From Support to Empowerment
Gloucester: A study in change

Strand 1: Working with people who attended their GP for primarily non clinical issues

Strand 2: Working with people with long term health conditions who needed support to become more activated in their approach to their health

Strand 3: Working directly with the community to support and empower them to deliver ‘health creation’
The Challenges and the Action

- Complex TUPE transfer
- Low throughput
- Very little community work
- Remodelled the service
- ‘Good and Bad help’ concept
- Health Creation Principles
Where we are now:

- Successful throughput at 16 weeks on average
- Referral rates from GPs up to 42%
- Age range much broader
What next?

- Work with NNHSA
- Independent Diagnostic Assessment
- Listening and responding; Truth telling; Strengths-focus; Self organising
- Action plan to focus on Self-organising