

The One Gloucestershire Way



Priority Summary:

Taking control
of our own health
and wellbeing

Our ambition

We want to inspire people to take control of their own health and wellbeing, by supporting them to develop the skills and tools which will enable them to do so.

What are we doing?

- So far we have trained 300 health and care professionals to have 'better conversations' with their patients who are living with long term conditions, helping them to identify goals and change their habits to better self-manage their condition.
- We have developed a self-management education course for people living with long term conditions called 'Live Better to Feel Better'. The course is delivered by trained volunteers who have a long term condition themselves, alongside NHS staff.
- We have adopted the Patient Activation Measure (PAM) to allow professionals to assess the ability of individuals to self-manage and tailor how they work with that individual. There have been 4,000 PAM assessments up to March 2019.

Case Study

Around 300 people including GPs, nurses, community wellbeing agents and other allied health professionals received training in 'Better Conversations' health coaching during 2018. Many have reported that their practice has adapted the way it works with patients, using the coaching approach in both a 1-1 setting and group education workshops.

Sarah, a Practice Nurse said:

"I no longer go in and start doing things, instead we have a conversation about what matters to them. They become more engaged and work with me rather than me doing things to them."

Feedback from service users has been positive, with one person saying that the support they had received was better than any medication she had ever taken.



What next?

We will continue to develop our offer of support and training for both staff and patients to allow people to take more control of their health and wellbeing. In addition expanding training for Better Conversations Live Better to Feel Better, we want to work with patients who are living with a variety of conditions, such as frailty, respiratory conditions and diabetes, supporting them to self-manage and live as well as possible.