



Case Study - Health and Wellbeing Coaching

Supported Self-management Programme (SMP)

NHS Lambeth CCG

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)

Activation Levels achieved through KYOH's Health and Well-being Coaching

Using the PAM® as the activation measurement tool for 15 patients with Diabetes completing Health and Well-being Coaching between April and November 2018:

- An average 10-point (17%) improvement in activation levels, from an average 57.5 to 67.5, across the population of those completing agenda-free health coaching
- A 100% reduction in the numbers of patients scoring Level 1 (the lowest level)
- A 500% increase of in the numbers of patients scoring Level 4 (the highest level)



10 of the 15 showed measurable improvements in one of more of HbA1c, blood pressure, weight loss.

In addition, the following outcomes were reported by participants:

Changed mindset; steps taken to deal with challenging life circumstances and achieve greater wellbeing; reduced stress; sleeping better; healthier eating and increased exercise to improve blood sugar levels; committed to gradually losing weight by watching diet and walking more; happier in self; making positive changes to everyday life; increased focus on getting back to work; accessing local services to enhance physical and social activity; taking steps to improve emotional and mental wellbeing so better able to tackle weight management; improving confidence and gaining more information in consultations; stopped smoking; looking after self, doing enjoyable activities to rest and relax; managing anxiety; feeling stronger and more able to cope; recognised desire to create more friendships and broaden social circle; deciding to ask more questions at medical appointments so not confused and more confident; increased awareness of impact of lifestyle on health; wanting to avoid becoming diabetic; managing stress; joined a dance class; lost weight; reduced sense of loneliness; reduced alcohol intake; making major life changes; eating a healthier diet; building up exercise; engaging proactively with blood sugar levels; setting up cycling app; eating more vegetables; drinking more water; pacing self better to manage pain, trying to help the joints and build fitness.

"It's given me the confidence to know I can make the changes and carry on doing it." Lambeth patient

"I believe this health coaching approach is the most effective way of changing behaviour and improving health outcomes that I have seen in my 20 years as a GP in Lambeth." Lambeth GP