



Co-producing self-management support with practitioners and service users with long-term conditions

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Anne, Richard, and many
other service users

Health Education South London

Lewisham and Greenwich 
NHS Trust

Enhancing self-management skills for people living with long-term conditions in Lewisham

Nov 2014

Preparation

Questionnaires
Shadowing
Workbook



April

Training

3 half-day sessions
90 practitioners
Reflection on practice



July

Evaluation

Client outcomes
Practitioner feedback
Sustainability

Nov 2015

Enhancing excellence in Self-Management Support for people with long-term conditions in Kingston

Preparation 01. - 05.2015

Consultation + Consultancy
Pilot Training
Evaluation + Feedback 1

Tranche I

06.2015 - 05.2016

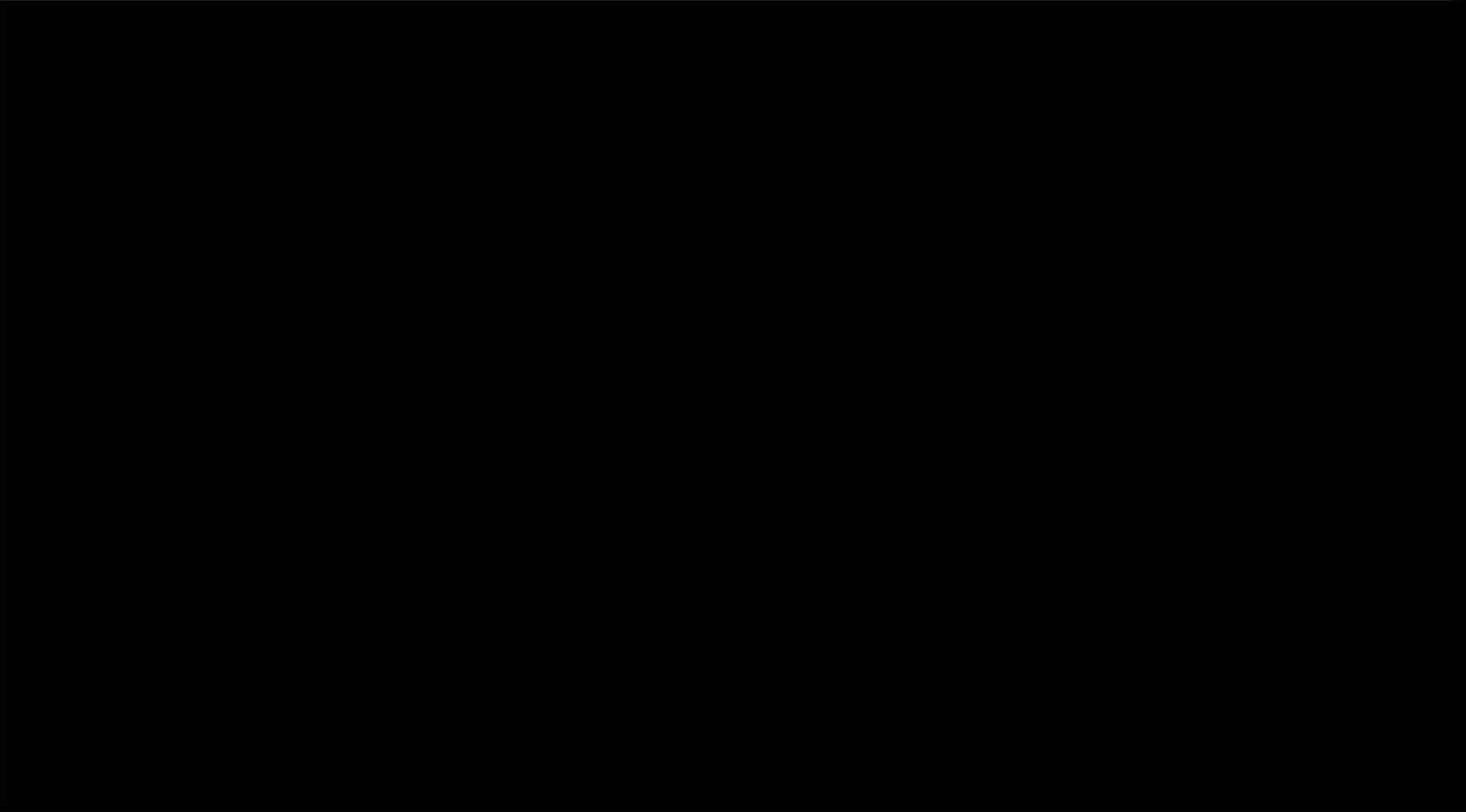
Consultation + Consultancy
Training
Evaluation + Feedback 2

Tranche II 07. - 12.2016

Consultation + Consultancy
Training
Evaluation + Feedback 3



Co-producing self-management support with practitioners and service users with long-term conditions



Self-Management SUPPORT - building a shared understanding among practitioners

Inter-disciplinary workshops:



Service User Quotes



Stories



Videos



Theory

“Introducing self-management principles isn’t about forcing independence – but identifying when and what support they might need to continue with their everyday life.”

Practitioner 1

“It is about the importance of finding out what the person wants, rather than what we think the person might want.”

Practitioner 2

Practitioner perceptions of organisational context

Risk assessments
Falls prevention

Clinical outcome
measures

"The advice I give to a patient in my role as professional might be different from the advice I give to one of my family members."

"I'm looking forward to working on the Bridges philosophy. We're so focused on outcome measures that we don't spend enough time on things like this."

Demands from service users

"Professionals are so worried about what harm might come to me that they don't let me try!"

"It's all about outcomes, but I want to be asked 'what do you feel like doing today?'"

“How can we link up goal setting expectations to get outcomes my manager needs and the client needs so that the health professional’s work facilitates making it all link up and happen?”

(Occupational Therapist)

Attention

Time

Humanity

Timeliness

Speed

Efficiency

Pure professionalism

- Professionals as experts
- Focus on individual 'patients'

Controlled professionalism

- 'Businesslike healthcare': turning inputs into tangible results for overall service user satisfaction
- Efficiency: 'Doing more with less'
- Disciplining professional work

Managed professionalism

- Professional services with professional a

Practitioners can feel scrutinised rather than supported!

Services are usually not person-centred enough to make support meaningful to service users!



Organising professionalism

- Not only offering quality, but organising for quality becomes part of professionalism
- Making connections between internal/external stakeholders, service users + standardised procedures and individual care interactions

Jointly tackling challenges so that interactions become meaningful AND efficient

SMALL STEPS that can make a big difference and slowly change the system

Small differences in the way that we phrase something can make a big difference!

Tweaking individual practice and team processes:

- Focusing more on listening to really find out what people's wishes are
- Using a more enabling language and self-management support strategies from 1st interaction (Make every interaction count!)
- Changing standardised assessments to include open questions at the beginning
- Using Bridges principles with those who don't attend groups
- Including self-management approach into supervision to make it part of professional development
- ...

Whole-system approach to align self-management support practices with existing organisational and inter-organisational processes

Providing bespoke Bridges approach:

- Research and consultation with local staff and service users
- Developing bespoke tools and training material

Changing team and (inter-)organisational processes:

- Training whole interdisciplinary teams
- Interdisciplinary training across organisational boundaries
- Briefings/consultations with non-clinical staff such as clinical governance group

Supporting sustainability:

- Aligning Bridges with existing practices/programmes
- Helping managers to support their staff
- Bridges champions
- Developing person-centred evaluation methods

We've got so many project going on. Can you remind me what it is about please?

Thinking of Self-Management Support exclusively at the level of individual interactions between a practitioner and service user is insufficient as these interactions take place in a wider system.

Emerging question:

What needs to change so that both staff and service users feel equally supported to figure out together the best available options to live well with one or multiple health conditions?