



Who we are and what we do?

The 'A Better U' Coaching Team is working across a number of practices in South Tyneside, supporting a shift in care towards a bio-psycho-social approach. We have worked with over 400 individuals so far, encouraging them to access community assets, improve their health and wellbeing, and to make healthier lifestyle choices. The Patient Activation Measure (PAM) is used to identify client needs for intervention and to measure success, with an increase in PAM linked to a decrease in health and social care costs.

The News

14



People achieved their goals and connected with their community last month



+15.4

Average change in PAM for our most inactivated clients



Connected with 6 new community assets last month

The People

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The Background

"Jean" first came to see us through her annual review appointment and she was struggling to maintain a healthy lifestyle. She wasn't sleeping well and was living with her son since her husband passed away. Money was tight and as a result, Jean didn't leave the house often and was socially isolated. She didn't feel confident to manage her conditions and often felt low.

The Support

We supported Jean to apply for a home of her own and she was offered a downstairs flat, adapted to her physical needs. Jean started to feel more independent and was keen to get out and about. We connected her with local agencies to support any financial issues, as well as group activities to boost her mood and confidence. Having conversations with Jean revealed that she had not been able to grieve for her husband and she hadn't accessed any counselling services at the time. Jean felt it was time for her to address her grief and move forward, so we put her in touch with local services.

The Achievements

Jean enjoys getting out into the community and attends groups at Blissability. She has recently started an Arts program at Arts4Wellbeing and a confidence course at WHiST. Jean started with us as a Level 2 PAM and leaves us as a Level 3, with an improvement of 5.1 points.



This month we're asking for your views.

As our service continues to expand and we offer Coaching to more individuals, we're keen to keep you up to date with our latest goings-on.

We think it's time to refresh our newsletter and introduce an eye catching design which will draw your attention to the great work we're doing!

We'd like to hear from you about the parts of this current format you enjoy and what you'd like to see more of.

What matters to you?

Is there specific data you'd find useful? Do you enjoy hearing the patient stories? Our Ways to Wellness service in Newcastle has recently published their newsletter, in a new style. Take a look at [our website](#) for some ideas.

Please get in touch with us via our Senior Psychosocial Practitioner, Zoe on zoegrant@firstcontactclinical.co.uk.

Mutual Aid Group



The group continues to grow! We've had 3 new members of the community join us at Mutual Aid and the group supported one new member to learn more about healthy eating following a diagnosis of Type 2 Diabetes. Many of the community groups tend to be dominated by females, because of our chatty and social natures. Our facilitator, Chris, has been working with the other males in the group to encourage more men to join activities such as this. The conversation was flowing and we look forward to seeing more men joining in the near future.



If you'd like to join a session, please come along to **Centre for Change, every Tuesday, between 9.30 am – 11.30 pm.**