

# Together for Health

*Prevention, self-care, self-management  
and shared decision making in Croydon*

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**Group consultations and brief intervention training update  
August, 2016**

**Dr Emily Symington**



# Group consultation pilot

- A different style of consulting in general practice to support self-management
- Recognised by NHS England as an area for high impact change
- Croydon CCG via Together for Health has commissioned Experience Lead Care (ELC) to deliver a 6 practice pilot
- The pilot is being independently evaluated to assess benefits and feasibility of spreading the group consultation model through Croydon



Practice	Clinical lead	Process Facilitator	Focus	First session date
Portland Medical Centre	Dr Jaimin Patel	Zoe Williams	Diabetes	21 <sup>st</sup> June
Country Park	Dr Ruth Clery	Nicky Cooke	COPD	8 <sup>th</sup> June
Eversley Medical Practice	Dr Veni Pswarayi	Nisha Tinku	Diabetes	14 <sup>th</sup> July
Parchmore Medical Centre	Dr Asim Farooq	Maria Sharpless	Diabetes	28 <sup>th</sup> July
Brigstoke Medical Practice	Dr Roy	Pat Sourham	Diabetes	3 <sup>rd</sup> August
Leander Family Practice	Kay Paul	Paula Smith	Diabetes	10 <sup>th</sup> August



# Initial concerns ....

**Patients won't talk / will talk too much**

**Patients won't want to share test results  
e.g weight;HbA1c;BP  
etc**

**Confidentiality  
will definitely  
be a problem  
here**

**Not everyone  
in the practice  
is bought in**

**I don't feel confident  
enough to do this  
(facilitators)**

**I'm too  
busy (GP's)**



# Staff feedback

**I enjoyed it more  
than I thought –  
its fun!**

**It worked so  
much better  
than I thought**

**How can we spread  
this and get other  
people trained ?**

**We can use this to do  
our annual reviews on  
an ongoing basis**

**Just do it,  
get started !**



# Patient feedback

Good to spend  
time with  
others in same  
situation

Enjoyed it  
ALL

I would just like to thank you for  
your time and arranging this  
group session. It has been very  
interesting and you are all very  
kind

Seeing results  
against other  
peoples – good to  
compare – sinks in

Very  
interesting/helpful to  
hear other stories and  
answers

I liked the relaxed  
environment very reassuring  
and asking questions to  
doctor was easy



# Gains from just ONE session

- Patients setting up WhatsApp group to connect them
- Patients organising a walking group
- Patients walking other patients through how to use new blood glucose monitor, which would have involved him making an appointment with the practice nurse if this hadn't happened
- Average of 8 patients seen at each session ( = 5 mins per pt)
- Patients exchanging healthy recipes (particular between Afro- Caribbean and Asian pts)
- Saving time by carrying out group diabetes annual reviews including – medicines reviews, foot checks





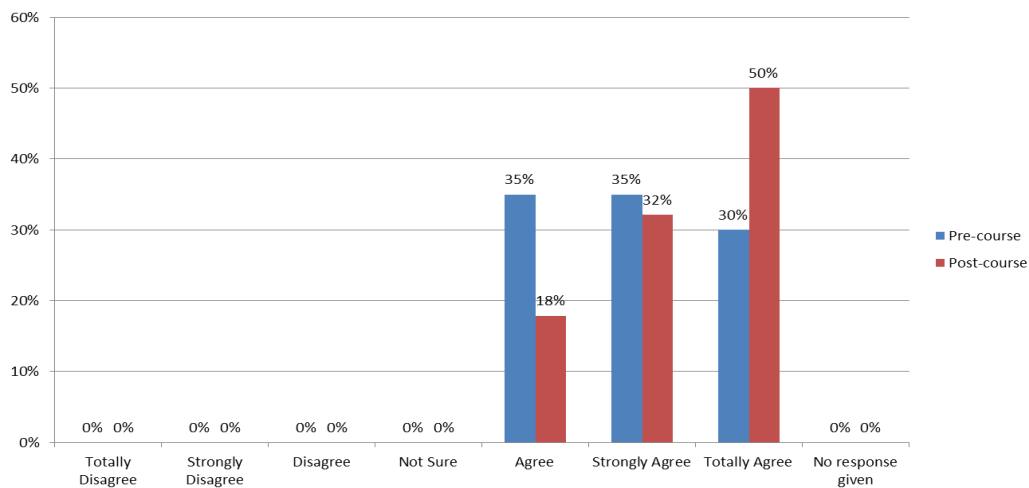


# Brief intervention training

- Training programme developed between Together for Health and Croydon Health Services
- Promoting the role of all health professions in supporting behaviour change via brief intervention
- Used *WhoseShoes?* game to facilitate multi-professional discussion
- Attended by 28 health professions from primary and secondary care
- Initially developed in diabetes (could be used in other chronic disease pathways)



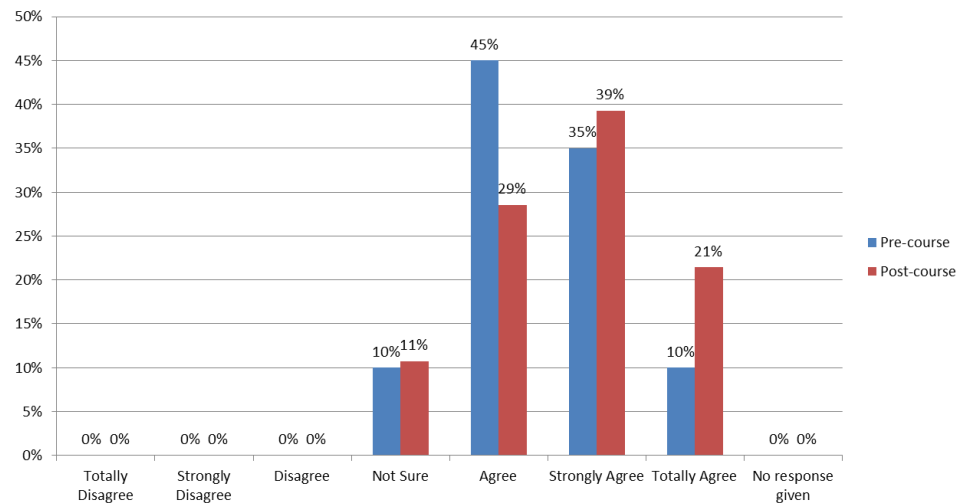
## I recognise the value of behaviour change



**Strongly/totally agreed before training**  
**Strongly/totally agreed after training**

**65%**  
**82%**

## I am able to take a holistic/bigger picture perspective when dealing with patients

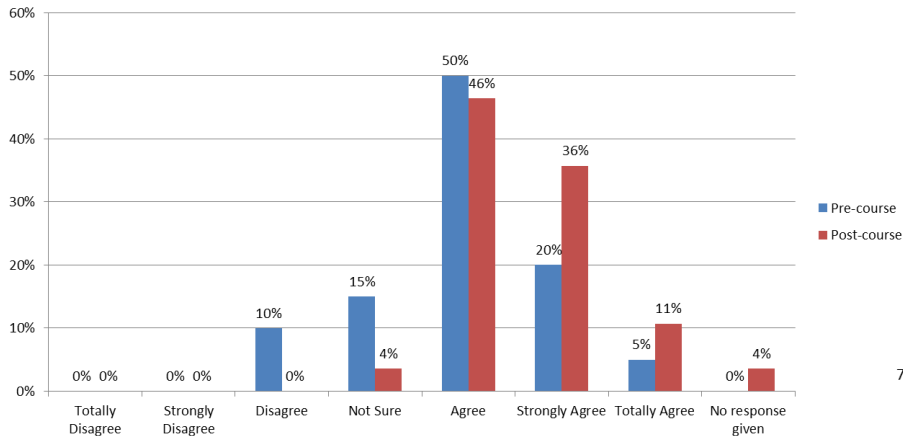


**Strongly/totally agreed before training**  
**Strongly/totally agreed after training**

**45%**  
**61%**

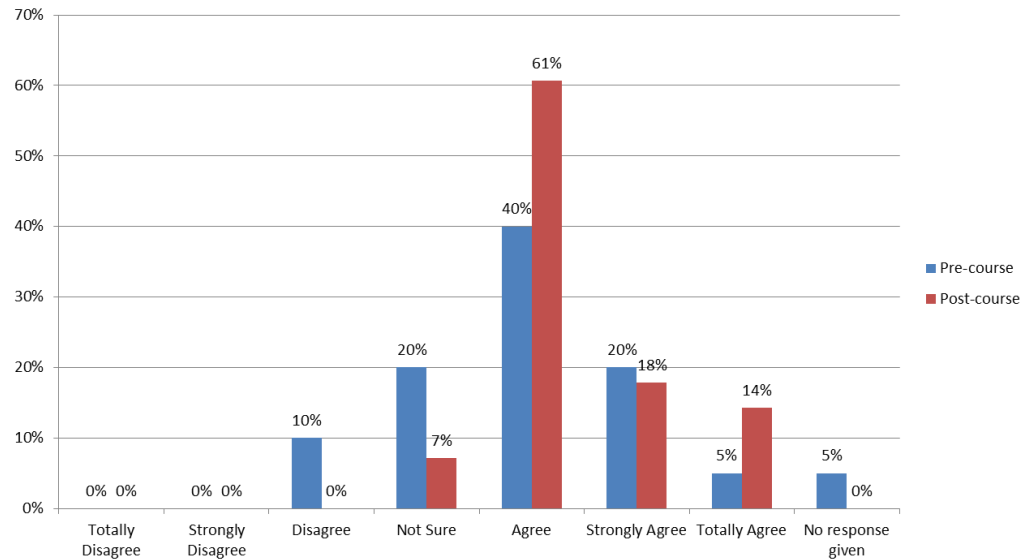


## I am familiar with Brief Interventions approaches/techniques



**Strongly/totally agreed before training 73%**  
**Strongly/totally agreed after training 93%**

## I am confident about my ability to influence patient behaviour



**Strongly/totally agreed before training 25%**  
**Strongly/totally agreed after training 32%**



*‘today's training has definitely made me think differently regarding health promotion and the approach taken when educating patients about their condition and management’*



# Something new I learned today was...

- *'That I can make a difference to a patient within a few minutes even if it's not behaviour change at that exact moment'*
- *'Small differences matter. Every step is a step forward'*
- *'I learned today that all patients are individuals with different lifestyles, feelings and beliefs. Each patient needs to be approached in different ways in which health promotion can be addressed to engage them into a conversation to discuss compliance and management of long-term conditions'*

## Action planning: what changes will you be making in your day-to-day practice as a result of today's training

- *'Listen more'*
- *'Offer more advice'*
- *'Understand behaviour changes'*
- *'Reflect on focusing on patient agenda not just my priorities'*
- *'Will try some brief interventions that left a little unsure how to do this effectively! But the idea has been planted so hopefully we can work on it'*





# Future plans

- Follow up evaluation at the beginning of September to assess long term learning
- Run a series of courses through the autumn/winter
- Learning for future course;
  - Ensure there are clear learning outcomes for each scenario – some discussion lacked focus
  - Ensure scenarios are true to real life – patients were too compliant!
  - Would like a script for behaviour change conversations with patients – could be facilitated via some role play practice in small groups

