

**Supports Live well for longer, by enabling patients to create and achieve their own health goals, and encourages patients to take an active role in managing their health condition.**

## Service Background

The Phoenix Practice in Bradford, like all GP practices in the UK, serves a large number of patients with either one or multiple long term conditions. 70% of NHS spend, and 60% of all GP appointments are for people with LTCs.

The practice wanted to implement personalised care plans to equip and empower patients with long term conditions to self care.

## Solution

The Phoenix Practice initially piloted implementation of personalised care plans for diabetes patients only and then extended to include 19 patients with various long term conditions. The key aim was to give patients the chance to describe their own thoughts about their conditions and set their own goals with support and advice from the clinicians. The GPs and nurses feel that it has strengthened communication with their patients, and patients are empowered to manage their own condition with the tailored information given to them by their GP/nurse. This has reduced the number of Primary Care consultations required by 53%, it has also significantly reduced the number of out patient, A&E and Acute admissions.

## Top Tips

It's a big change to the way primary care is currently delivered so patients need some time and support to understand the process and feel confident.

Try not to be prescriptive, give the patient time to talk.

Make sure patients and staff understand the reasons for the change

## Harry, a patient at the Phoenix Medical Practice with Dr Shahid Ali



## Benefits

Improves communication between clinicians and patients

Enables patients to self care through access to information and targeted care plans

Reduces number of outpatient/acute admissions with a proven cost benefit of £1.5 million for every 10,000 patients