



# The Wellbeing Project

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# The Wellbeing Project

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# The Model

- 1.5 FTE Wellbeing Workers.
- 1 hour, 1:1, over 1-8 sessions: Allowing patients more time than they traditionally receive in primary care to discuss the underlying issues that may be causing symptoms.
- A holistic approach to supporting patients with a range of emotional, social and practical needs.
- Motivational techniques: Supporting patients to make and sustain positive changes and increase self efficacy.
- Person centred action planning, setting SMART goals.
- Linking patients with forms of non medical support within their community (and accompany as required).
- Practical advice and assistance to address issues such as housing, benefits, debts etc.
- Group Work.



# Other Factors Contributing to the Success of the Model

- Integrated approach to working in partnership with health: GP'S, community staff etc.
- Resource for clinicians to utilise (indirect referral).
- Ease of referral.
- Extensive knowledge of services, support and local community based groups and activities.
- Multi-agency working.



# Outcomes/Achievements

- 241 patients supported by the project between 1<sup>st</sup> July 2009 to 31<sup>st</sup> October 2010 (15 months)

## Source of Referrals:

Orchard Clinicians: 218

Self Referral: 12

Non NHS organisation: 9

Other Medical Centre Staff: 2

## Gender of Clients:

Female: 61%, Male 39%

## Age Range of Clients:

16-24 (11%), 25-34 (21%),  
35-44 (21%), 45-59 (24%)  
And 60+ (23%)



# Outcomes: Quantitative

Early data indicates a reduction in GP and nurse consultations following engagement with DHI.

## Sample (N:41)

- All patients with high consultation rates who completed service with DHI between July 2009 and April 2010.

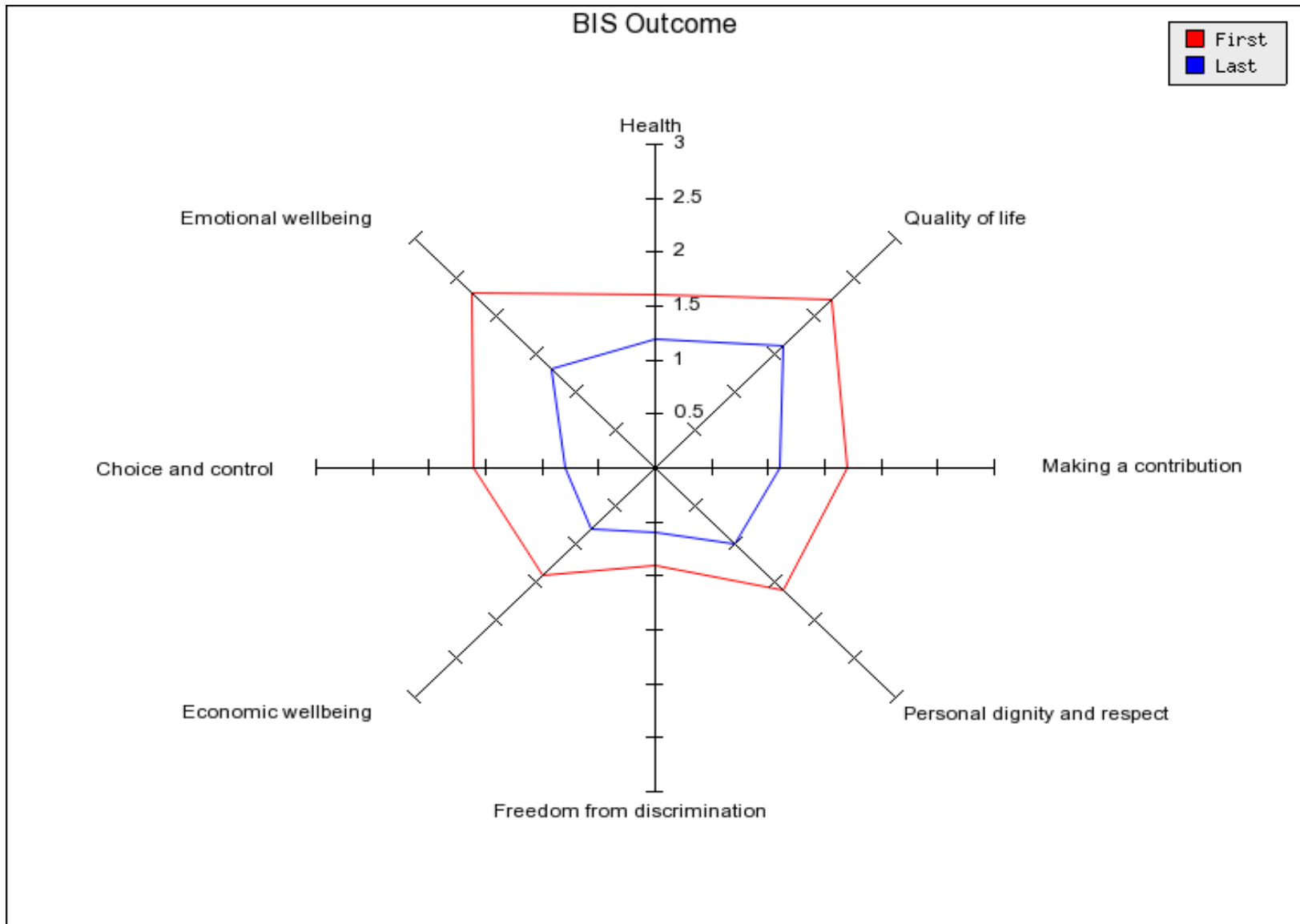
## Result (N41)

Average (mean) consultation rate for this sample:

- For 15 months prior to final appointment with DHI: 2 per month.
- For 6 months following completion of service with DHI: 1 per month.

50% reduction in consultation rates of this sample.

# Outcomes: Qualitative (60%)



0=Excellent, 1=Good, 2=Satisfactory, 3=Poor



# Developments

- Working in partnership with The Care Forum to share resources and best practice.
- Volunteer Pilot: Buddies, Befrienders and Drivers.
- Volunteer Co-ordinator Role.
- *Into Action* Support Group.
- *Arts and Minds* Art Class, in Partnership with City of Bristol College.



# Quotes from the Art Class

“The art class has helped me to communicate with other people in a relaxed atmosphere, has helped me to regain some of my confidence, helped me to realise I can do things and has given me the encouragement to try”

“I did not think I could draw, but with the help of the tutor I have discovered that I can and, in actual fact, really enjoy it!”

“We think the art class is one of the most beneficial things that has been organised within the surgery. The classes have helped our condition so much and coming to the class is the only thing that has gotten me out of the house in a long time”

“During the class I do not feel any pain, whereas usually I am in constant pain”

“The art class allows me to expand my horizons in creativity and has given me the tranquility and serenity I need in life”

“My experience in the group has had a calming effect on me. It has helped with my concentration and confidence”



# The Future

- Expansion of Volunteer project.
- Wellbeing Drop-In: Diet, Health, Fitness, Relaxation, Emotional Wellbeing.
- Motivational Interviewing training for Medical Staff.
- Continuation and Expansion of **The Wellbeing Project**.
- Focus on new areas, such as high A&E attendance due to drugs/alcohol and mental health.
- Patients assessed as not eligible for support from the local authority.

# The Wellbeing Project

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