

## “What good self-management delivery looks like”

Self Management UK has provided support and self-management education to **1050** people across 2 South London Boroughs for **2** and **5** years respectively.

The population size across the 2 areas totals **611,325** with an approximate diagnosed with a long-term condition population of **183,400**<sup>1</sup>.

We offer generic courses to support people living with any long-term condition as well as courses specifically for people with mental health conditions and those who are carers.

Our approach to peer education helps us to achieve excellent results with **86%** average course completers.

We use various tools to evaluate the effectiveness of our work including the Patient Activation Measure (PAM), the General Anxiety and Depression (GAD-7) questionnaire and a patient satisfaction questionnaire. Using PAM, a gain of one point in activation scores contributes to improvements in multiple health behaviours; ***we achieve an average improvement in the score at follow-up of 3.9, which represents up to a 5% reduction in hospitalisation.***

**15+ hours** contact with  
self management uk



**4 hours** with healthcare  
professional<sup>2</sup>



### Primary reported long-term condition:

- **DIABETES** – **20%** of attendees
- **PAIN** – **12%** of attendees
- **HYPERTENSION** – **18%** of attendees
- **DEPRESSION** – **5%** of attendees



### Demographics:

- **78%** female
- **36%** British
- **30%** aged 65-74



### Over the total contract period:

- **1431** hours of course delivery
- **15 hours** of contact with each attendee and **3 points of contact** with self management uk
- **Average improvement in PAM score – 3.9**
- Average recruited to a course **12**

#### References:

1. Takes the national average figure of 30% of the population has one or more long-term condition and uses that 30% against the population size for the area
2. [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/215951/dh\\_124053.pdf#:~:text=lives%20dominated%20by%20the%20long%20term%20condition.%20Individuals,some%20will%20already%20have%20a%20good%20understanding%20of](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/215951/dh_124053.pdf#:~:text=lives%20dominated%20by%20the%20long%20term%20condition.%20Individuals,some%20will%20already%20have%20a%20good%20understanding%20of)

For more information call us on 03333 445 840, email us at  
[hello@selfmanagementuk.org](mailto:hello@selfmanagementuk.org) or visit us at [www.selfmanagementuk.org](http://www.selfmanagementuk.org)

# The National Picture

## Furthermore, long-term conditions account for:

- **50%** of all GP appointments
- **64%** of all hospital outpatients appointments
- Over **60%** of patients admitted to hospital as an emergency have one or more long-term health conditions such as asthma, diabetes or mental illness<sup>3</sup>
- **70%** of health and care spend
- **33%** of GP appointments

The Health Foundation (2018) stated: *“We ...know that some patients with multiple conditions find it difficult to manage their own health away from the NHS, and that those who find it difficult to manage their own health have more emergency admissions.... research suggests that emergency admissions are not inevitable for patients with multiple conditions, and could be avoided.... if patients were supported to improve their ability and confidence to manage their own health conditions”.*

There were 6.02 million emergency admissions in England in 2017/18, costing the NHS £17 billion. In 2015/16, one in three emergency admissions had five or more health conditions<sup>4</sup>.

**The most effective interventions...often include an element to support individuals to manage their own health and care<sup>4</sup>.**

### References:

3. <https://www.health.org.uk/news-and-comment/news/690000-ae-attendances-could-be-avoided-if-people>
4. <http://reader.health.org.uk/emergency-admissions>

## Survey :

In a Survey conducted by **self management uk** – 500 respondents said what was important to them:

- **62%** wanted the right advice to support them in managing their condition(s)
- **43%** wanted their GP to understand the difficulties of living with a long-term condition
- **38%** wanted healthcare professionals to treat them as an equal and to let them have a say in their treatment
- **25%** wanted to be able to connect with others living with the same condition(s)
- **24%** wanted to know what to expect from their doctor and/or healthcare professionals
- **24%** wanted to better understand their medication
- **18%** wanted their family to have the opportunity to learn more about their condition
- **48%** said that over five years had elapsed between the first diagnosis of their condition and them being offered a place on a self management course
- **42%** said that since going on the long-term health condition self management course, they have attended the Accident & Emergency (A&E) department less
- **30%** said that since going on the long term health condition self management course, they have needed to see the doctor or nurse at my local surgery less

The Department of Health estimates that the average annual health and social care cost per year for a person without a long-term condition is £1000. This rises to £3000 for a person with 1 long-term condition and to just under £6000 for a person with 2. Approximately “70% of the total health and care spend in England (£7 out of every £10) is attributed to caring for people with long-term conditions” <https://www.gov.uk/government/organisations/department-of-health-and-social-care>.