Supporting self care is an effective demand management tool

-  57m consultations involving minor ailments;
 -  6m consultations involving a minor ailment plus other condition
 -  51.4m consultations involving minor ailments alone
 -  18% of GP workload is accounted for by minor ailments alone
 -  On average 1 hour a day per GP
 -  Nearly half the consultations are generated by 16 - 59 year olds

-  Treatment of minor ailments within primary care incurs significant cost to the NHS of £2b
 -  80% of costs are for GPs' time equating to £1.5b and on average over an hour a day for every GP
 -  Over 91% of all minor ailment consultations result in a prescription at a cost of £371m



New Self Care e-learning for minor ailments

Welcome to the RCGP Online Learning Environment



Self Care for Minor Ailments



This course equips practitioners with the knowledge and skills to conduct a 'self-care aware' consultation for patients with self-limiting minor ailments.

The course also includes strategies for the whole primary care team, to improve patient access to evidence-based information about minor ailments and to enhance patient confidence.

This course has been developed in partnership with the Proprietary Agency of Great Britain (PAGB) and RCGP experts in self-care as part of collaborative drive to change the culture of dependency in the NHS.



Time to complete course: 2 hours
Date of publication: November 2011



Develop your self care consultation skills



Improve patient confidence and autonomy



Reduce unnecessary consultations and patient anxiety



Patient/ Carer interactions

Use opportunities such as care planning discussions/health checks etc to engage, inform & educate patients and families about the role of self care in managing LTCs.

Example: Personalised Care Planning in Bradford West Yorkshire

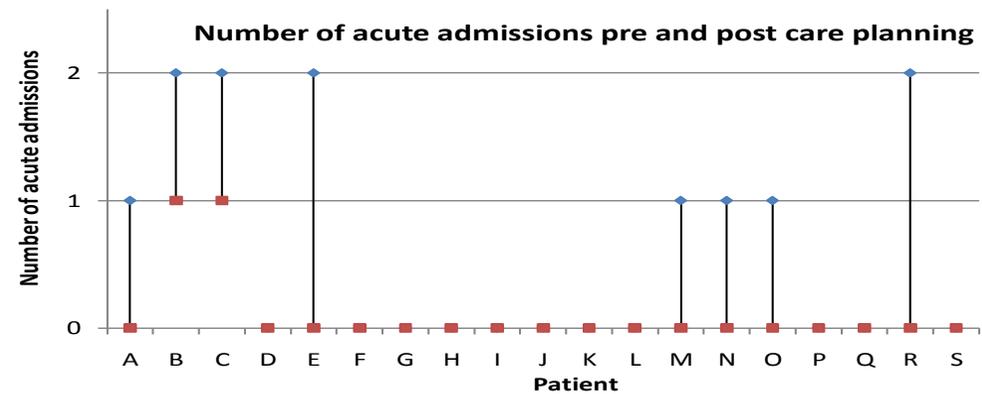
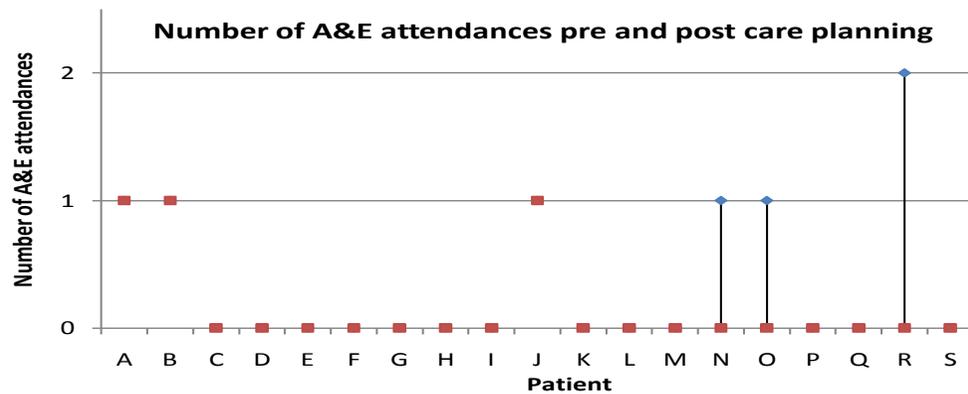
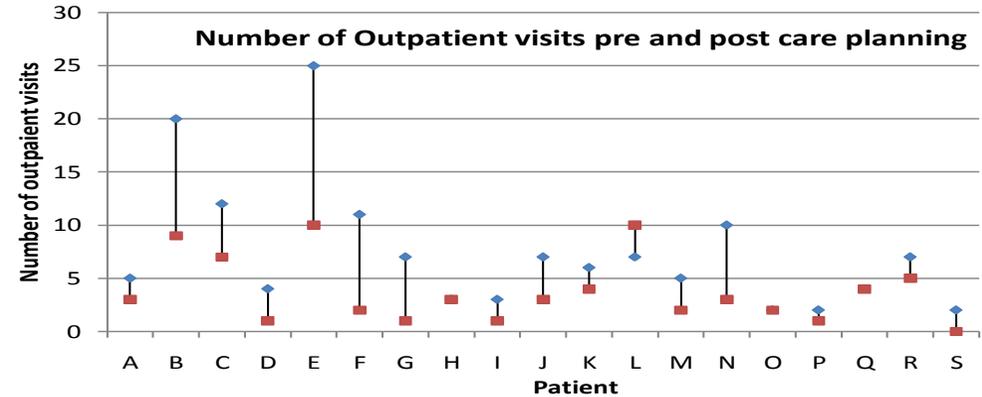
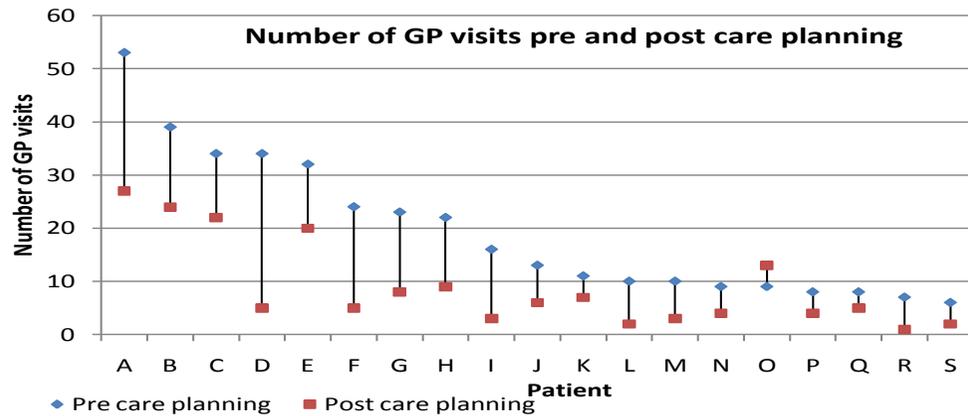
 Proactive, planned approach to LTC management using personalised care planning is being implemented across general practices in the NHS Yorkshire & Humber region.

 40% of patients in a Bradford practice were identified as having 1 LTC, and 25% having 2+ LTCs. These patients offered 2 different clinics for care planning consultations:

-  A 25 minute appointment in a 'blue' clinic (for 1 LTC), and
-  A 45 minute appointment in a 'red' clinic (for 2+ LTCs)

Example: Personalised Care Planning in Bradford West Yorkshire

1 year after care planning on (i) clinical contact with the practice and (ii) the number of outpatient appointments; A&E attendances and acute admissions.



The practice environment

Use web-sites, notice board, waiting room as a means of promoting good quality self care information

-  At Thornley House Medical Centre in Hyde, Dr Amir Hannan has developed an innovative website (www.htmc.co.uk) to act as a first port of call for self care.
-  The “common problems that you can solve” section details resources for minor ailments such as back pain, coughs, colds, headaches, sprains and strains that direct potential patients away from the surgery and to over the counter remedies and websites such as patient.co.uk.
-  Dr Nadeem Ahmed says that he has noticed a decrease in his workload around minor ailments.



www.htmc.co.uk

Know when to talk 'self-care'



Encourage all clinicians to be able to assess a person's self care status so they know when that individual will be most receptive to self care information, advice and support.

Number of tools and techniques available to help the NHS and social care workforce, for example:



[Care planning e-learning toolkit](#): what it is, how it can benefit patients and staff and the skills, approaches and behaviours needed for effective delivery.



[Self care e-learning toolkit](#): an introduction to supporting people with LTCs to self care & details types of support that help people manage their condition by making informed choices about their health and care.



[Information prescriptions e-learning toolkit](#): an introduction to Information Prescriptions, and how they support people with LTCs to manage their condition.



[End of life care e-learning toolkit](#): enhances training and education of all those involved in delivering end of life care to people, so that well-informed high quality care can be delivered.

.....all accessible via the DH website!





www.selfcareforum.org

Libby.whittaker@selfcareforum.org

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Questions

- Do you have any questions or comments?
- What are your experiences of making self care a practical reality in your area?
- What will you be doing as a result of this discussion in the next 8 days to put some of these ideas into practice?