# Midlothian Wellbeing Service: beyond medicine

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**Midlothian GP Practices** 





#### We need to think differently about health & social care:

- Focusing on the whole person not only the disease
- Recognising the importance of physical, mental and social wellbeing
- Recognising the role which families, carers and communities have in helping people to stay well

**Recognising:** pressure on Primary Care

## Our Vision - Shifting Focus



The Health and
Social Care
Partnership will
make significant
changes in how we
deliver health and
care services.

'People in Midlothian will lead longer and healthier lives and will get the right advice, care, and support, in the right place at the right time'. We aim to achieve this ambitious vision by changing the emphasis of our services.

## **Shifting Focus**

Failure demand i.e. not getting it right

Prevention – Good physical and mental health:

Treatment and support

Recovery and reablement

Professional care

Self management and peer support

Reactive

Anticipatory care and planning for emergencies

Hospitals & care homes

Community based services e.g. Hospital at Home

Working in silos

Team working at local level

Opportunity costs

Improving quality and access

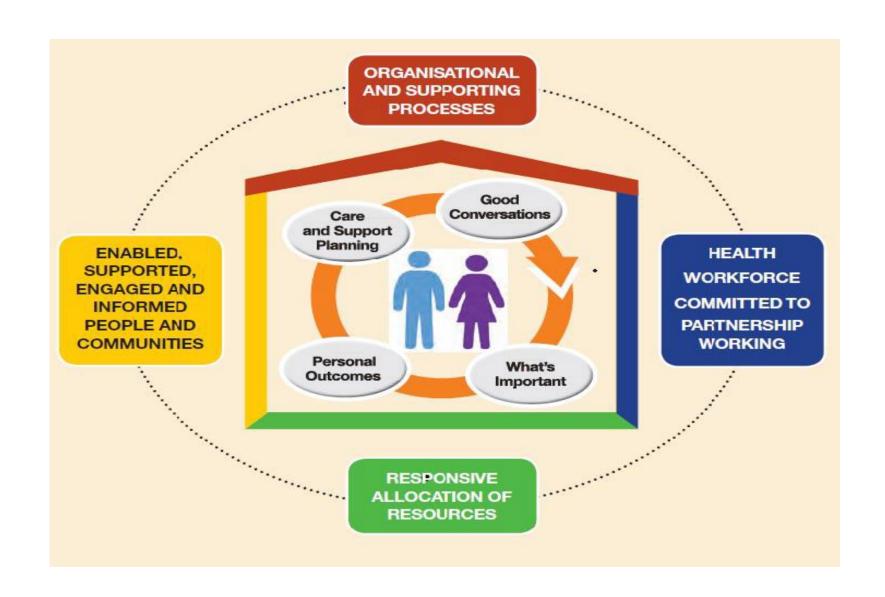
Health & care focus

Community planning i.e. housing, income, transport



## Who Are We Trying To Reach?

- People living with long term health conditions
- People with complex lives –often experiencing health inequalities
- People with low level mental health issues 19% of population on medication
- People for whom GPs are struggling to make a difference - and yet no obvious onward referral





- At Thistle, we work with the person, not the condition.
- We put the person at the centre and choose to see people as resourceful, strong and capable of change.
- Our starting point for working with people focusses on 'what is truly important for them'
- Our work with people has a persistent focus on change
- Our support aims to encourage change and build resilience for both individuals and communities.

#### WHAT THE WELLBEING SERVICE DELIVERED

GPs and other primary care staff refer people to the Wellbeing Service

A wellbeing Practitioner will make contact with the person and arrange to meet them on a **1to1** basis, usually at the GP Practice.

Practitioners use a Good

Conversation approach - focus
on what matters most to
people and what they want
to achieve from support.
Includes how to harness the
role of the person: their
strengths; social networks;
and community supports

Good Conversation training and other opportunities for shared learning

1:1 Groups Wider Local workforce services

**Facilitated groups** are available.

Lifestyle Management
& New Beginnings (loss and bereavement).
People are supported to attend by their Wellbeing
Practitioner – this improves attendance and engagement

People were
supported to access
local services.
Improves community
engagement and

engagement and more sustainable support



https://www.youtube.com/watch?v=IYAjc6Hcs0Y&feat ure=youtu.be

## The evaluation sought to answer:

 To what extent do we improve outcomes for people experiencing health inequalities?

 What impact, if any, did supporting people experiencing health inequalities in this way have on utilisation of primary care resources?



#### **OUTCOME MAP 1 - What the service is seeking to achieve for the individual**

What I do

Who with

How I feel about this

know and

What I do

Outcomes

engage in good about what matters to me

Wellbeing practitioners This is valuable

I know what is important to me in life

> I have the knowledge,

What I

can do

I make changes to improve my life

My life is better

conversations

Peers

This is about me

confidence and skills to manage my condition

> I know what supportis available to me and how to access

actively manage my health and wellbeing

appropriate services and supportswhen needed

My wellbeing is improved

am able to play an active role in my family, community and

I co-produce a plan that helps me achieve my

**Formal and** informal services and supports

There are things in my life I want to change

> This is a good conversation

How the service contributed to improved outcomes through raising awareness of the service and supporting the person

## What we do

Raise awareness with primary care colleagues about wellbeing and the support we provide

Provide support to the person to focus on outcomes in 1:1 sessions and groups

Build relationships with other agencies and refer participants to them

Engage in ongoing reflective practice, improvement, evaluation and share learning

## Who with

Participants

Practitioners

Primary care teams

Wider health and social care system

Third sector and community services

Community Planning Partnership

# How they react

This is a valuable and offective service

Wellbeing is importan

his will help us achieve out outcomes

# What they know and can do

Primary care know about and understand the service

Participants know what matters and have the knowledge, confidence and skills to change

Practitioners and participants know the support available and how to access it

The project team have skill in reflective practice, evidence and evaluation

People across the system know what is working and what can be improved

## Change to practice

Primary care make appropriate and informed referrals

Participants make changes and actively manage their health and wellbeing

Participants are referred to and access support from appropriate agencies

Learning is shared

Evidence is used to make the changes required

## **Outcomes**

People in need of support to manage their health and wellbeing engage with the service

Participants have improved wellbeing, live better lives and are able to participate in society

Participants get the ingoing support they need

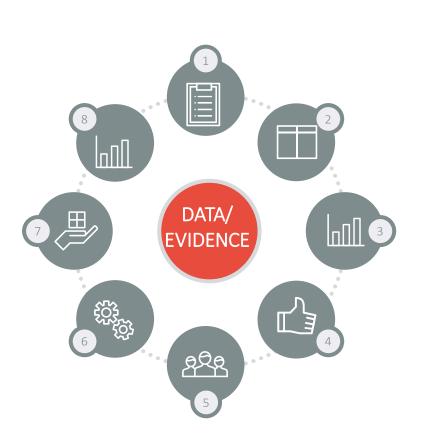
Resources are used appropriately across the system

The system is more reventative and person control



## **Data sources**

- 1 PRACTITIONER CASE NOTES
- 2 PARTICIPANT STORIES
- 3 PRACTITIONER DATASETS
- PRACTITIONER
  AND
  PARTICIPANT
  INTERVIEWS



STEERING GROUP MINUTES



LEARING CYCLE 6
RECORDS

PRIMARY CARE DATA

SECONDARY <sup>®</sup>
CARE DATA

#### WHAT THE WELLBEING SERVICE DELIVERED

Tenacious, flexible, no '3 strikes and you're out' policy

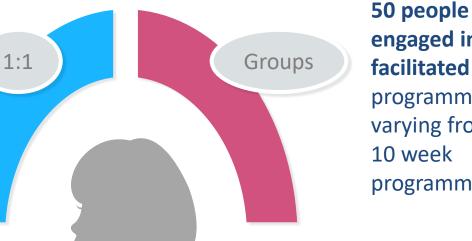
#### 1,368 people were referred

between Sept 2015 & Sept 64% (874) attended. 2017. **70.4% (615)** of those who attended a session went on to have further meetings with a wellbeing practitioner. In total **2,982 1:1** consultations

over the period of evaluation to end Sept 2017

**Good Conversation training** was delivered 4 times Between Aug 2016 & Wider Sept 2017 workforce

64 people completed the programme



Local

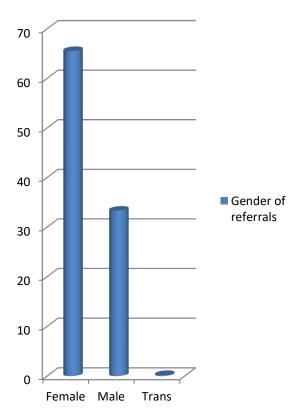
services

engaged in facilitated group programmes varying from 6 to 10 week programmes.

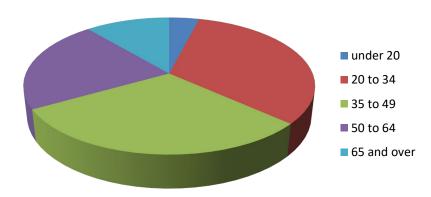
People were supported to access 56 local services (supported not signposted)

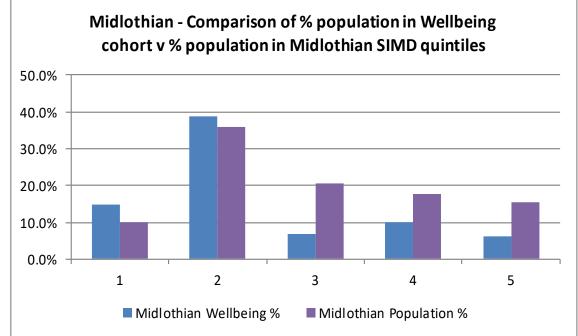
## Who are being referred?

#### **Gender of referrals**



### Age of referrals





### **Outcomes for people:**

## Comparison of WEMWBS scores for discharged patients

| WEMWBS             | earliest v latest  |
|--------------------|--------------------|
|                    | WEMWBS scores      |
| Number of patients | 78                 |
| difference         | 13.120             |
| P value            | <0.001             |
|                    | Highly significant |

## Comparison of CONFIDENCE scores for Discharged patients

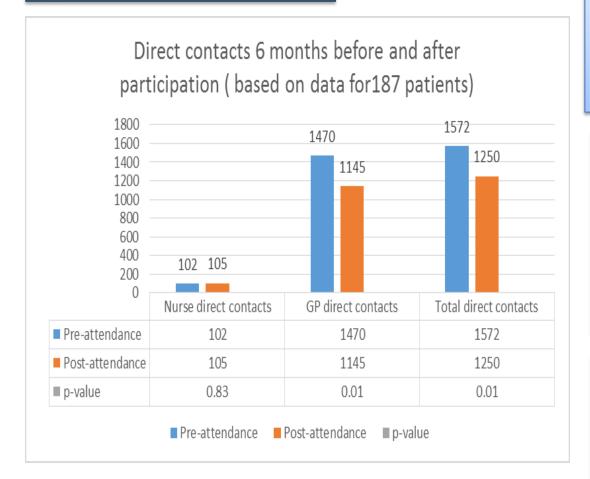
| CONFIDENCE         | earliest v latest confidence scores |
|--------------------|-------------------------------------|
| Number of patients | 81                                  |
| difference         | 2.64                                |
| P value            | <0.001                              |
|                    | Highly significant                  |

## Comparison of COPING scores for discharged patients

| COPING             | earliest v latest  |
|--------------------|--------------------|
|                    | coping scores      |
| Number of patients | 81                 |
| difference         | 2.66               |
| P value            | <0.001             |
|                    | Highly significant |

People with (highly significant) increased levels of confidence, coping and mental wellbeing are more likely and able to make and sustain positive changes in their life

#### **Outcomes for services:**



She (Dr X) had noticed with a few of the people she had referred "greater selfdetermination" and a "shift in dependency"

#### **Qualitative evidence from:**

- case notes
- learning cycles
- steering group minutes
- interviews

## **Quantitative evidence** from:

- client database
- analysis of primary and secondary care attendance

#### **Conclusion:**

Substantial evidence of positive impact on people who use the service and greatly appreciated by primary care services

#### Participants are reporting...

'The GP looks at everything from a medical point of view to solve through pills/medicine. Coming here it's the complete opposite -> try to get to the root of the problem and not meds. Find a solution to deal with it'

'Given me to acknowledge that I am good at some things' 'When you see the Doctor you are going to see about your complaint. Here you are getting ideas what to do'

'Taking control of my weight and exercise'

'My mood has changed. Rather than being in a depressive mood I've more or less learned to love myself as a person again because I was feeling worthless..I'm happier, more content and calmer...If I hadn't been on 'Living life to the full' or seen (name of Wellbeing practitioner), I would have been on medication and signed off sick. Fact 100%'

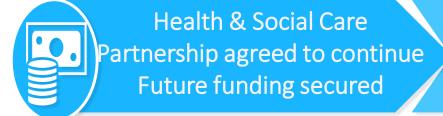
### Practice staff are reporting...

'We're referring the 'hard ones' and R is making head way with some of the most intractable situations. Patients have coped in a way they haven't done for 20 years.' (Practice A, 25<sup>th</sup> May 2016, in relation to Wellbeing model)

'Wellbeing approach of continued engagement regarding DNAs opposed to the traditional 2 strikes and out is much better.' (Practice C, 8<sup>th</sup> June 2016)

'When I refer people to Wellbeing I tend to not see them again'







Service contract advertised/awarded



Service expanded to all GP Practices



## Midlothian Wellbeing Service

## Thank you







**Midlothian GP Practices** 

