

# Health coaching for people with long term conditions

Yeovil NHS Trust has worked together with local GPs to introduce health coaches in GP practices. This is as part of an Enhanced Primary Care service, which includes a wider range of professionals to help support people to manage long-term conditions.

## Why?

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Somerset, like many areas, is facing a combination of problems with recruiting and retaining staff, and more and more people living with multiple long-term conditions.

## How is it rethinking medicine?

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Health coaches have a dedicated role for providing person-centred care to support people with long-term conditions.

## How does it work?

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GPs refer people with long-term conditions to health coaches in their practice. The coaches use personalised coaching techniques to support the person to manage their condition and reach their personal goals. To inform their conversations they use the Patient Activation Measure (PAM) questionnaire to assess a person's knowledge, skills and confidence.

## How was it set up?

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South Somerset was one of NHS England's [vanguard sites](#) for integrated Primary Care and in 2015 was awarded £4.9m in funding to develop the wider programme. The new model was developed by GP-led working groups, which helped ease the transition. [TPC Health](#) delivered skills development training for the health coaches.

## What has it achieved?

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As of December 2017, there were 50 health coaches in GP practices in Somerset and they had:

- supported over 12,500 people with long-term conditions
- completed over 1,500 personalised care and support plans
- administered over 2,500 PAM questionnaires.

# rethinking medicine

## What can we learn?

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Important aspects of the project include:

- initiating and including non-traditional staff posts – ie health coaches – to provide a particular type of personalised support
- GPs leading the working groups – ensuring leadership from the professionals whose day to day practice would be impacted
- training for health coaches to enable effective person-centred care.

### Further reading

<https://www.betterconversation.co.uk/blog/detail/the-role-of-health-coaches-and-the-symphony-vanguard-programme-in-south-somerset.html>

<https://www.england.nhs.uk/personalisedcare/upc/comprehensive-model/case-studies/health-coaches-working-with-gps-to-help-people-with-long-term-conditions-in-yeovil/>

<https://yeovilhospital.co.uk/about-us/symphony-healthcare-services/>

<https://www.england.nhs.uk/gp/case-studies/the-symphony-programme/>

<https://www.england.nhs.uk/wp-content/uploads/2016/12/pa-somerset-ccg.pdf>

<http://www.symphonyintegratedhealthcare.com/about-symphony/#timeline>