
Expert Patients Programme

Community Interest Company

↘ Investing in Self Care



**Expert Patients
Programme**
Community Interest Company

NHS Policy

- Self management major part of Government policy since 1999
- Expert Patient Programme set up in 2002
- Further commitment in 2006- set up as social enterprise
- Current policy- re enablement, choice, information revolution
- Quality, efficiency, effectiveness



Expert Patients
Programme

Community Interest Company

What is the Expert Patient Programme Community Interest Company?

- ↘ Not for profit
- ↘ Volunteers and paid staff
- ↘ Directly provide around 6000 course places
- ↘ Support core activities
- ↘ Network of around 1500 deliverers



Full evaluation of CDSMC

- ↘ RCT
- ↘ Cost effective- QoL at six months
- ↘ Improvement in self efficacy
- ↘ Emotional well being
- ↘ Those with poorest baseline made significant change

Design had limitations



Expert Patients
Programme
Community Interest Company

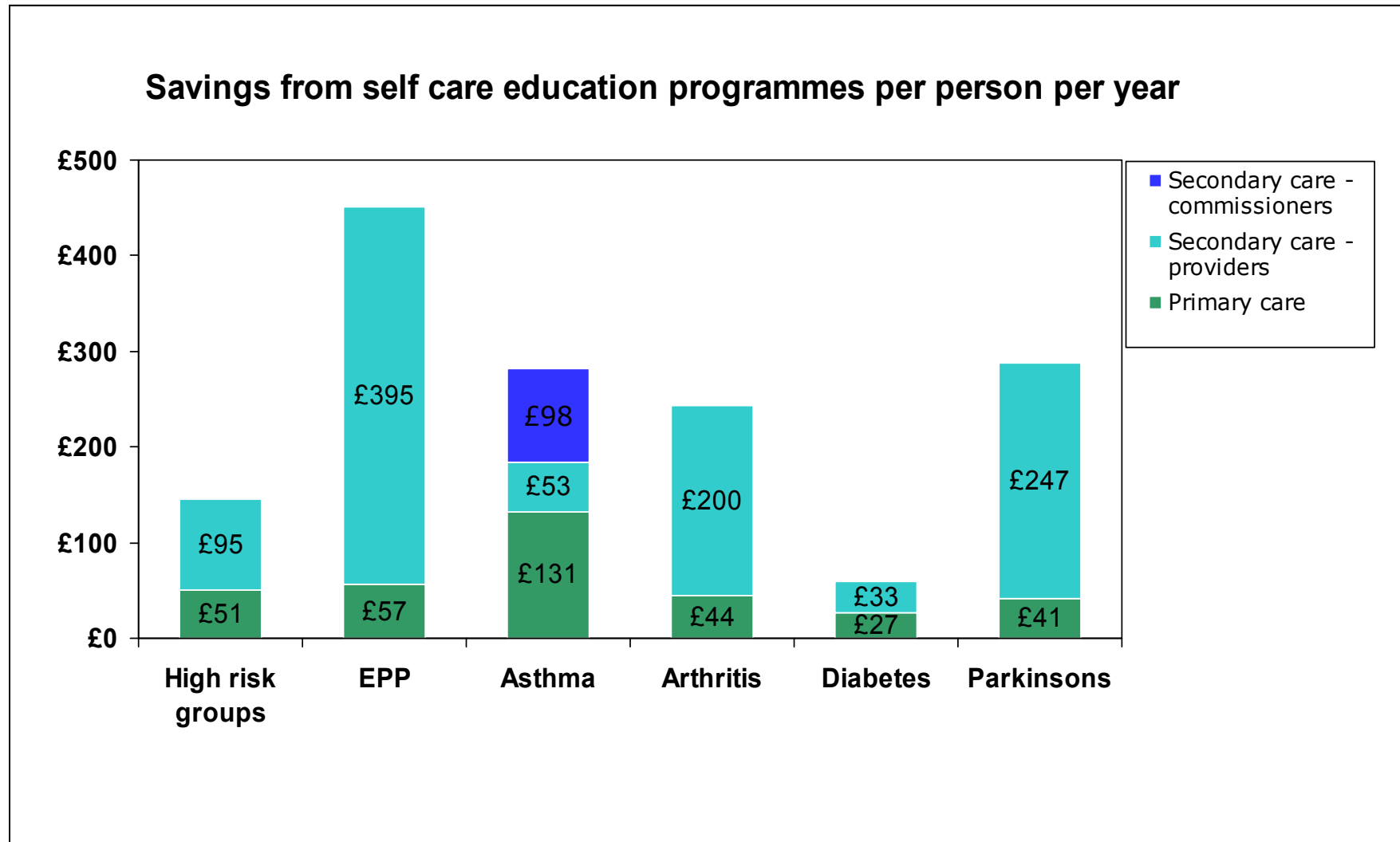
Department of Health

The key outcomes (all statistically significant)

Use of care services	% decrease
↘ GP consultations	7%
↘ Outpatient visits	10%
↘ A&E attendances	16%



Economic Benefits of Self Care – Summary of Savings



Health Education Impact Questionnaire (HeiQ)	Proportion of participants with an substantial improvement at follow up
Health-Directed Behaviour	high
Positive and Active Engagement in Life	high
Emotional Well-Being	medium
Self-Monitoring and Insight	variable
Constructive Attitudes and Approaches	variable
Skill and Technique Acquisition	High
Social Integration and Support	variable
Health Service Navigation	low



Examples of change

Before attending an EPP course	After attending an EPP course
Passive role as patient	More active role in treatment/management
Did not attend appointments because of lack of confidence to communicate	Better communication skills and confidence building has helped participants to attend the scheduled visits.
Apathy towards acting upon medical advice, treatment and exercise	Take part as an equal stake holder in treatment plan and treatment towards better self-management and well being
Unable to control symptoms and unawareness of self-management techniques resulted in booking unscheduled visits to see health professionals	participants able to deal with day to day life and symptoms They no longer make as many or any unscheduled visits to see health professionals



Cost benefit

↘ **£ 3:1**

Should not need to justify on a cost basis-
only part of story



Expert Patients
Programme

Community Interest Company

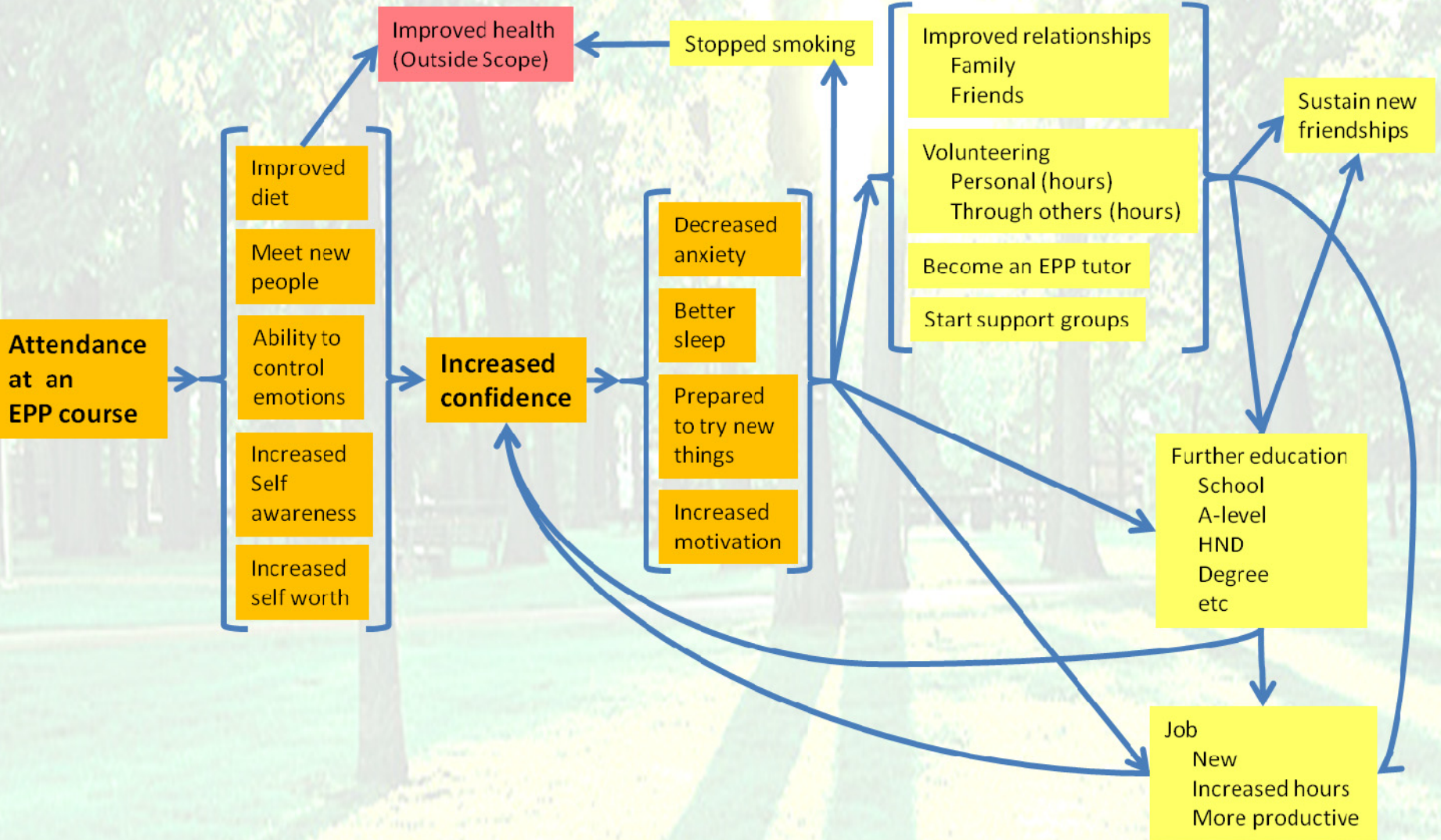
Social Return on Investment

- ↘ Our activities create and destroy value; they change the world around us
- ↘ a framework for measuring and accounting for this much broader concept of value
- ↘ SROI is about value, rather than money
- ↘ SROI = economic, environmental and social
- ↘ – Identify the social (non-clinical) outcomes which happen as a result of various EPP related programmes

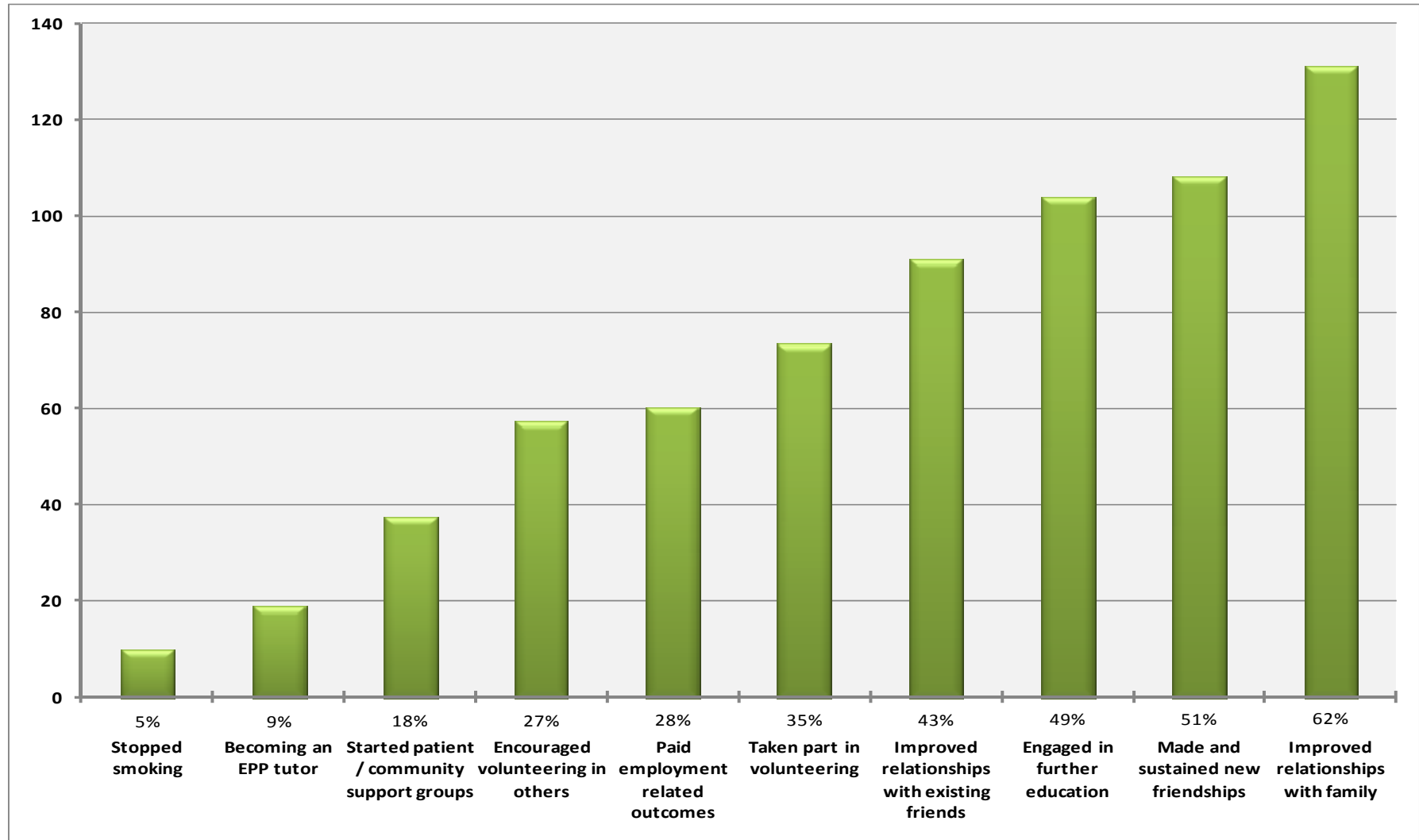


Theory of Change

ACTIVITY	INTERMEDIATE OUTCOMES	OUTCOME DESCRIPTIONS	MEASURED IN QUESTIONNAIRE
----------	-----------------------	----------------------	---------------------------



Early Findings- Modelled Outcomes Experienced by population within scope



Targeted approach

↘ – The impact of the activities over the last financial year (i.e. April 2009 – March 2010).

↘ Substance and alcohol misuse- 6:1

↘ EPP slightly lower at 2:1 but higher health saving



Expert Patients
Programme

Community Interest Company

Still not enough!

- ↘ CDSMC and self management is asked for higher levels of evidence than other programmes
- ↘ traditional patient education often not evaluated for value and effect
- ↘ Many nurse led programmes have much poorer evidence base



Expert Patients
Programme

Community Interest Company

Where do these programmes fit?

Clinical pathways?

Community based?

Do we need a new paradigm for health education?

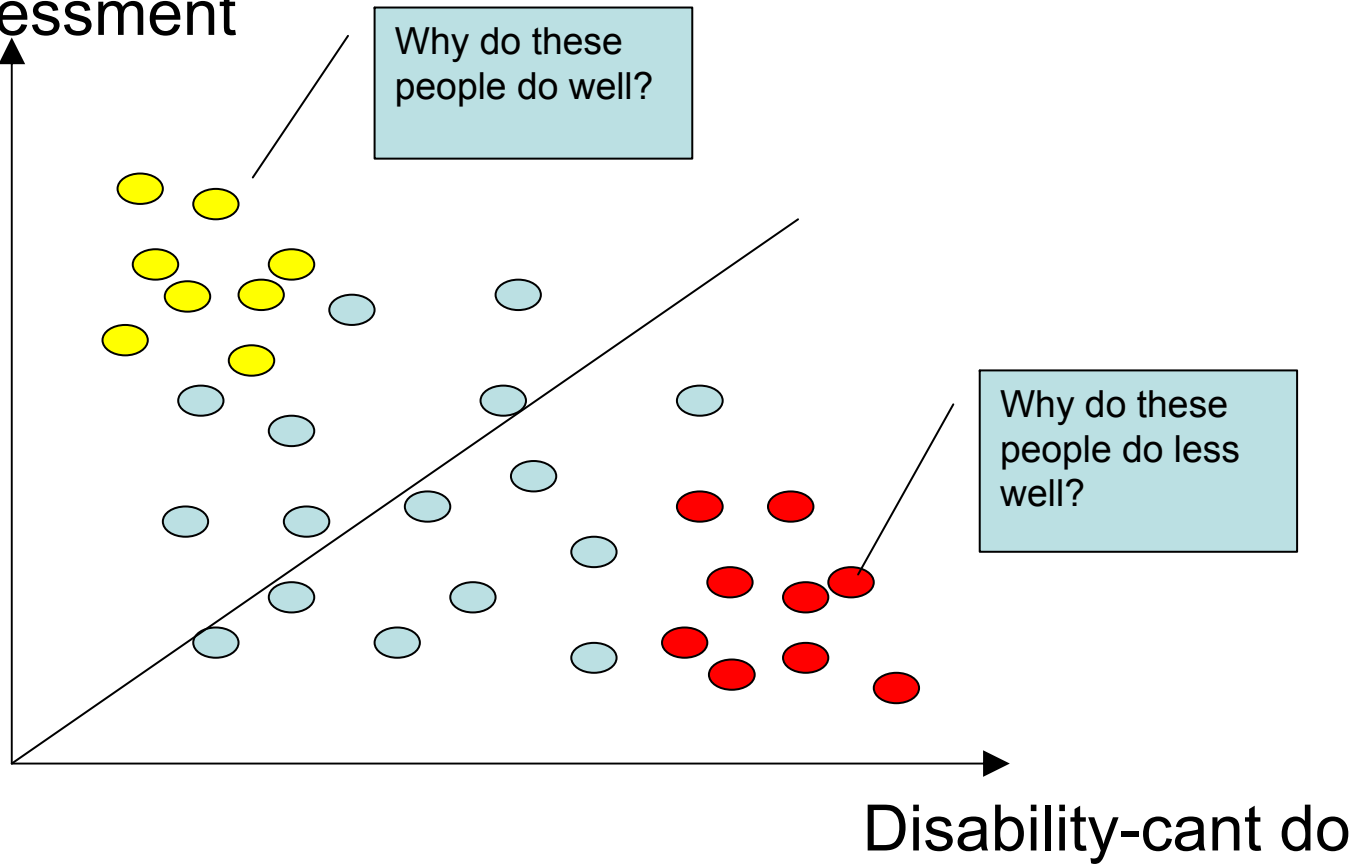


**Expert Patients
Programme**

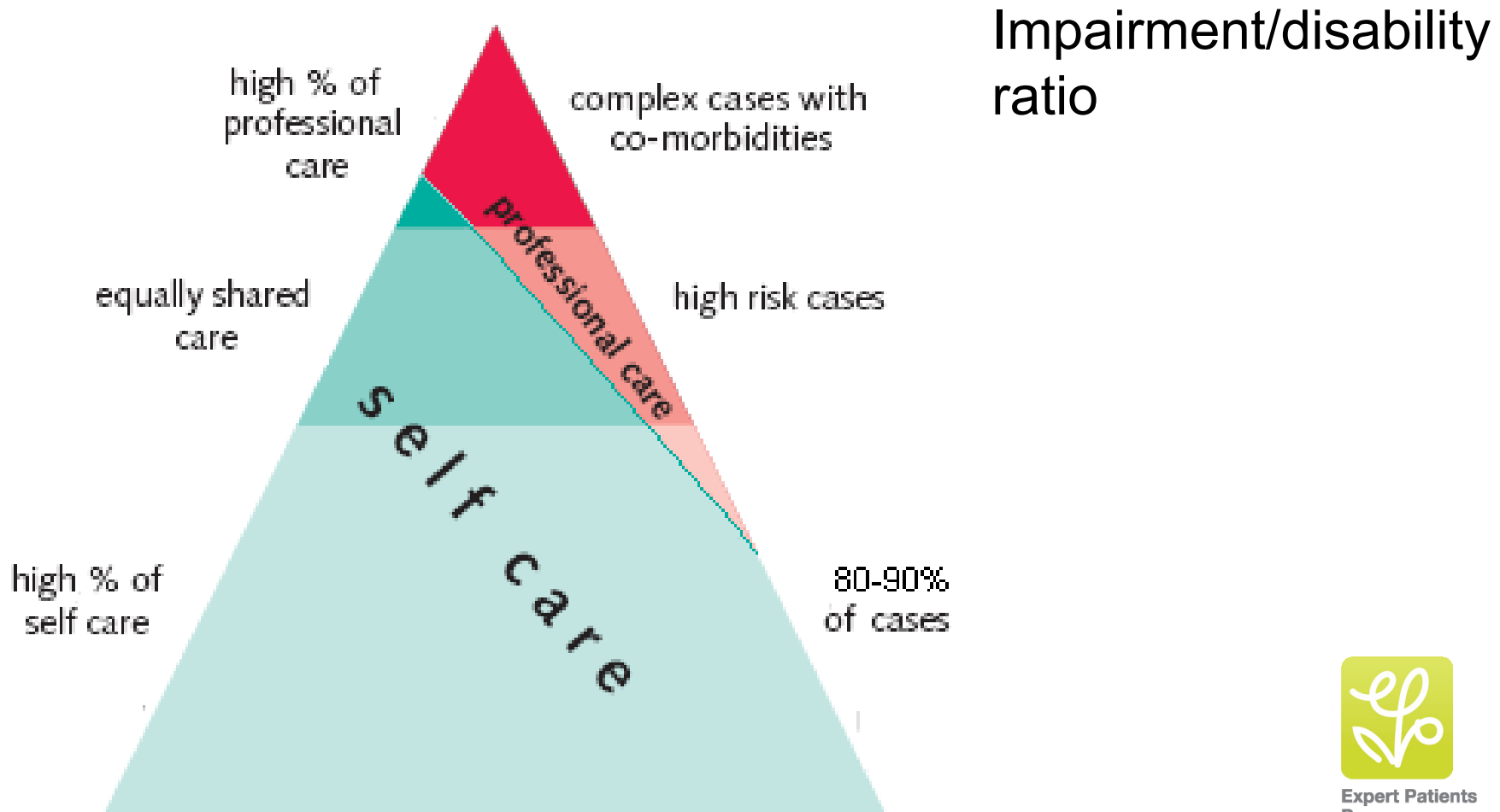
Community Interest Company

Who benefits most?

Impairment clinical
assessment



Understanding the patient population

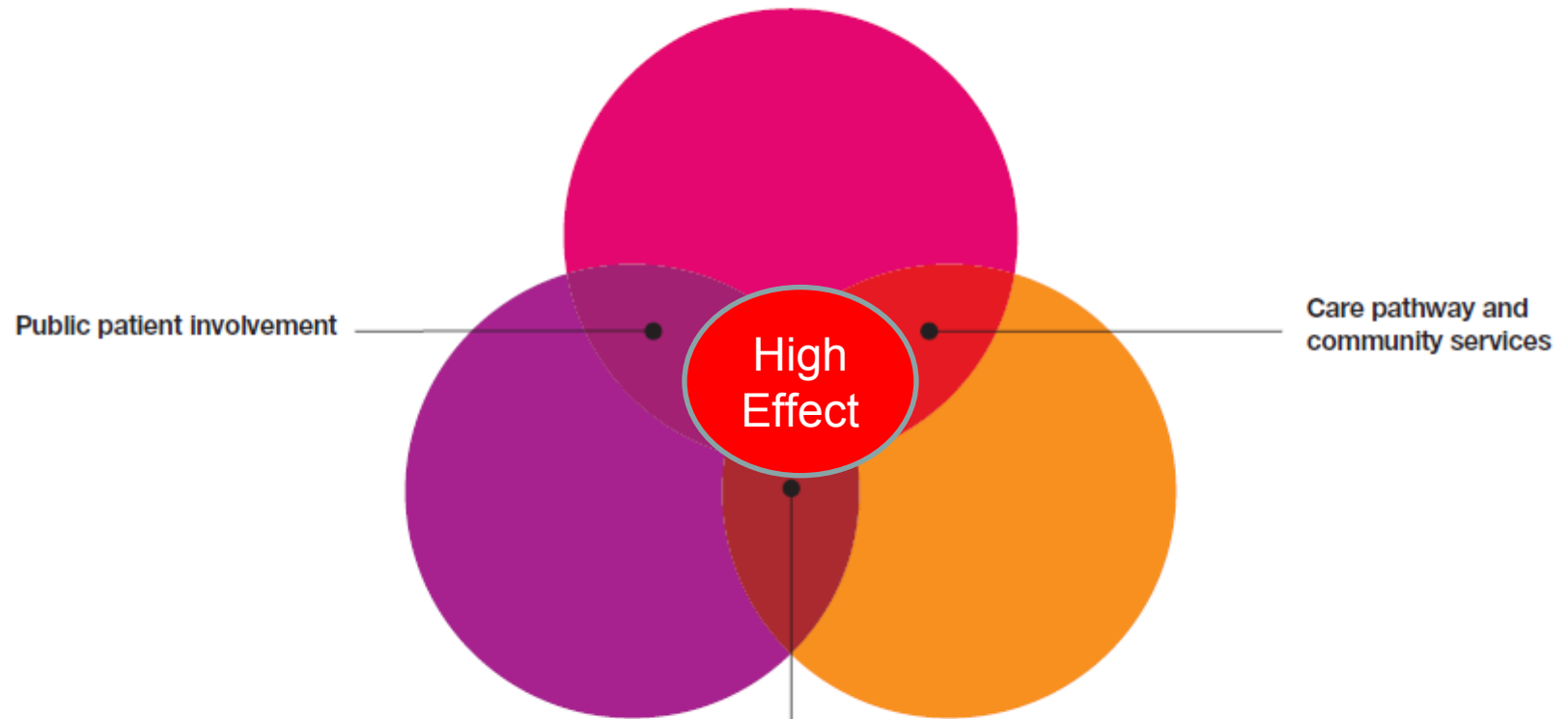


Expert Patients Programme

Community Interest Company

Service design

- ▾ World class commissioning
- ▾ Open access
- ▾ Patient centred services
- ▾ Self referral



Activated patient

- ▾ EPP
- ▾ Self Care for You
- ▾ DESMOND
- ▾ Synergy

Activated clinician

- ▾ Core competancies in self care
- ▾ Clinician development programmes

What are we doing?

↘ Integrated self management pathways

↘ GPs – self care menus

↘ Shared risk

↘ Payment by results



Expert Patients
Programme

Community Interest Company

Self management support should be
the organising principle for all
pathways



Expert Patients
Programme

Community Interest Company
