

<b>Service Specification No.</b>	02/GMS/0014
<b>Service</b>	The Expert Patient Programme
<b>Commissioner Lead</b>	CCP for General Medical & Surgical
<b>Provider Lead</b>	Sarah Mumford
<b>Period</b>	1 April 2013 to 30 June 2013
<b>Date of Review</b>	To be Agreed

### **NHS Outcomes Framework Domains & Indicators**

Domain 1	Preventing people from dying prematurely	*
Domain 2	Enhancing quality of life for people with long-term conditions	*
Domain 3	Helping people to recover from episodes of ill-health or following injury	*
Domain 4	Ensuring people have a positive experience of care	*
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	*

## **1. Purpose**

### **1.1 Aims**

To provide an accessible Expert Patient Programme service to people with long term conditions across Dorset. This service includes all patients registered with NHS Dorset practices, over the age of 18 and diagnosed with any long term condition that requires self management skills to complement their healthcare needs.

### **1.2 Evidence Base**

The White paper 'Our Health, Our Care, Our Say' identified the need to empower people with long-term conditions to do more to care for themselves to maintain their independence and well-being.

Evidence illustrates there are substantive benefits to the NHS investing in self care such as reduction in hospital admissions, reduced hospital length of stay, improved medicine utilisation and improved quality of consultations leading to improved patient satisfaction. (Department of Health,2005)

This is reflected in an Community Interest Company Expert Patient Programme internal evaluation which showed the following outcomes (EPP,2005)

- 16% fewer admissions to A&E departments
- 9% fewer visits to GPs and outpatients
- 10% increase in taking medicines as prescribed
- 15% increase in visit to pharmacists
- 6% increase in patients using health information
- 33% increase in the number of people feeling better prepared for consultations with healthcare professionals
- 30% of people showed significant reduction in depression and 'lacking in energy'
- 38% of people felt less intensity of pain, breathlessness, tiredness and depression
- 45% of people found an increase in confidence levels and they would not let pain, breathlessness, tiredness or depression interfere with their lives
- 17% reduction in number of days off work

A significant amount of people that have attended the NHS Dorset Expert Patient Programme report that they have acquired the skills to manage their condition more effectively, better able to cope with their condition, have more energy, less intensity of pain, and feel less isolated.

### **1.3 General Overview**

The Expert Patient Programme is a self-management skills programme for people living with a long term condition. It is a self-referral programme designed for people with long-term conditions and aims to enable them to play a more active part in managing their own condition. The programme is delivered by volunteer tutors who have long term conditions themselves.

The aim of the service is to provide people with long term conditions the skills and techniques to self manage their condition more effectively and confidently.

The carers equivalent programme Looking After Me is specifically aimed at carers and follows a similar structure to the generic Expert Patient Programme. Carers learn relaxation techniques, how to deal with tiredness and low mood and how to access a wider support network through contact with others in a similar situation so reducing isolation.

### **1.4 Objectives**

To coordinate the delivery of the Expert Patient Programme and the Looking After Me programme across NHS Dorset.

To recruit and support volunteer tutors for the programme.

To maintain the quality of service delivery through an established assessment and accreditation scheme.

To monitor and evaluate the effectiveness of the programme.

### **1.5 Expected Outcomes**

To deliver a service that is informed by service users, volunteer tutors and carers.

## **2. Service Scope**

### **2.1 Service Description**

The provision of the Expert Patient Programme for patients registered with a NHS Dorset General Practitioner.

### **2.2 Accessibility/acceptability**

The Service will be flexible and responsive, adapting to the individuals needs in terms of their requirements for example level of risk, culture, ethnicity, language and disability and does not discriminate on the grounds of age, gender, sexuality, ethnicity or religion.

The venues should be easily accessible by public transport and must provide information about parking. Provision should be made under the Disability Discrimination Act to ensure that disabled individuals are able to access the service.

### **2.3 Whole System Relationships**

The provider will continue the partnership working already established with other agencies and build on strengthening working relationships and links to develop the service as agreed with the commissioner.

### **2.4 Interdependencies**

- service users and carers
- secondary care clinicians
- primary care clinicians
- community care clinicians
- commissioners

## 2.5 Relevant networks

- NHS Dorset Self Care Clinical sub group
- NHS Dorset Self Care lead

## 3. Service Delivery

### 3.1 Service model

People with long term conditions are able to access the Expert Patient Programme and carers are able to attend Looking After Me programmes across Dorset.

### 3.2 Care Pathways

Self care is to be incorporated in care pathways and signposting to the Expert Patient Programme by the provider and commissioner.

## 4. Referral, Access and Acceptance Criteria

### 4.1 Geographic coverage/boundaries

- People diagnosed with long term conditions registered with an NHS Dorset General Practice
- The programme is delivered at various venues previously risk assessed across the county of Dorset including community hospitals, fire stations, GP surgeries and Dorset County Council day centres.

### 4.2 Location(s) of Service Delivery

Venues across NHS Dorset

Including

- Dorchester
- Weymouth
- Bridport
- Gillingham
- Sherborne
- Ferndown
- Christchurch
- Highcliffe
- Wool

### 4.3 Days/Hours of operation

Individual programmes must be available and accessible across the localities of NHS Dorset and in line with demand.

The provider will negotiate with the tutors to make sure the demand is met wherever possible, recognising that tutors should deliver a programme arranged in their own locality unless there is a willingness to travel, an agreement to cover sickness and absenteeism.

Programmes may be delivered from Monday to Friday between the hours of 10am to 12.30pm for morning sessions and 2pm to 4.30pm in the afternoon sessions.

### 4.4 Referral criteria & sources

The programme will be available to all people over the age of 18 registered with any of the General Practitioners in NHS Dorset localities, diagnosed with a long term condition, mental, physical or neurological, that affects their day to day living.

In addition any carer over the age of 18, caring for a person with a long term condition may attend a Looking

After Me programme.

#### **4.5 Referral route**

Any person meeting the criteria may self refer on to an EPP or LAM by using an application or referral form attached to a patient information leaflet, a telephone call or an email to the provider organisation.

Any health or social care professional may recommend or refer a patient on to either programme using an appropriate referral form and sent by post, fax or electronically to the provider organisation.

#### **4.6 Exclusion criteria**

Any person who does not have a long term condition or is not a carer for a person with a long term condition.

#### **4.7 Response time & detail and prioritisation**

Patients should be offered a choice of where to attend a programme.

The programmes must be accessible to all those participants who have applied or are referred within 3 months.

### **5. Accountability and responsibility for management of the service and volunteer tutors**

The service provider will be accountable for managing the provision of the entire service including the booking of venues, registration of participants and the allocation of applicants to an appropriate local course. This will require dedicated administrative support. The service provider will also be accountable for managing and supporting the current tutors and for assuring the recruitment of future tutors to maintain the viability of the service in line with current standards.

Manage and support the tutors and identify their training and development needs

The service provider:

- has the overall responsibility for the delivery and promotion of the EPP service;
- is responsible for delivering a high quality service that is based on best practice, quality standards and clinical governance
- is responsible for providing evaluation data and quarterly progress reports to NHS Dorset Self Care lead
- Is responsible to ensure mechanisms for referral are in place.
- Is responsible to ensure information governance and data protection processes are in place in recognition of patient details

The provider will ensure that newly qualified tutors deliver courses with accredited tutors

The provider will ensure that tutors attend mandatory annual supervision for skills development, quality assurance and training needs.

To ensure quality standards are being met the tutors must receive annual supervision training, monitoring visits and assessments.

The provider will ensure policies and procedures are in place to deal with problems, complaints, ensure equality and diversity, reimbursement and review of travel claims within current tax bracket, information governance and insurance issues.

### **6. Self-Care and Patient and Carer Information**

#### **Patient Participation**

The provider will work with patients and carer in ways that foster partnerships and include:

- Comments and suggestion boxes;
- Patient and carer Participation Groups;
- Work with the local Patient Advice and Liaison Service (PALS);
- Patient and carer surveys;
- Local complaints process and annual review;
- Promoting self care.

The provider will work with patients and carers in ways that support self care and self management including:-

- Recommendation of diabetes education programmes as appropriate
- Recommendation to the Expert Patient Programme (EPP);
- Supply of education leaflets in the self management of their condition
- Jointly agreed care plan that includes an action plan to support self care

Patient and referrer satisfaction surveys are to be undertaken and reported to the PCT every six months ending at the year end with the provider summarising outcomes for evaluation, learning and development purposes.

## 7. Quality Requirements

<i>Performance Indicator</i>	<i>Indicator</i>	<i>Threshold</i>	<i>Method of Measurement</i>	<i>Consequence of breach</i>
<b>Service User experience</b>	Patient Satisfaction and evaluation of course	80% overall satisfaction	Quarterly monitoring report	
<b>Improving Service Users and Carers Experience</b>	Complaints are responded to within 20 working days	100%	Quarterly report	
<b>Reducing Inequalities</b>				
<b>Reducing Barriers</b>				
<b>Improving Productivity</b>				
<b>Access</b>				
<b>Personalised Care Planning</b>				
<b>Outcomes</b>				
<u><i>Performance &amp; Productivity</i></u>				