

Trust Board Meeting: Wednesday 12 November 2014
TB2014.114

Title	Patient story
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Status	For information
History	Patient stories are presented bi-monthly at both the Trust Board and Quality Committee.

Board Lead(s)	Ms Catherine Stoddart, Chief Nurse			
Key purpose	Strategy	Assurance	Policy	Performance

Executive Summary

<p>1. The story outlines the emerging impact of a new drop in service within the Trust which is accessible to patients, visitors and staff.</p>
<p>2. This patient story was selected based on the criteria previously approved at Quality Committee for the selection of stories. It reflects a different perspective to previous stories as it presents the experience of a member of staff who received a clinical service from the Trust. It is very pleasing to receive a story from a member of staff as it illustrates the importance of supporting staff health and wellbeing.</p>
<p>3. The story also highlights key issues for organisational learning and development in relation to:</p> <ul style="list-style-type: none">• The strategic context of public health improvement. In particular the NICE Guidance on behaviour change (PH48) and weight management (PH53) and the value of brief interventions to change behaviour.• The opportunity to improve the health of patients, staff, and visitors through referrals and sharing the techniques used by the <i>Here for Health</i> Centre across the Trust
<p>4. Patient Experience:</p> <ul style="list-style-type: none">• Ms T is an OUH staff member and service user who attended the Trust's <i>Here for Health</i> Centre (a drop-in health promotion service on the John Radcliffe site providing health improvement advice and support for patients, staff and visitors). She accessed the Centre for support with health behaviour change and weight management• A Health Promotion Specialist discussed her current lifestyle and measured her waist circumference, height and weight, and calculated her Body Mass Index (BMI)• The measurements indicated that Ms T was at high risk of developing chronic health conditions, including heart disease and Type 2 diabetes. The Health Promotion Specialist worked with the individual, using motivational techniques and goal setting, to develop a healthier lifestyle behaviour plan• Ms T understood the health risks associated with her weight were a key factor. As a result of the health behaviour change support and implemented lifestyle changes, she decreased her waist circumference and BMI; and reduced her risk of developing chronic diseases from the high risk category to low risk
<p>5. <i>Here for Health</i> experience:</p> <ul style="list-style-type: none">• The story emphasized the effectiveness of implementing current recommended health behaviour change models. These models identify an individual's triggers and motivations to change and methods to put the change into practice• This has resulted in increased staff confidence and enthusiasm• It emphasised the importance of continually professional development, maintaining and updating their knowledge of emerging health behaviour change techniques
<p>6. Recommendation</p> <p>The Trust Board is asked to note the key issues highlighted in this story.</p> <ul style="list-style-type: none">• Acknowledge the effect of the team's intervention on this individual, as an example of healthy behaviour change that is achievable for patients, staff and visitors accessing the <i>Here for Health</i> Centre.

Patient Story

1. Purpose

- 1.1. The purpose of this paper is to provide background and context to Ms T's experience of using the Trust's *Here for Health* Centre.
- 1.2. This story highlights how the *Here for Health* Centre supported Ms T to make healthy changes to her behaviour, and reduce her risk of developing chronic diseases. It has been selected as an example of how the service can improve health and prevent disease among many patients, staff and visitors to the Trust.
- 1.3. The story also illustrates how the *Here for Health* Centre contributes to the aims of the Trust's Public Health Strategy and delivery of NICE Guidance on behaviour change (PH48) and weight management (PH53).

2. Background and context to the patient story

- 2.1. The *Here for Health* Centre¹ is based at the John Radcliffe Hospital. Drop-in services provided by the Centre include:
 - Health promotion messages, brief advice, and educational materials about health improvement
 - Brief assessment of chronic disease risk (e.g. questionnaires, height/weight, blood pressure)
 - Signposting and/or referral to relevant local services to support behaviour change.
- 2.2. Patients, staff and visitors to the Trust can visit the Centre without an appointment, for guidance and support to modify their behavioural risk factors for chronic disease. Staff can refer their patients to the Centre if they feel they could benefit from the services provided. This service can be accessed at a time which is convenient for the individual. This is important because time is the most commonly cited barrier to participation in healthy behaviours.² A drop-in service aims to address this barrier.
- 2.3. The leading causes of ill health and premature death in the UK are preventable. This is through reduced tobacco and alcohol consumption, improved diet, increased physical activity, and maintaining a healthy body weight.³
- 2.4. For example, being overweight or obese greatly increases risk of a number of serious health conditions, including Type 2 diabetes, cardiovascular disease, cancer, and poor mental health. Depending on the severity of the obesity, life expectancy can be reduced by between 2 and 10 years and healthy life expectancy by much more than this.⁴

¹ <http://www.ouh.nhs.uk/patient-guide/here-for-health/default.aspx>

² National Obesity Observatory Knowledge and attitudes towards healthy eating and physical activity: what the data tell us. May 2011 http://www.noo.org.uk/uploads/doc/vid_11171_Attitudes.pdf

³ Healthy Lives, Healthy People: A call to action on obesity in England, (2011)

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/213720/dh_130487.pdf

⁴ <http://www.hscic.gov.uk/catalogue/PUB10364>

- 2.5. One in five young people and one in four adults in the UK now suffer from obesity (defined as a Body Mass Index (BMI) of 30kg/m² or higher). Each year, this causes 34,000 deaths, and costs the NHS more than £1bn. In England in 2011/12, almost 12,000 inpatient hospital admissions were for a primary diagnosis of obesity (see Figure 1).⁵

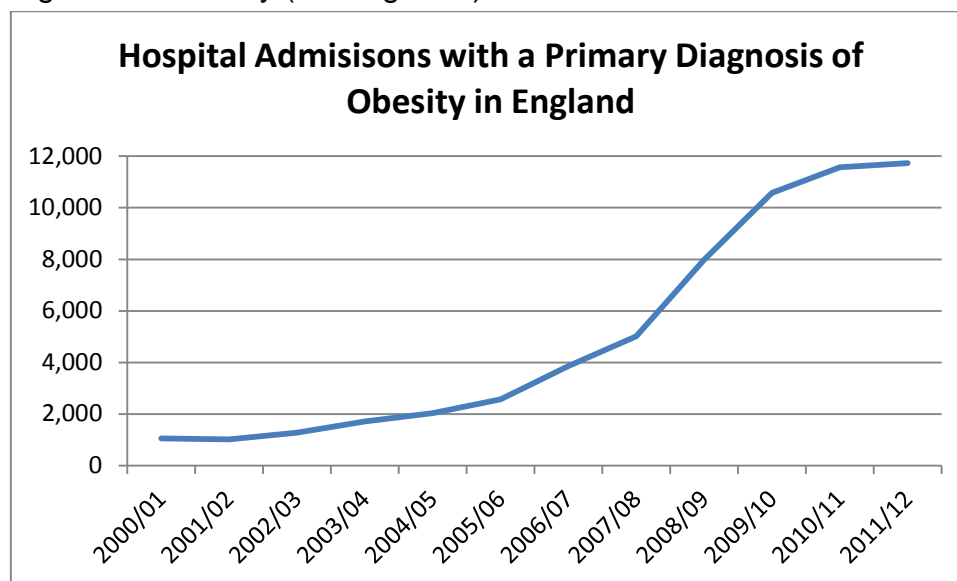


Figure 1 - Hospital Admissions Obesity since 2001

- 2.6. The Trust has made a commitment to improving the health of the entire population it serves. In recognition of this, a Public Health Strategy was agreed by the Trust Board in March 2014. This built on the existing Staff Health and Wellbeing Strategy to expand the focus to patients and visitors. This is an innovative and forward-looking development for an acute NHS Trust, and in line with the direction identified for the future sustainability of the NHS. Three priority areas are set out in the Trust's Public Health Strategy:
- Promoting healthy lifestyles to patients, staff and visitors
 - Developing a health promoting environment
 - Embedding public health within the Trust
- 2.7. To expand the Trust's capacity to promote healthy lifestyles, a drop-in health improvement advice centre, the *Here for Health* Centre, was launched on the John Radcliffe Hospital site in August 2014. This is a 1 year pilot initiative, jointly funded by Oxford Radcliffe Charitable Funds and the NHS England Thames Valley Area Team.
- 2.8. The *Here for Health* Centre is an original approach to promoting and supporting healthy lifestyles in a hospital setting. No evidence of a similar model has been identified in hospitals in the UK. This pioneering project is aligned with the principles of the recently published *NHS Five Year Forward View*⁶, which sets

⁵ <http://www.hscic.gov.uk/article/2546/Obesity-related-hospital-admissions-increase-in-England-new-report-shows>

⁶ NHS Five Year Forward View. October 2014. <http://www.england.nhs.uk/wp-content/uploads/2014/10/5yfv-web.pdf>

out how the NHS needs to evolve to meet new health care challenges in order to ensure its future sustainability, including prioritisation of primary and secondary prevention, and staff health and wellbeing.

- 2.9. The Trust employs over 11,500 staff and has around 1 million patient contacts every year. Every contact the Trust has with a person is a potential opportunity to improve and maintain the good health of that individual. In this way, the Trust can significantly improve the health not just of individuals receiving treatment, but of the local population.
- 2.10. The *Here for Health* Centre supports patients in their weight management in accordance with NICE Public Health Guidelines on behaviour change (PH49⁷) and on lifestyle weight management for overweight and obese adults (PH53⁸).
- 2.11. In the first two months since launching the *Here for Health* Centre, a total of 256 individuals have accessed the services provided by the Centre (58 patients, 64 visitors, and 133 staff). The leading reason for accessing the Centre has been to seek support and advice on weight management (112 contacts, 44% of all).
- 2.12. The *Here for Health* Centre enables staff across OUH to refer their patients for specialist health behaviour change support, thereby reducing the pressure on other Trust services. This also reduces the need for non-specialist staff to be expert in behaviour change techniques and knowledgeable of the local support services available. A clinician who regularly refers patients to the Centre said “*Here for Health* has been a valuable resource to patients in hepatology. The experienced staff provide the patient with time and knowledge to enact life style change giving a positive impact to the patients wellbeing, both physically and mentally.”

3. Conclusion

- 3.1. Ms T’s story demonstrates how the *Here for Health* Centre delivers information, advice and support to individuals to improve their own health, thereby reducing their risk of disease, or of complications of existing disease.
- 3.2. The story highlights the important and valued service delivered by the *Here for Health* Centre, and the positive impact this can have on a person’s physical and mental health and wellbeing, including potential reduction of their risk of chronic disease, or of complications of existing disease.
- 3.3. The leading causes of ill health and premature death in the UK are preventable through reduced tobacco and alcohol consumption, improved diet, increased physical activity, and maintaining a healthy body weight. Publication of the *NHS Five Year Forward View* asserts the need for a radical upgrade in prevention and public health.
- 3.4. The *Here for Health* Centre is helping to deliver the Trust’s commitment to improving the health of the entire population it serves, as set out in the Trust’s Public Health Strategy.

⁷ NICE guidance PH49: www.nice.org.uk/ph49

⁸ NICE guidance PH53: www.nice.org.uk/ph53

- 3.5. This story is about a staff member who is also a service user of the *Here for Health* Centre. It is in the Trust's interest to improve the health and wellbeing of its staff as it will increase the productivity and effectiveness of the organisation.
- 3.6. The story highlighted to *Here for Health* Centre staff the importance of identifying an individual's triggers and motivations to change and techniques to put the change into practice: for Ms T, identifying the health risks associated with her weight was a motivation; and weighing food was an important method to help ensure her healthy portion sizes.
- 3.7. This story will also be circulated and presented at the Sisters' meeting to enable Trust-wide reflection and learning.

4. Recommendation

- 4.1. The Trust Board is asked to note the key issues highlighted in this story.
 - Acknowledge the effect of the team's intervention on this patient.

Catherine Stoddart
Chief Nurse

Report prepared by:

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Health Promotion Specialist: *Here for Health*

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Patient Experience and Involvement Manager

12 November 2014

Appendix 1: Patient Story Poster

I used the advice of the *Here for Health Centre* because I wanted to lose weight. In 8 weeks I lost 9kg and I went down from a size 14 to a 12. Since I have lost weight, I feel much better in myself and I have more energy.

- I work at the John Radcliffe and I visited the *Here for Health Centre* one day on my lunch break. It was helpful that I could visit at a time and location that was convenient for me.
- I met with the Health Promotion Specialist and we discussed my lifestyle. She measured my waist circumference, height and weight, and calculated my BMI. It turned out I was nearly obese – I had no idea. I also was at high risk of developing chronic illness.
- She talked through with me what I wanted to change and she used a tool called “what, why, how”.
- She also gave me some excellent advice that gave me the momentum to carry on – like weighing my food. It was a bit of a shock to see how much extra I was eating before. I now check food labels in supermarkets before buying. I have also given up wine.
- I now eat much more healthily and I try to drink more water.
- I have also started walking again in the day.
- I feel so much better all round.

Feedback from other patients

- The Friends and Family Test (FFT) asks patients how likely they are to recommend us to friends and family, if they needed similar care or treatment.
- FFT was introduced in to *Here for Health* October 2014 as part of the Trust-wide implementation in outpatient areas. Twelve responses have been received so far, all of which were extremely likely or likely to recommend the service.
- Comments:

Convenient. Easy to drop in. Enthusiastic staff. They adapted the service to the timeframe available. Encouraged to return if needed.

Fantastic service, providing information on how to live a healthy lifestyle. There should be more there.

[The Health Promotion Specialist] helps me to recognise where my own beliefs around food and my own habits and preferences are more or less helpful. Most importantly she works with me to make better decisions.

Staff experience

- The positive effect of the brief intervention on Ms T gave staff reassurance that the techniques work and this resulted in increased staff confidence and enthusiasm.
- The Lead Nurse (Patient Pathway Co-ordinator Team) said that “Health and Wellbeing should be embedded in our everyday working practice lives. The Operational Team have embraced the opportunity to access this brilliant service on site. We have had positive feedback from staff which have attended. I have noticed lifestyle changes within in the team, with a number of team members adopting healthier habits.”

What we have learned and what we have implemented as a consequence of this story

- Confirmation that a drop in Centre for brief health interventions has a positive outcome.
- The importance of easy access to staff, patients and visitors across trust sites.
- The value of service user feedback. The implementation of the Friends and Family Test has provided significant feedback.
- Confirmation that implementation of NICE guidance to health behaviour change and weight management is successful in a hospital setting.
- The importance of identifying an individual’s triggers and motivations to change.
- Confirmation of appropriate staff approach to support health behaviour change (SMART goals devised by the individual. SMART means goals which are specific, measurable, attainable, relevant, and timely).

The major changes we have undertaken is

- Improved access to staff, patient and visitors through organisation of on-site pop up stands at prominent locations
- Discussion with wards with regards to *Here for Health* staff visiting wards to see patients through referral from ward staff
- Planning pop-up stands at the other Trust sites
- Implementation of the friends and family test

Local and national strategic context of this patient story:

This story illustrates how the *Here for Health Centre*:

- Delivers the aim of the Trust’s Public Health Strategy, to promote healthy behaviours to patients, staff and visitors.
- Supports the position stated in the *NHS Five Year Forward View*: that the future health of the population and sustainability of the NHS depends on a radical upgrade in prevention and public health.
- Reduces the prevalence of the leading causes of preventable ill health and premature death through reduced tobacco and alcohol consumption, improved diet, increased physical activity, and maintaining a healthy body weight.
- Implements the NICE Public Health guidelines PH49 on behaviour change and PH53 on weight management for overweight and obese adults.

