

Managing life with a health condition isn't always easy. We know that understanding and keeping track of medications, treatments, tests and appointments with healthcare professionals are important, but also that a health condition affects our emotions, how we feel about ourselves, our social life, hobbies and day to day routines at home. Feeling confident managing all of that can be a challenge.

At Penny's Hill Practice, we have a coach and link worker as part of our team. Clinical healthcare professionals like doctors and nurses can be really important to help us manage the medical aspects of our health, and self-management coaches and link workers can help us manage the emotional and practical impact in our day to day life.

The **self-management coaches** are there to support people with health conditions to feel more confident, and have lots of experience talking about a whole range of subjects:

- Managing pain and fatigue
- Preparing for appointments
- Accessing information to understand conditions and treatments
- Feeling more confident getting out and about
- Building a network of support around you
- Accepting and coming to terms with having a health condition

The **link workers** are there to focus on connecting people with long term health conditions to groups and activities available to them in their community, they will focus on;

- Improving your social support network and feelings of isolation
- Information sourcing and gaining confidence to attend groups
- Identifying any other non-clinical support options that may be of benefit

Our coach, Laura Lohk, is based at Penny's Hill Practice on Tuesdays.

They are part of our team here to support you. Lots of patients and their carers say how hard it is when healthcare professionals only have ten minutes, but self-management coaches have up to 45 mins for each session to listen to you and support you. Your GP practice nurse or any member of the reception team can refer you to see the coach, so if you are interested in this, please mention it to one of the team at Penny's Hill Practice.

In the case where our staff are not co-located, referrals can be made using the online referral form:

www.helpandcare.org.uk/services/health-coaching/to-self-refer-yourself/

or by phoning our Single Point of Access on 0303 303 0153.

We are currently working toward a more integrated referral process and will keep you informed of further developments.