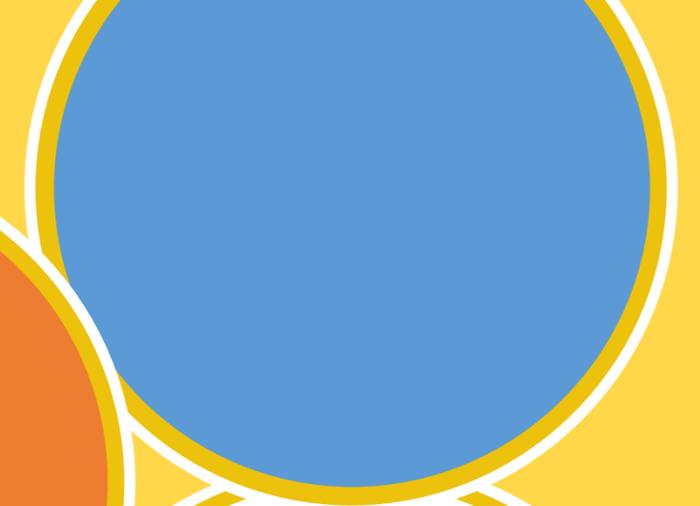




Health and Wellbeing Service

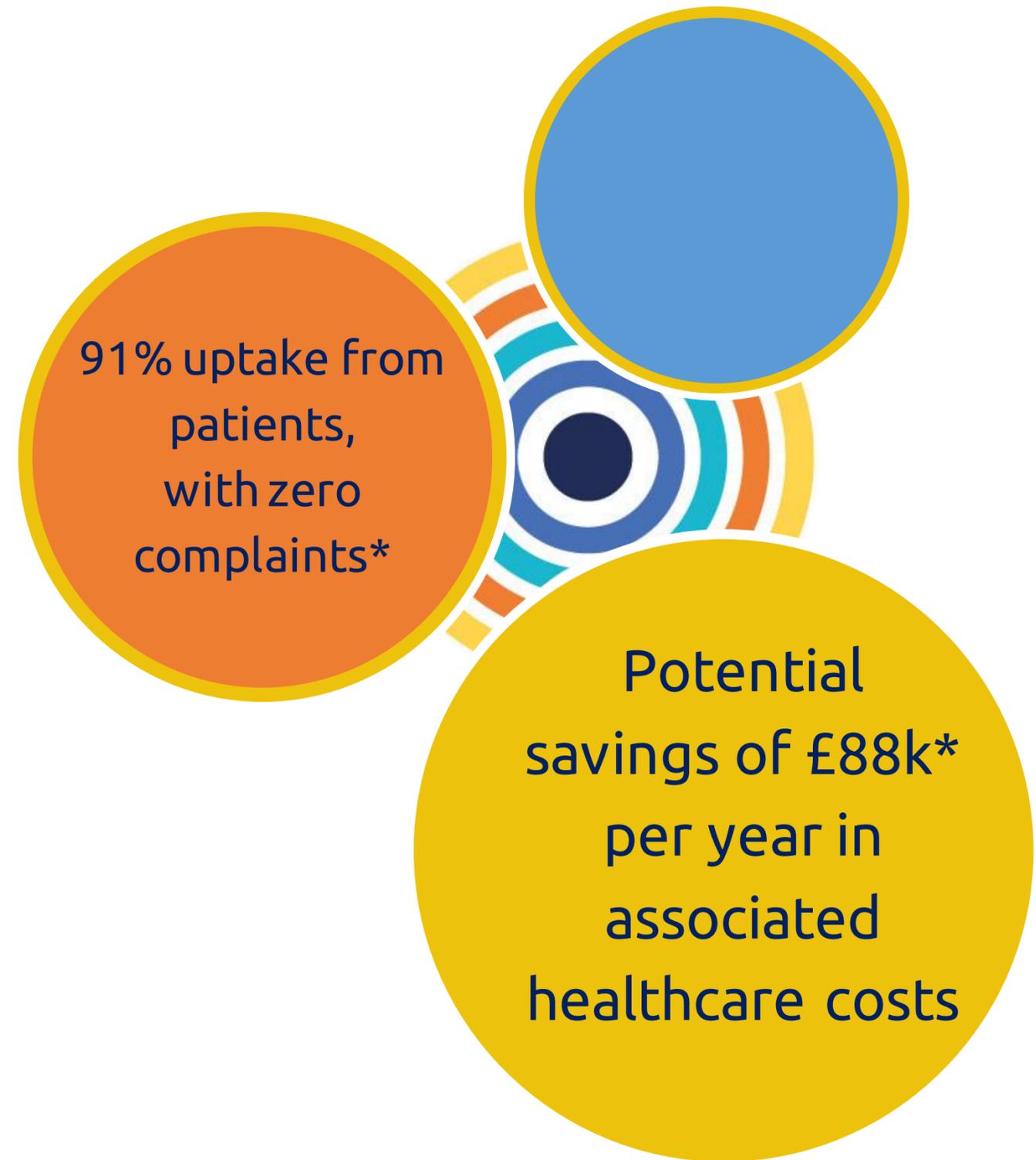


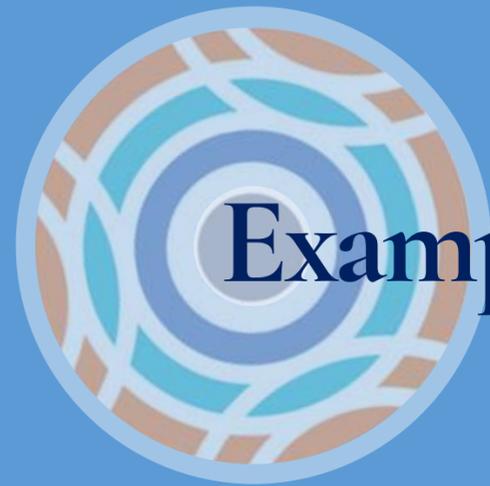
HWC Roles & Responsibilities

- Raise awareness and increase responsibility for self- management
- A behavioural intervention that facilitates patients in establishing health-promoting goals
- Supporting change in lifestyle-behaviours, with the intent of reducing health risks
- Action planning to improve self-management of chronic conditions and increase health-related quality of life.

* Based on data of 185 patients seen from Nov'20- Nov'21

• Barker I, Steventon A, Williamson R, et al. BMJ Qual Saf Epub ahead of print: August 2018. doi:10.1136/bmjqs-2017-007635 - Available at [here](#)





Examples of referrals...



Mental Health



Long Term Conditions



New Diagnosis



Bereavement



Stress Related Illness



Frequent Attendees



Patient A, 26 year old
Female
Referral for: Mental Health

History:

- Off sick from work
- Unable to go for a walk outside her home
- Continuous anxiety
- Fearful when partner isn't with her
- Does not leave the house without partner

Coaching:

- Completed initial consult and 6 sessions
- Identified patient triggers
- Put in place tools and strategies to manage anxiety and fear.
- Elicited small goals each session

Outcomes:

- Patient now returned to work & finishing dental nurse training
- Able to prevent 'anxiety'
- Able to be at home alone and go out on her own confidently
- 3 months on, is maintaining a healthy and positive outlook

Referral From : GP

Referrals To : Social Prescriber

Pre HWC, GP appointments: 9

Post HWC, GP appointments: 2

9 GP appointments saved



Patient B, 51 year old

Male

Referral for: Frequent Attendee

History:

- Challenges following an adverse reaction to medication
- Developed health anxieties
- Impact on sleep
- Unable to maintain lifestyle he had previously enjoyed

Coaching:

- Completed initial consult and 3 sessions
- Understood the impact on his life
- Discussion held around destructive habits, reality and focussed around controllables vs non-controllables.
- Patient led key actions/focuses & boundaries set

Outcomes:

- Reduction in patient calling reception for non-emergencies
- Patient asked to stop sessions as didn't feel he could be supported further
- Since stopping sessions with HWC, still a significant reduction in GP appointments.

Referral From : GP

Referrals To : N/a

Pre HWC, GP appointments: 47 appts
within a 3 month period

Post HWC, GP appointments: 4 appts
3 months on

43 GP appointments saved



Patient C, 84 year old
Male
Referral for: Long Term Condition

History:

- Diabetes not well managed
- Challenges with nutrition and weight
- Low motivation since losing wife
- Describes himself as a 'stubborn old man'

Coaching:

- Completed initial consult and 6 sessions
- Understood details of lifestyle, nutrition and likes/dislikes
- Defined clear success goals personalised to patient
- Set small tangible changes.

Outcomes:

- Dropped two trouser sizes
- Regularly started walking, and increasing the distance slowly
- Had more appetite for socialising again.

Referral From : Pharmacist

Referrals To : Social Prescriber

Pre HWC, HbA1c: 11.4%

Post HWC, HbA1c: 5.9%



Any Questions...

If you have any questions or thoughts,
feel free to get in touch.

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