

Help Yourself to Health

**Educating Patients to
Improve Access to Information**

By Clare Lowrie-Kanaka

Sutton Clinical Commissioning Group Who?



NHS Sutton CCG is a membership organisation made up of 25 GP practices in the London Borough of Sutton, serving a population of 195,000 people.

We are responsible for the local NHS budget, making sure it is spent on the right services that give the best health outcomes for Sutton residents.

We commission a range of healthcare services, including hospitals, general practice, community and mental health services.

We are working together with many partners to build the best affordable healthcare for Sutton.

What is Help Yourself to Health?



Help Yourself to Health is a 6 week community based interactive educational course for Sutton's Tamil, Urdu and Polish communities.

Participant recruitment focuses on disadvantaged communities and health inequalities.

The course was designed in partnership with Hounslow and Richmond Community Healthcare Trust's Livewell Project Team and the course participants.

Learning focusses on NHS services and how best to access them. Raises the awareness of key health messages, improving lifestyles, reinforces positive health behaviours, promotes self-care and supports individuals to take control of their health and wellbeing, and that of their families.

Courses are delivered by Tamil, Urdu and Polish speaking health advocacy workers to remove the language barrier.



Why Help Yourself to Health?



Sutton CCG wanted to focus the Help Yourself to Health Course on black and minority ethnic populations as they historically **experienced poorer health and barriers** to accessing health services.

Sutton is becoming **increasingly ethnically diverse** and the implication for services is a continuing and increasing **need for sensitivity to cultural diversity**.

Closing the health inequalities gap for people in these population groups is a priority for Sutton CCG.



Aims of Help Yourself to Health



The aim of Help Yourself to Health is to support participants to:

- **Improve their knowledge of local services** - when, where and how to access services to improve health and wellbeing
- **Improve their general knowledge of health** - key health promotion and prevention messages, healthy lifestyles, self-care, self-management
- **To motivate and empower individuals** to bring about a positive change to health, improve quality of life and wellbeing
- **Reduce inappropriate use of services**
 - urgent and emergency care services
- **To reduce health inequalities**



Help Yourself to health

The facts.....



- Trained 6 Health Advocacy Workers
- Designed and produced course manual
- Delivered 4 courses, 4 engagement sessions
- 63 participants - 90% retention rate

Feeling more confident

Families are living healthier lifestyles

Able to manage their stress and anxiety better

Improved knowledge of local services

Feeling of inclusion and belonging



Next Steps



We will continue to work with our patients and project partners to review previous courses and to plan and design future courses that best meet the needs Sutton's communities and reduce the inequalities gap.

