

Health Coaching Better conversations, better care

Living with chronic long term illnesses can be challenging and distressing for patients - which is why they often visit their clinicians. Adding a health coaching approach to the tool box of communication skills you use in your consultations can help promote patient self-sufficiency, satisfaction and motivation, enabling people to manage their condition with greater independence and self-confidence.

What is health coaching?

Health coaching is talking to people with long term conditions in a way that supports and empowers them to better manage their own care, fulfil their self-identified health goals and improve their quality of life.

What are the benefits of health coaching?

- Improves communication fundamental to care. Last year, complaints to the GMC about communication increased far more than complaints generally (up 65% vs. 24%)
- Encourages people with long term conditions to prioritise their health and do more to care for themselves
- Enables clinicians to shine the spotlight on personal awareness and responsibility in a supportive manner, and transform the clinician/patient relationship
- Can increase patient self-sufficiency, satisfaction, confidence, motivation, compliance, and reduce costs for organisations

What skills will I learn?

You will learn a combination of tools and techniques you can use every day with patients that support behaviour change and help you listen, build rapport and challenge more skilfully, as well as set goals, motivate and encourage your patients.

Which teams and patients would benefit most?

The skills are useful with all patients but particularly in the following areas: with long term conditions, mild anxiety, depressions, medication compliance, pain management, lifestyle, recovery and rehabilitation.

What's in it for me and my patients?

- Improving patient experience and quality of care
- Reducing complaints especially around communication
- Builds relationships with colleagues, and collaborative working using a common language
- Enhances local plans for managing patients with long term conditions
- The skills are useful for all patients but particularly for those with long term conditions
- Better/quicker patient outcomes
- Less patient contact

Who uses it locally?

East Coast Community Healthcare has already put the majority of their Adult Services teams through the training.

Please car share where possible-parking is limited and remember to wear your name badge.
Continue for further information and dates.

Who can participate? – All clinical staff in a Primary Care setting.

How does it work? - You will attend **both** days of the 2 day coaching programme, with an interval in between so you can begin to use your new skills.

How do I reserve a place? - To book your place please call 01502 718674 / 07500 929103 or email tracey.bullard@nhs.net

Are refreshments provided? - Yes refreshments and a light lunch are provided. Email tracey.bullard@nhs.net if you have any special dietary requirements.

What do previous participants have to say about the programme?

"This is the most powerful course I have ever had the privilege of attending. I left completely inspired, and couldn't wait to start applying the techniques and the different approach"

"This was definitely the best course I have been on in years; it's going to help me a lot, thank you"

"This course has changed my everyday practice and made managing patients with long-term conditions much less stressful" – David Sweeting, Physiotherapy Clinical Specialist (ECCH)

"This approach can be adapted to any clinical and non-clinical situation and helpful in an appraisal setting" – Noreen Cushen, Deputy Director Adult Services North (ECCH)

Friday 17th June at Beccles House, 1 Common Lane
North, Beccles NR34 9BN

and

Friday 1st July at Ellough Training Centre, Unit 15,
Ellough Industrial Estate, NR34 7TD

Please note both dates **MUST** be attended.