



# Hartlepool & Stockton on Tees CCG: The Empowered Patient Means Transformation of Care

*“There is increasing recognition that when healthcare is designed to empower self-management, people with long term conditions play a more active role in managing their own health. Totally Health’s programme of clinical health coaching delivered some impressive results for our patients, helping to improve interaction with health services and reduce the time and cost impact.”*

**NHS Commissioner**

## Introduction

Totally Health is a national-award-winning specialist provider of Shared Decision Making and Clinical Health Coaching services, the aim of which is to help individuals make positive changes in their lives which address long term health conditions and wider wellness issues (e.g. smoking and obesity).

The Totally Health model is proven to complement and support existing health care pathways. It delivers lasting changes for patients, more effective condition management, better compliance with treatment, and an improved interaction with available health services. The Totally Health vision builds on proposals increasing health literacy to put patients at the centre of decision making about their own care, enabling them to have more control over their condition and therefore co-creating better outcomes for them and for health and care systems.

## Context

Hartlepool and Stockton on Tees CCG commissioned a Clinical Health Coaching service from Totally Health, which launched in 2014 to patients registered with a CCG GP. A total of 7 practices in Hartlepool signed up to the service.

## The aims of the CCG were to:

- Provide additional support for their patients with these chronic diseases
- Reduce numbers of Out of Hours and A & E Attendances
- Reduce number of unplanned hospital admissions

  
**Hartlepool and Stockton-on-Tees  
Clinical Commissioning Group**

## Methodology

Totally Health's Clinical Coaching was delivered to 44 patients with long term conditions within Hartlepool. Of these patients:

- 41 patients had Chronic Obstructive Pulmonary Disease (COPD)
- 3 patients had Cardiac Failure (CF)
- The majority of the patients recruited were between the ages of 70-79

## Findings



reduction in unplanned admissions



reduction in attendances at Out of Hours



reduction in GP/Practice Nurse appointments



reduction in attendances at A & E



reduction in contacts with all Health Professionals



increase in the number of patients prescribed a 'Medication Rescue Pack'



reduction in secondary care out-patient appointments



increase in the number of patients with a documented COPD review



reduction in community healthcare appointments



After Clinical Health Coaching, COPD documented reviews increased by 26%