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Supported self management

‘We will do more to support people to manage their own health’

‘We want to empower and support the increasing number of people living with long term conditions’
The main elements of successful supported self-management include:

- personalised care-planning
- structured education and information, including peer support
- access to health care professionals and trained specialist advice in regular structured reviews when needed
- emotional, psychological and practical support, including from peers, family, friends and carers.

‘People in Control of their own health and care’. Kings Fund in association with National voices November 2014
Bloomsbury Clinic: Peer support services

Background:
• 1999: patient advisory group
• Kings Fund millennium award to promote leadership
• 2003: First Bloomsbury patient network workshop
• 2004: Paid patient representative (14 hours)
• 2012: 3 part time patient representatives (1.2 WTE)
Bloomsbury clinic: Peer support services

Patient representative responsibilities:

• One-to-one peer support:
  - Advice and advocacy for all psych-social issues.
  - Provide a signposting/bridging Role to external organisations
  - Meet and welcome newly diagnosed patients
  - Referral to in-house counselling and psychological services

• Representation of patients on management and external committees and advisory panels

• Improving engagement and self management - through courses, workshops and forums (Bloomsbury Network)

• Education: patients, health care professionals, students
Bloomsbury Patient Network

Patient representatives administer, organise and facilitate in-house:

- Motivational workshops
- Educational forums
- Social events
- Newly Diagnosed Courses
- Hep C co-infection courses
- Web-site – [www.bloomsburynetwork.co.uk](http://www.bloomsburynetwork.co.uk)

Central London and North West NHS Foundation Trust
Outcomes

January to December 2014:

• 1034 patients seen for peer to peer support
• Patients were signposted to over 80 external organisations
• 953 patients attended Bloomsbury Network forums, workshops, courses and events
• 500 people have completed the newly diagnosed course since it started in 2009
• Active patient representation on Bloomsbury Clinic management meetings
• Engagement of patients in service change, major research projects and national policy

Who used the service:

42.1%  - UK born
49.3%  - Gay or MSM (men who have sex with men)
28.1%  - Heterosexual female
21.3%  - Heterosexual male
1.3%   - Not specified

Central and North West London NHS Foundation Trust
Peer support

Main concerns of patients accessing patient representatives

- Social isolation 33.4%
- Fears around disclosure 27.3%
- Fears of discrimination 27.3%
- Medication issues 21.8%
- Counselling 17.6%
- Housing 15.9%
- Physical health 14.3%
- Sexual health 12.1%
- Benefits 10.6%
- Employment 10.1%
Peer support services

“I just wanted to thank you for all your help and support. Your approachability, understanding and advice were invaluable in helping me to cope with a very traumatic period in my life. Thank you so much.”