PENNA AWARDS 2016

PEP: Patient Empowerment Project

Dr Mark Fuller: Public Health GP Clinical Lead
Tricia McKinney: Patient Representative
Sue Wilkinson: Commissioning and Development Manager

@NHSLeedsWest
What do patients say?
The story so far - why?

What do healthcare professionals in Leeds want?

• Better knowledge of local voluntary and community services
• Better signposting and connecting to local voluntary and community services
• Better proactive self care management through patient empowerment
Aim of the PEP

‘To improve the wider health and wellbeing of patients by providing a referral route between GP practices and local voluntary sector organisations, activities, groups and services’
Patient Empowerment Model

Referral from general practice

PEP coordinator
Triage link

EXISTING groups and services

PEP link worker
Individual support for patients

Patient driven demand

NEW groups and services

Building relationships and empowering patients

PEP
Connecting patients to services

- Healthy living services
- Psychological therapies
- Housing
- Community and activity groups
- Adult Social Care
- Debt management
- Domestic violence
- Benefit agencies
- Drug and alcohol services
- Advocacy services
- Connecting patients to services
Engagement Process

Patient leader

‘to ensure that the voice of patients, carers and the public is taken into consideration when decisions are made that affect patient care’

- Recruited through the engagement
- Sits on strategic steering group
- Involved in contracting, procurement and monitoring
- Asked to be objective, passionate about improvement, and champion the patient (VCF) voice
Who could benefit?

- Disadvantaged
- Long term health problems
- Vulnerable
- Depression
- Mild-moderate anxiety
- Marginalised
- Recently bereaved
- Socially isolated

The list is endless...
Procurement process

• Patient representative member of procurement team
• Consortia of local voluntary sector organisations appointed:
Marketing

PATIENT EMPOWERMENT PROJECT

If you fancy a PEP talk please call us now on 0113 279 5870 or email us on: pep@barca-leeds.org

This new service opens up a world of possibilities to help you improve and maintain your health and wellbeing.

NHS Leeds West Clinical Commissioning Group has funded a partnership of voluntary organisations led by the charity BARCA.
## Case study one: 54 year old man

<table>
<thead>
<tr>
<th>Presenting issues</th>
<th>Goals</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>• No money</td>
<td>• Get more clothes</td>
<td>• Referred to ‘Pay as You feel’ café</td>
</tr>
<tr>
<td>• History of depression</td>
<td>• Make friends</td>
<td>• Decided not to take out payday loan</td>
</tr>
<tr>
<td>• Problematic alcohol use</td>
<td>• Access free food</td>
<td>• Halved alcohol consumption</td>
</tr>
<tr>
<td>• Recently rehoused</td>
<td>• Reduce his alcohol consumption</td>
<td>• Seeking employment</td>
</tr>
<tr>
<td>• Considering payday loan</td>
<td>• Return to work as an electrician</td>
<td>• Improved mood</td>
</tr>
<tr>
<td>• Only one set of clothes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Socially isolated</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PEP Y1 Evaluation Key Findings

Referrals and Engagement:
• 703 patients have been referred into the PEP service
• 413 have completed a baseline assessment
• A further 71 having made an appointment or have asked to be contacted at a later date for a baseline assessment (enrolled n=484)
• 115 patients have undergone a follow up review assessment
• The conversion rate of referral to enrolment is 69% within the first 12 months of PEP
PEP Y1 Evaluation Key Findings

“a high proportion of those in most need of a social prescription are being supported by PEP”
PEP Y1 Evaluation Key Findings

SWEMBS - Mental Wellbeing Score

“this improvement can be considered statistically significant”
T-tests provide a statistically significant finding for all three ONS well-being questions.
PEP Y1 Evaluation Key Findings

“How confident are you that you can do all things necessary to manage your illness on a day to day basis?”

<table>
<thead>
<tr>
<th>Percentage of responses</th>
<th>Baseline</th>
<th>After support from PEP</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>31.0%</td>
<td>14.7%</td>
</tr>
<tr>
<td>75%</td>
<td>37.9%</td>
<td>33.8%</td>
</tr>
<tr>
<td>50%</td>
<td>18.4%</td>
<td>23.5%</td>
</tr>
<tr>
<td>25%</td>
<td>9.2%</td>
<td>4.4%</td>
</tr>
<tr>
<td>0%</td>
<td>3.4%</td>
<td></td>
</tr>
</tbody>
</table>
PEP Y1 Evaluation Key Findings

“How confident are you that you can judge when changes in your illness mean you should visit a doctor?”

[Bar chart showing self-efficacy responses to question 3 before and after support from PEP.]
PEP Y1 Evaluation Key Findings

“How confident are you that you can do other things other than just taking medicines to reduce how much your illness affects your everyday life?”

[Bar chart showing percentage change in self-efficacy responses to question 6 between baseline and after support from PEP.]
PEP Y1 Evaluation Key Findings

Quality Adjusted Life Years (QALY)

• EQ5D5L scores were transformed using the EuroQol index value converter based on the validated method for analysis of the EQ5D5L
  - when applied to the follow up review cohort the mean difference of 0.036 equates to 15.04 life years gained

• This score generates an indicative cost per Quality Adjusted Life Year (QALY) of £19,842

• This is within the NICE threshold value - supporting PEP as cost effective for commissioning purposes
PEP Y1 Evaluation Key Findings

Manor Park GP appointments pre implementation of PEP

Manor Park GP appointments post implementation of PEP
PEP Y1 Evaluation Key Findings

A&E attendances by Manor Park PEP cohort pre implementation of PEP

A&E attendances by Manor Park PEP cohort post implementation of PEP
What do patients say?

“I’m really grateful to you for all you’ve done. You have got me out of this rut, learning new things and meeting people. I’m happiest I have been in a long time.”

“The woods walk was brilliant. According to my doctor I’m only supposed to be able to walk a few hundred yards – but I kept going all afternoon. I had a really good day.”
Contact details

Dr Mark Fuller
GP Clinical Lead for Public Health  mark.fuller1@nhs.net

Chris Bridle
Patient Engagement Lead  chris.bridle@nhs.net

Tricia McKinney
Patient Representative  p-mckinney@ntlworld.com

Sue Wilkinson
Commissioning and Development Manager  sue.wilkinson5@nhs.net

Joe Kent
Assistant Operations Director (Health, Wellbeing & Adults, Barca-Leeds)  Joe.kent@barca-leeds.org
Time for questions…