

Referral to Bradford Telecoaching

What You Need To Do

This service is designed for patients diagnosed with at least one physical long term condition (LTC) who would benefit from a structured approach supporting them to better manage living with their chronic conditions.

The service is not condition specific; it aims to support behavioural change leading to greater motivation, confidence and wellbeing for patients, assisting them to become active partners within their care team to manage their own care.

Referring your patients to Bradford Telecoaching is easy to do.



Just complete the Referral Form on SystmOne and post/fax/email it to us.

When referring a patient who could benefit from the service, please hand them the Bradford Telecoaching INFORMATION FOR PATIENTS leaflet.

We value your comments. If you have any suggestions that you would like to share with us, please get in touch by email. If you would like us to visit your practice so that your staff can learn more about the service, we would be happy to arrange with you a suitable time to do so.

To find out more please telephone or email

Contact Details:

Email: bradford.telecoaching@nhs.net
Telephone Number: 0113 220 6581

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 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



Supporting patients to manage their chronic conditions at home

INFORMATION FOR REFERRERS

Bradford Telecoaching

Bradford Telecoaching is a pioneering new service designed by Turning Point and Local Care Direct, commissioned by Bradford City CCG and Bradford Districts CCG. The service is designed to be suitable for any patient with:

- A long term physical condition
- Newly diagnosed with a single condition
- Multiple conditions
- Individuals with co-morbid mental health issues who may have been living with their conditions for some time.

The service offers ‘**Self-Management Coaches**’ who are trained to assess and deliver the kind of support patients need to help them to understand the impact of their conditions on their life; develop their coping skills to improve their health and psychological wellbeing; develop their confidence as well as a sense of control and quality of life. Patients will be given the tools to be better equipped, to manage well between appointments and will be supported by their health care team to become an active partner in designing and managing their care; decreasing their need for unplanned interventions.

The service seeks to work on a shared care basis with referring GP’s, who will receive individual patient summary reports and regular updates on the development and performance of the service.

Referral criteria:

- Registered with a GP in Bradford City or Districts CCGs
- Over 18 years old
- At least one documented chronic long-term physical condition
- Reasonable cognitive ability
- Can engage in regular telephone conversations
- Would benefit from support to better self-manage their condition
- Have basic level of English or Urdu as their first language.

How can Bradford Telecoaching help?

Bradford Telecoaching is an innovative way of delivering evidence based, psychological and motivational interventions to help improve patients capacity and motivation to self-manage their chronic health conditions. The service is delivered by specially trained self-management coaches with a strong basis in psychology/counselling.

Coaches provide practical support, motivational coaching, health information, guided self help and care navigation to other appropriate services and local community resources. They understand LTC’s and the impact they have on lives and can help individuals to identify goals and build a plan of action that aims to keep them at home and well for as long as possible.

Self management coaches use an internationally recognised assessment tool, Health Education Impact Questionnaire (heiQ) that measures patient Health Literacy across a number of domains. The result helps them co-produce a package of support with each patient based on the areas the

patient feels are most important for them. At the end of the six sessions of support, re-assessment gives a measure of distance travelled, and improvement in quality of life. GP’s will receive a copy of the heiQ assessment scores and the patients’ support plan.

Benefits for Primary Care

- Compliance with QIPP for LTC’s
- Improved Care Planning and Shared Decision Making with Activated patients
- Reduction in inappropriate use of primary care
- Improved Patient Experience & Access
- Improved medicine compliance
- Improved care co-ordination and communication

Self-Management Coaches:

- Contact patients within 7 days from receipt of referral
- Arrange a 40 minute telephone assessment using the Health Education Impact Questionnaire
- Discuss the impact of the LTC on the individual’s quality of life
- Explore psychological impact
- Co-produce a personalised package of support with the patient and provide a copy to the GP
- Provide up to 6 telephone support sessions and agree 2 follow up sessions
- Develop links with statutory and non statutory services and organisations to ensure a seamless pathway of care and support
- Develop peer support links
- Identify changes in symptoms or deterioration in health and refer appropriately, keeping the GP informed

If you would like more information on our services, or would like to speak to one of our specialist staff, please contact us via the following ways:

Email:
bradford.telecoaching@nhs.net

Telephone Number:
0113 220 6581

Website:
www.localcaredirect.org

