

Listen to you and support you

Your self-management coach is a specially trained professional who understands how your condition can impact on your life. They know you want to improve your quality of life; how you might feel and your desire to stay out of hospital.

They are committed to listening to you, learning about your life and supporting you to make changes that lead to improvements. Self-management coaches can help you take control of your condition and help you to look forward to the future with confidence.

What can we do for you?



**To find out more, please contact
your GP and mention Bradford
Telecoaching**

Bradford Telecoaching service partnership between Local Care Direct and Turning Point on behalf of Bradford City and Bradford District Clinical Commissioning Groups:

**TURNING
POINT**
turning lives around



TURNING POINT

Turning Point is a leading health and social care organisation providing services for those with complex needs including: substance misuse, learning disability, mental health, employment, offending behaviour and primary health care. Our specialist skill is providing integrated health and social care services which help

change behaviours and address social, economic and health-issues.

www.turning-point.co.uk



Local Care Direct

Local Care Direct is an award-winning community-owned healthcare provider delivering a wide range of NHS services across West and North Yorkshire.

We care for people 24/7 365 days a year and whether you have a routine or urgent health problem, a long term condition you are living with or a sudden change in your health, Local Care Direct can support you with services which ensure you get the right care, when you need it, delivered by people who care about you.

You can find out more about our services at

www.localcaredirect.org

Bradford Telecoaching

Bradford Telecoaching - Working
in partnership delivering Supported
Self-Management



**TURNING
POINT**
turning lives around



**Supporting you to manage
your health conditions at home**

INFORMATION FOR PATIENTS

Telephone you at home

Your self-management coach will telephone you at times and on days that they agree with you. The first telephone call will be an assessment for you to talk to your coach about the impact that your health conditions is having on your life. Your coach will ask some questions that will help them to understand the things that are important to you and how they can help you.

Following your first session, your self management coach will work with you to agree on a suitable package that will support you to set some achievable goals. They will continue to support you over a further period of six sessions, working at a pace that is suitable for you.



They will help to keep you motivated and support you to develop an understanding of your condition and how your thoughts, moods, behaviours, physical reactions, and your environment, are interconnected and why they may be influencing how you feel each day. When the six sessions of support are complete your self management coach will arrange to contact you again, after a number of weeks, to see how you are getting on.



Provide practical advice

Your self-management coach can suggest practical options for your after care, including suggesting local community groups and national organisations that you can contact to get further advice and support about your symptoms, improve your health and introduce you to people who have similar conditions that you can be in contact with. Coaches may also suggest types of support that you have not tried before, such as new computer-based courses aimed at tackling anxiety or low mood along with the latest leaflets, books, web sites and DVDs.

Bradford Telecoaching The Support you need today

Half of all GP appointments are taken up caring for people living with long-term conditions. As the population ages, the proportion of people affected and the demand on health and social services will continue to rise. So health care appointments are generally fixed and regular. We know in the periods between appointments that your ability to respond and manage changes in how you feel has a direct effect on your health and wellbeing.

Our new Bradford Telecoaching service aims to support you to become more confident in managing between appointments. You will jointly build a long-term plan of action that aims to keep you at home, feeling in control and doing things you enjoy.

