
Expert Patients Programme

Community Interest Company



The Expert Patients Programme

Jim Phillips



**Expert Patients
Programme**

Community Interest Company

What is the Expert Patients Programme Community Interest Company?

The Expert Patients Programme pilot was launched by the NHS in 2002.

Following the success of pilot, EPP was Established as a Community Interest Company on 1st April 2007

Over 5,000 courses have been delivered to date to over 70,000 participants.



Expert Patients
Programme
Community Interest Company

What is the Expert Patients Programme - EPP

- The original course content is the Chronic Disease Self Management Programme (CDSMP) licensed by Stanford University to the English Department of Health in 2002
- The CDSMP is delivered all over the US, Canada, Australia, Hong Kong and in many other countries and languages worldwide
- Since 2002 in England a number of further derivatives and delivery methodologies have evolved



What is self management training

- Typically, a six/seven module group intervention (course module)
- Delivered weekly in community venues
- Each module 2.5 or 3.5 hrs
- 10 – 15 participants, lay tutors
- Courses for health professional and young people use different formats



Complements the skills and expertise of health professionals

The aim of the course is to equip participants with the confidence, skills and motivation to manage their health better, co-work with social and healthcare professionals and take control of their lives.



Expert Patients
Programme
Community Interest Company

-
- For many with a LTC the areas that need to change are directly under their sphere of control of the patient and not the clinicians
 - Self-management is about dealing with the impact a LTC has on a persons daily life
 - Patients are an under used resource - their experience is still not being recognised
 - Clinician training and health literate patients deliver better decision making, major costs savings and improved patient outcomes.
 - Service configuration “enables” best patient support and improved care



Course participants learn how to:

- Set goals, problem solve and make action plans
- Ask questions about their treatment
- Identify shared experiences with others
- Develop their communication skills
- Manage their emotions and daily activities
- Manage relationships with family, friends, work colleagues, care teams and health care professionals
- Find health resources
- Understand the importance of exercise and healthy eating
- Manage fatigue, sleep, pain, anger and depression.



DH Internal Monitoring

– Key Findings 1

- 16% fewer admissions to A&E departments
- 9% fewer visits to GPs and outpatients
- 10% increase in taking medicines as prescribed j1
- 15% increase in visits to pharmacists
- 6% increase in number of people using health information
- 33% increase in number of people feeling better prepared for consultations with health care professionals



Slide 8

j1

this tends to need an explanation to non uk audience

jim.phillips, 02/09/2009

DH Internal Monitoring

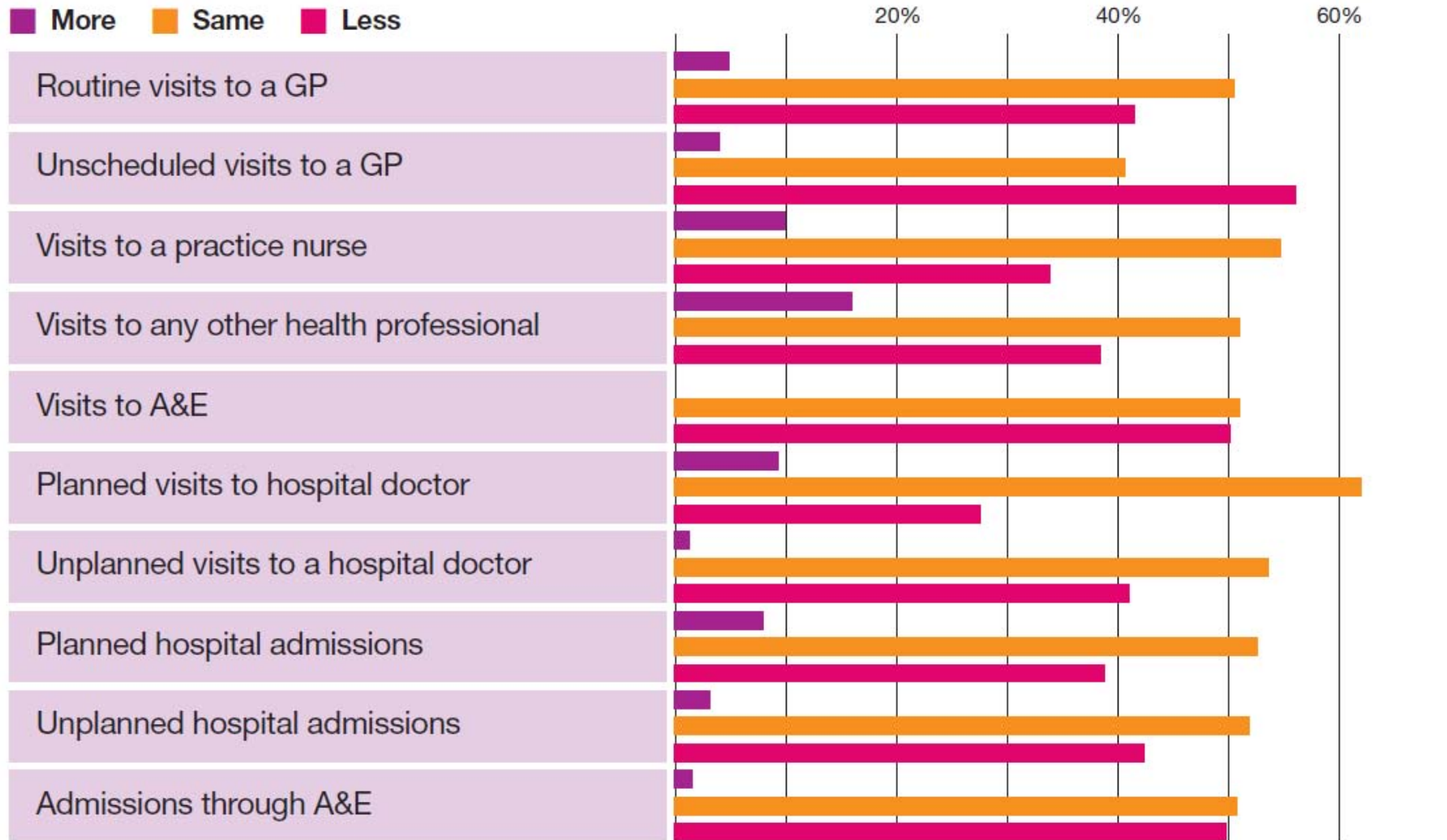
– Key Findings 2

- 30% of people showed significant reduction in feeling of **depression and 'lacking in energy'**
- Felt intensity of **pain, breathlessness, tiredness and depression** was less for 38% of people
- Increase in **confidence** levels for 45% of people that they would not let pain, breathlessness, tiredness or depression interfere with their lives
- 17% reduction in number of **days off work**



Survey Results

More Same Less



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

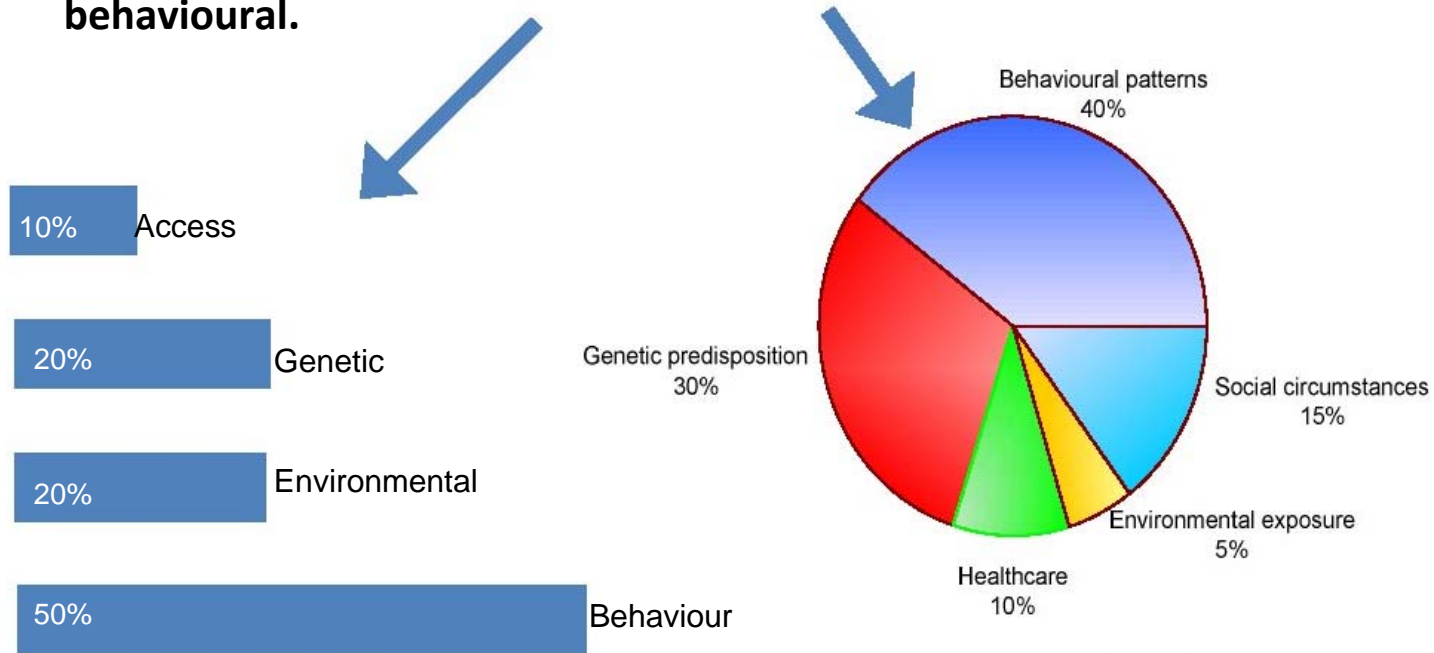


The patient	The clinician	The service
Works with clinician on care plan	Works in partnership with patient to agree care plan and regularly review	Is designed so that supports care planning and 'Expert Patients'
Takes on responsibility for making changes to diet, managing medication, following treatment plans	Ensures changes to lifestyle and goals are appropriate to patient's ability to change	The patient can access a range of support services when they need them and in a timely way
Given support to deal with problems in changing behaviour, achieving goals etc	Uses action planning, problem solving as key skills in supporting patients and as part of review process	The experience of the patient feeds directly back into service design



Factors that affect health

Factors that affect health and mortality are principally **behavioural.**



McGinnis et al.
Health Aff (Milwood) 2002;21(2):78-93

Source: IFTF, Center for Disease Control and Prevention

Pfizer Health Solutions



**Expert Patients
Programme**
Community Interest Company

Reasons for high usage are complex- self management just one small part

- ↘ Social and environment key factors
- ↘ Poverty
- ↘ Unemployment
- ↘ Family
- ↘ Housing
- ↘ Education



“It is not enough for the physician to do what is necessary, but the patient and the attendants must do their part as well, and the circumstances must be favorable.”

*Hippocrates, Fifth Century B.C.
(Chadwick, 1950)*



**Expert Patients
Programme**
Community Interest Company

Some of the courses now available are:

- Carers courses: Looking after me and Supporting parents
- WISE UP which explains the EPP for social care and health professionals
- Forward steps
- Persistent pain
- New beginnings
- Support for people in recovery from substance and alcohol
- Positive self management
- Young peoples workshops
- and several disease specific products



The dominant paradigm for motivating behaviour change

Most healthcare staff believe that explaining why patients should act in certain ways will lead to changed health behaviours.

They believe that long term benefits will motivate good self-management.

If it does not work patients must be, or stupid or too lazy to save themselves.

For some patients it does produce change.

BUT much less commonly in those with the highest burden of illness.

50% of cardiac illness is manifest in the 10% most deprived of the population.



“What fits your busy schedule better, exercising one hour a day or being dead 24 hours a day?”



**Expert Patients
Programme**
Community Interest Company

Summary

- Self Management is the means by which people can develop confidence and skills to take control of the daily management of their health condition.
- The aim is to attain the greatest possible quality of life by **working with healthcare professionals and** to make the best use of all available resources including the patients own.



What participants say about EPP:

“I feel less isolated. It’s been great to be part of a group where everyone understands.”

“Makes you feel that you CAN do it”

“My life has taken a turn for the better since the Expert Patients Programme”

“I have learnt a lot from this course especially about exercise, action planning and better breathing”



Expert Patients
Programme
Community Interest Company

Find out more:

Visit our website

www.expertpatients.co.uk

or

Give us a call on

+44(0)207 922 7860



Expert Patients
Programme

Community Interest Company
