

## Parker Drive Practice & Manor Medical Centre, Leicester City, trial Clinical Health Coaching to empower patients and bring transformation of care

*“Totally Health’s clinical health coaching has given us some great results for our patients, including increasing patient satisfaction, confidence, motivation and compliance, as well as having a positive impact on the practice by improving interaction with available health services and reducing the time and cost impact on resources.*

*We’re especially pleased to see the improvement in HbA1C and increase in the amount of Rescue Pack Prescriptions. This highlights for us a much greater understanding and willingness from patients to commit to and progress with their self-management.”*

**Dawn Denison,  
Clinical Programme Analyst**

  
**Leicester City  
Clinical Commissioning Group**

The practice is part of the CCG and a member of the Millennium Federation.

### Introduction

Totally Health’s Clinical Health Coaching services aim to help individuals make positive changes in their lives, which address long term health conditions and wider wellness issues. We provide tailored one-to-one clinical health coaching to enable patients to gain the knowledge, skills and confidence to become active participants in their own health and healthcare, reducing their reliance on both primary and secondary healthcare services.

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.

### Context

A large GP practice spread over 2 geographical locations with different demographic populations commissioned a Clinical Health Coaching service from Totally Health to patients registered with Parker Drive GP practice and their branch practice Manor Medical Centre. The practice is within the Leicester City CCG and the lead partner within the practice is chair of the Millennium GP Federation in Leicester

### The aims of the GP Practice were to:

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

### Methodology

The Clinical Health Coaching service recruited 68 patients within the two practices, with patients aged between 61-70. The Totally Health clinical team undertook a review of clinical records for the period and condition within the service and the comparative period prior to the service starting. The service was launched in September 2015.

Result	Impact
95% of patients showed an improvement in latest HbA1C results	Patients had an increased understanding and control of their diseases. Reducing (improving) the HbA1C results reduces the risk of complications, admissions and progression of the disease.
95% increase in the number of 'Medication Rescue Packs' prescribed	Patients are now more proactive with exacerbation medication, resulting in disease complication prevention.
47% increase in the number of patients with a documented Long Term Condition (LTC) review	More patients have a proactive management plan meeting their current needs
44% Increase in Flu vaccine for patients who prior to enrolment had not had a flu vaccination	More patients are protected from the risk of flu that could exacerbate their condition
23% Increase in Podiatry and Retinal Screening	Patients became more aware of the importance of screening and the impact on their diabetes. Patients understood that these appointments improve the chance of spotting complications early and help to prevent serious complex complications with diabetes, e.g. amputation and blindness

## Findings

Totally Health's Clinical Health Coaching demonstrates both clinical improvements in patient care, quality improvements and activity reduction for the NHS. Evaluation of the GP practice show:

 **100%** reduction in attendances at A & E

 **47%** reduction in secondary care out-patient appointments

 **80%** reduction in Home Visits

 **39%** reduction in contacts with all Health Professionals

 **57%** reduction in attendances at Out of Hours

 **30%** reduction in GP/Practice Nurse appointments

 **50%** in unplanned admissions

 **22%** reduction in community healthcare appointments