

# Supporting Self Care

Putting Self Care into Practice

Part II

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](http://www.nhs.uk/selfcare)

# What this Web-Ex will cover



What do we mean by 'self-care'?



The support for self-care



Top tips for supporting self-care in practice  
continued



Self Care Forum Board  
Formed 10<sup>th</sup> May 2011



David Haslam  
President  
BMA



Nigel Sparrow  
RCGP



Lynn Young  
RCN



Jeremy Taylor  
National Voices



Michael Dixon  
NHS Alliance



Ian Banks  
Mens Health



Mike Pringle



John Chisholm



Simon Fradd



Sam Everington



Peter Smith



Amir Hannan



Knut Schroeder



Mike Farrar



Gopa Mitra

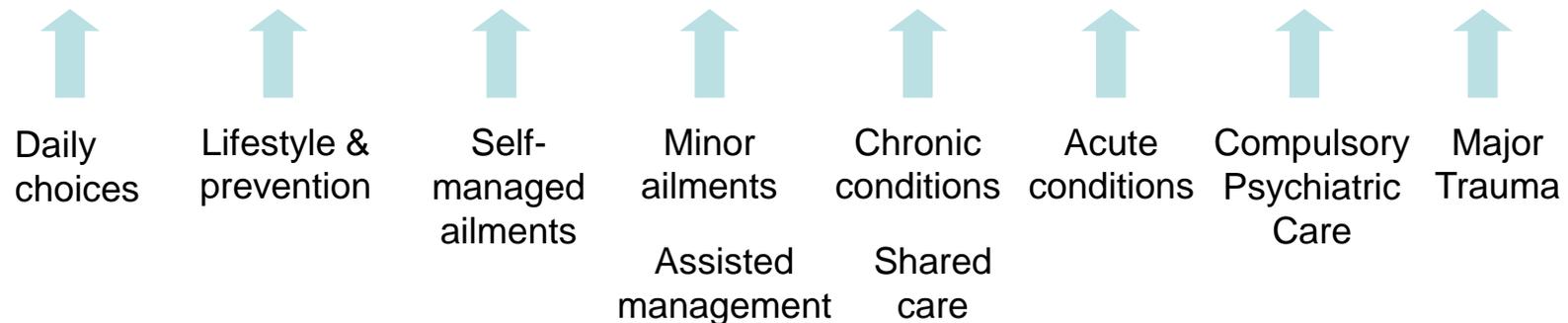


# What is Self Care?

## The Self-care Continuum

Pure Self Care: Individual responsibility

Pure Medical Care: Abdicated responsibility



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# The support for self-care from Minister

“The NHS can no longer do business as usual. We must do things differently, change our model of care and work towards connecting health and social care.... giving people much more control over their health and care. This requires changes in behaviour and attitude, new ways of working where health professionals are working with patients as the experts in their own health. We know that handing more power to patients when combined with the right information and support can make a huge difference to the quality of life, and is key to our ambition to make a reality of a patient centred NHS.”

Paul Burstow, Minister for Care Services, speaking at joint RCGP/RCN/N.A.P.P/PAGB Self Care Conference, 8 November 2011

“The self-care movement now needs to grow, and we have to switch the focus away from what people can't do to what they can do, and help them to take more control of and responsibility for their health and well-being.”



# 12<sup>th</sup> Annual Self Care Conference



**REPORT OF 12TH ANNUAL SELF-CARE CONFERENCE: BEHAVIOURAL CHANGE FOR BETTER HEALTH, BETTER CARE, BETTER SERVICES**

**EMPOWERING PATIENTS: SELF-CARE IS SHARED CARE, SAYS PAGB/RCGP CONFERENCE**

For the good of the nation's health, and the future of the NHS, people need to be able to take care of themselves, and their families, as far as possible.

They must gain – or regain – the confidence and skills necessary to recognise when doctors and operators they can trust themselves and when it is right to seek professional help, and they need to be supported in developing positive, optimistic attitudes towards healthy living.

These strong messages came out of the 12th annual self-care conference organised by the Proprietary Association of Great Britain (PAGB), in London recently. This was the first self-care conference to be held jointly by the PAGB and the Royal College of General Practitioners (RCGP), and this year, for the first time, the Royal College of Nursing (RCN) and National Association of Patient Participation (NAPP), were also involved.

The 2010 conference had called for an end to change the nation's 'culture of dependency' on the NHS, and Dr Jay Banks, president of the European Men's Health Forum and member of the Self Care Forum, told the year's meeting that the debate is now over and the time has come to stimulate action towards greater self-care.

Look at the reality – mortality rates in some parts of the country differ by 30 years. Men in Hamilton & Chelsea live an 80 expectancy at 64 years old in Glasgow they are living at 54, said Dr Banks, who chaired the conference.

"We have to empower people along the right route," he said.

**Are you a Self-Care Champion?**

If you are, why not send on your name, organisation and one or two sentences on why you support self-care and we will add you to our Self-Care Champions page, contact 01845 461111 or [info@selfcareforum.org](mailto:info@selfcareforum.org). Your details will be put on our Self Care Forum website under "Champions" ([www.selfcareforum.org](http://www.selfcareforum.org)).

**WHO WAS AT THE 12TH ANNUAL SELF-CARE CONFERENCE**



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

**Self Care Conference 2011**

The 12th Annual Self Care Conference took place at Grosvenor House, London, 17-19 Nov. It was hosted jointly by PAGB, the Royal College of General Practitioners (RCGP), Royal College of Nursing (RCN) and National Association for Patient Participation (NAPP).

Delegates were delegates invited to the event, including patients and carers.

Download all self-care reports & documents

View Press Centre, and download press Contribution guide and other files. To watch the introduction video here

**Videos**



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# Self Care Conference calls for action on self-care

“The debate is now over and the time has come to stimulate action towards greater self-care. We have to empower people along the right roads.”

Dr Ian Banks, President, Men’s Health Forum

“We need people to understand that the self-care message is not about telling you not to access your GP, it is about why it is important to look after yourself and how to help the NHS help you.”

Stephanie Varah, CEO, National Association of Patient Participation

“Education of GPs is critical if we’re going to have behavioural change - this is about a movement.”

Susan Summers, NHS NW

“We need to inspire people to live differently, and the only good reform is the one that promotes self-care and looking after yourself... Time spent on self-care is time saved further down the line.”

Lynn Young, Royal College of Nursing

“Shared care is the way of the future, and this not only means that patients must have the right skills - GPs also need to change their behaviour.”

Dr Beth McCarron-Nash, UK General Practice Committee (GPC) negotiator at the BMA



Self Care Forum

# TOP TIPS FOR GENERAL PRACTICE - CONTINUED



# Patient Participation for support

- Involve your patient participation group and other service users to design, plan, and get feedback on your initiatives in self care
  - Our PPGs are a great resource for advice, reality checks and support in improving services.
  - When discussing self-care initiatives with your PPG, be sure to address the needs of diverse groups in your practice.
- Contact N.A.P.P for more information:
  - [www.napp.org.uk](http://www.napp.org.uk)



# Communicate importance of self-care

- Use your website, phone messaging, emails, displays in waiting room/entrance area/consulting rooms etc. to offer high quality self-care information in your practice
  - An example of this is the website created by Dr Amir Hannan, Self Care Forum Board member, for his practice  
<http://www.htmc.co.uk/pages/pv.asp?p=htmc0347>
- All practices offer their patients information but few use their information channels to support their patients to self-care. If there was one self-care message for every sign giving imperative instructions ('All patients must register at the desk on arrival' etc) then they may perceive us as facilitators of health. You can also guide your patients to online resources such as NHS Choices, Patient UK, or Healthtalk Online, as well as books, leaflets and other materials.



# Work with patient groups

- Consider using self management courses such as Expert Patient Programme to empower some or all of your patients with long-term conditions; use a local scheme with similar intentions; or link with national patient groups such as Breath Easy Club, Allergy UK, Asthma UK, Eczema Society etc
- Your practice is not alone. There are organisations out there willing and able to help you. Often schemes that are specific to the condition of the patient, if they exist, are more helpful than the generic ones such as the EPP.



# Trigger points when self-care will be of interest

- Encourage all clinicians to learn how to assess a patient's self-care status and to identify when they are most receptive to self-care information and advice e.g. on becoming a first-time mother/father, first diagnosis of long-term condition etc
- We all know from our personal experience that there are times when we are deaf to messages and times when we are receptive. If we introduce advice on self-care at the appropriate time in ways that are seen as supportive, then change in behaviour is much more likely to occur. We need to point out that better self-care can involve saving time and worry, enhance the feeling of being in control, is safe and can improve outcomes.

# Use all opportunities to talk self-care

- Integrate information and advice on self care for self-limited or long-term conditions into health promotion consultations.
- We see patients all the time for health checks, screening and long-term condition management. These are all opportunities to include self-care messages



# 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



The self-care aware doctor or nurse is a patient-centred, positive communicator and educator who is highly valued by patients





[www.selfcareforum.org](http://www.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?