



## Case Study - Health and Wellbeing Coaching

Supported Self-management Programme (SMP)

### NHS High Weald Lewes Havens CCG – “Lewes & The Havens”

#### Measurable Health Coaching Outcomes:

##### Patient Activation

Compared to Level 1, level 4 is associated with 19% fewer GP appointments, 35% fewer A&E attendances, 39% fewer emergency admissions, 28% minor self-referrals to A&A, 17% fewer outpatients' appointments and 33% fewer GP and out-patients DNA's.

Source: A Health Foundation study in Islington (cohort of 10,000 patients)

Each point increase in a PAM® score correlates to a 2% decrease in hospitalisation and a 2% increase in medication adherence. Source: Insignia Health

##### Activation Levels achieved through KYOH's dedicated self-management Health and Well-being Coaching

Using the PAM® as the activation measurement tool for 110 patients managing long term conditions in East Sussex, referred through GP practices, completing coaching between April 2018 and September 2018.

- An average 13.8-point (24%) improvement, from an average 57.1 to 70.8 (against an average across East Sussex providers of self-management support services using the PAM of 5.8 points for those completing April-September 2018. Source: East Sussex County Council report, October 2018)
- A reduction of 87% in the numbers of patients scoring Level 1 (the lowest level) (against an average across East Sussex providers using the PAM of 12%).
- An increase of 219% in the numbers of patients scoring Level 4 (the highest level) (against an average across East Sussex providers using the PAM of 10%).



##### Primary Care Data

Primary Care service usage data of over 600 patients 2015-2018 continually showed a reduction in service usage for patients who have completed KYOH's Health and Well-being Coaching of 18% on average.

Closer analysis also indicated that most patients returning to see their GP were returning for positive self-management reasons. There was also significant evidence of more effective Shared Decision-Making conversations between patients and their GPs.

“It turned my head around, so I feel differently now and found determination to get up and on.” Lewes patient

“We're just at the tip of the ice-berg of who this could help.” Lewes GP