# The People 1st project

Overview

HEE in the East of England has funded a project, delivered by Bridges Self-Management, aimed at enabling healthcare professionals to help patients affected by stroke and brain injury to self-manage their condition.

The People 1st project supports therapists, nurses, healthcare assistants and psychologists to put the ideas and experiences of patients and their families central to their own care. Collaborating from the first and every care interaction creates efficiencies within the healthcare teams and widens access to patients to self-management.

System change

The project uses a five-stage approach to system change:
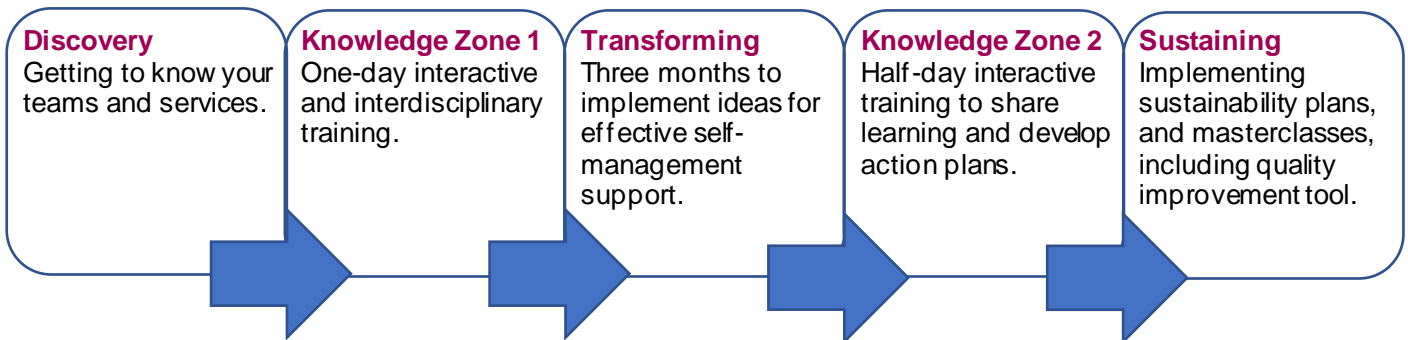
Discovery
Getting to know your teams and services.

Knowledge Zone 1
One-day interactive and interdisciplinary training.

Transforming
Three months to implement ideas for effective self-management support.

Knowledge Zone 2
Half-day interactive training to share learning and develop action plans.

Sustaining
Implementing sustainability plans, and masterclasses, including quality improvement tool.

The results

Patients become more independent and resourceful and less reliant on clinicians, using peer groups and social networks to seek support strategies beyond healthcare. They and their families feel more confident, in control, hopeful, supported, less alone, while the project provides a more effective use of NHS services.

Health and social care professionals experience and gain the benefit of working in partnership with patients and their families and experience more rewarding and enjoyable roles, as well being given ongoing access to all Bridges resources and community of practice. They have increased knowledge, skills and confidence in providing self-management support and enjoy improved well-being and job satisfaction.

Team and organisations build in mechanisms for sustainability. Self-management becomes 'part of the pathway' rather than seen as the end point. Teams work more efficiently to get to the heart of what matters most to patients, and experience improved relationships between multidisciplinary team members.

Evaluation

If everyone makes a small change to support self-management, it builds capacity in teams and services. Early indications are that the project results in tangible changes in the way in which patients with complex and multiple long-term conditions are supported to self-manage. It also results in numerous efficiencies within teams and services, including increased confidence among staff to enable them to support self-management.

80 champions

650 staff

24 trusts

6 STPs