

Improving Health Outcomes through Patient Education

Patient Education to Improve Access to Information

By Lou Naidu

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.

Patient Education: What is it?



The programme includes a range of planned educational activities which include short talks and an information market place.

Designed to improve patients' health, knowledge and awareness of the importance and benefits of self-care, along with a better understanding of support available.

Engaging, involving and educating the people of Sutton is an essential part of our core CCG business.

Great opportunity to meet, talk and share information with local people.



Aims of our Patient Education



Project targeted individuals identified as being at risk of becoming unwell, requiring hospital treatment and being most in need of additional support. Aimed to:

- Lower the demand for General Practice
- Remove barriers to accessing local services
- Empower local people to self-care and self-manage
- Reduce health inequalities
- Improve health outcomes

Proactive primary care, education and information are key to patient care. This requires investment in prevention.



Partnership in Patient Education



Improving the **health of communities** requires a broader look at health and the things that impact on it. Our sessions have been specifically designed to have a more **holistic approach to health**.

Sessions are **planned and delivered in partnership** with colleagues across general practice, pharmacy, community services, public health, social services, acute trusts, schools, colleges and the voluntary sector **to provide pro-active health education**.

- 79 different services, teams, groups and organisations make these sessions **'fabulous'**



Snap Shot

Looking After You



March 2016: Looking After You session had 28 information stalls, where 101 patients and carers accessed professionals from local teams, groups and organisations for advice, guidance and signposting, including:

Admiral Nurses, Age UK Sutton, Alzheimer's Society, Arthritis Care UK, Community Pharmacy, Community Social Work Team, Continence Service, Diabetes UK, Eldercare, End of Life Team, Falls Prevention, General Practitioners, Livewell Sutton, London Fire Bridge, Macmillan Cancer Support, Medicines Optimisation Team, Older Peoples Assessment and Rehabilitation Service, Patient Online, Podiatry Service, Sutton Carers Centre, Sutton Centre for Independent Living and Learning, Sutton Integrated Digital Care Records, Sutton Older People's Community Mental Health, Sutton Shop Mobility, Sutton Uplift, Sutton Vision, WARTH Project

Patient Education Facts.....



- Delivered 10 sessions since March 2016
- Topics include - COPD, Diabetes, older people (including dementia) and children's health
- Over 900 patients and carers have attended
- Given 32 short talks

“Great deal of help available that I didn't know about”

“Fantastic, so many specialists together under one roof to talk to”



“Excellent event, very positive experience, more events like these please”

“Talks were very informative, given me some very useful tips for staying well”

Next Steps



We will continue to work with our patients and patient education partners to review previous sessions and plan and design future sessions that will best meet the needs of Sutton's communities.

