



South West London Alliance
Partnership of Clinical Commissioning Groups

**Merton & Wandsworth Self Management
Service**



MERTON & WANDSWORTH SELF-MANAGEMENT SERVICE

Expert Patients Programme

Aims to help people living with long-term health conditions to improve their health and wellbeing and better manage their condition.

Looking After Me

Aims to help carers to take more control over their lives and make time to look after themselves. Booked in collaboration with Merton and Wandsworth Carers Centre.



**MERTON & WANDSWORTH
SELF-MANAGEMENT SERVICE**

- 6 week course
- 2.5 hour sessions
- Always same day of week and time
- Different locations across Merton and Wandsworth
- 12-16 service users per course
- Completely free
- Courses only available in English currently.



MERTON & WANDSWORTH SELF-MANAGEMENT SERVICE

- Who is this course for:
 - Any Adult with a long term health condition who lives, works or is registered with a Merton or Wandsworth GP. Any patient attending their GP multiple times in the same month for the same condition could benefit.
- Who runs the courses:
 - Peers – The tutors have been a service user on the course and then carried out training to become a tutor. They are then accredited and supervised.
- What if I can't attend all the weeks?
 - To be a course completer you must attend 4 of 6 weeks, 1 of which has to be in the first 2 weeks.





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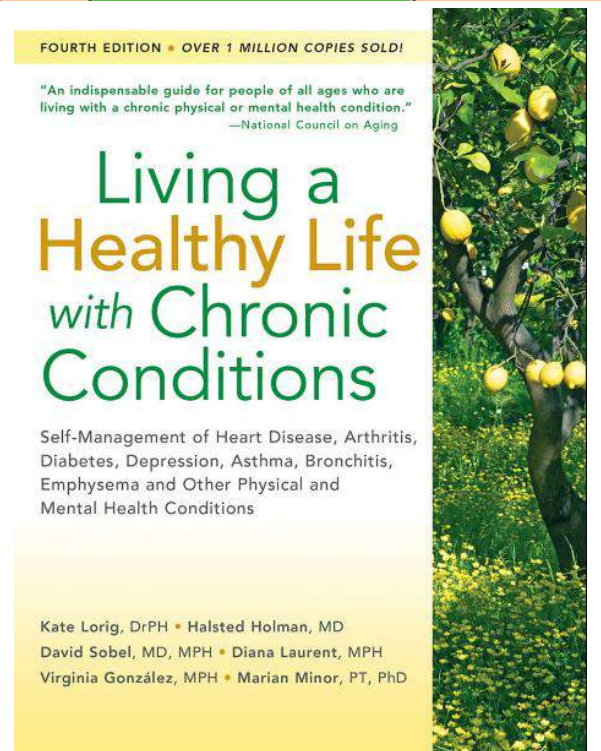
What is covered in this course?

- Dealing with pain and fatigue
- Dealing with difficult emotions
- Planning and setting goals
- Healthy eating and exercise
- Communicating with family, friends and health care professionals
- Finding other health services in the community.



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- What do you take away from the courses:
 - A “Toolkit” of self-management tips techniques
 - A peer support network, many of whom continue to communicate and meet up long after the course finishes
 - The hand book which covers even more topics and can support service users during and after the course.
 - A certificate of completion
 - An invitation to our annual reunion





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The Reunion – A celebration for all course completers

Catch up
with
everyone
from yours
and other
courses

Refresh the
skills you
learnt

Learn from
our guest
speakers

Take part in
health and
wellbeing
activities

Enjoy the
lunch



MERTON & WANDSWORTH SELF-MANAGEMENT SERVICE

Referrals can be made via email, online or by telephone.

Healthcare professionals can refer or service users can self refer very quickly and simply.

We then get involved, make contact and find a suitable course for the service user.

Telephone: 020 3880 0267

Email: ExpertPatients@swlondon.nhs.uk

Merton website:

www.mertonccg.nhs.uk/your-health/epp

Wandsworth website:

www.wandsworthccg.nhs.uk/selfmanagement

Your Details

(*)marked fields are compulsory

Title*:

Name*:

Address:

Post code:

Contact Number*:

Email:

Which service are you interested in?

Service:

Preferred Location of course

First choice:

Second choice:

How did you hear about us?

Family or friend:

Poster or leaflet:

GP:

Other please state:

The area below is for GP practice use only

Healthcare Professional Role:

Please state GP Practice:

PACT patient?

Submit



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This is the self referral form, you can access this form on the Wandsworth Wellbeing Hub.

Alternatively, email or phone us, we will give you more information and can book you onto a course.



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Feedback:

- “This course has helped me with my confidence and to be more open. Learning more about myself.”
- “Very helpful. Really enjoyed it. I'd like to do another course like it. Helps with stress and to get my brain working.”
- “This course has empowered my confidence as a person.”
- “This course taught me how to handle my condition better and gave me tools to cope with it better. I really enjoyed it and I feel that if there were more course like this it would benefit our community a lot. “
- “This course along with the book I was given has helped me understand and use my coping mechanisms for both my physical and mental health issues. I've been able to change certain things like nutrition, relaxation, keeping active through aerobic exercise and strength exercise”
- “It reminded me not to give up and find the positives in what I can do. It enabled me to have difficult conversations about my health without feeling ashamed. It reminds me to control my breathing when it feels like I am struggling for breath. It has been amazing to come and be with "like" people, learning has been empowering. I am sad to see the course finish and I am surprised how quickly it has fitted into my routine.”



WANDSWORTH

Wellbeing Hub

Our community navigators are here to help
020 3880 0366
Contact us

Wellbeing Hub

The Wandsworth Wellbeing Hub is a free and impartial NHS service which aims to help patients and the public to find organisations and services to support their health and wellbeing needs.

Navigate the Hub pages using the icons below. You can read a summary by hovering over an icon

HOW WE CAN HELP YOU



Care4me directory of services



Adult care information service



Family information service



Lifestyle services



Self-management courses



Primary care psychological services



Education services

- Care4Me is a directory of the services offered in Wandsworth. It is easy to use – you type key terms into a search bar and then all the relevant services will come up, with a description and how you can contact them
- Adult Care Information and Family Information services are run by the council
- Lifestyle services: if you are looking to quit smoking or lose weight etc.
- Self-management courses: information and referral to EPP/LAM.
- Primary care psychological services: psychological services
- Education Services: education courses on conditions that are quite prevalent in Wandsworth.



Advice, Information & Advocacy



Benefits and money



Care and support



Caring for someone



Community and getting involved



Counselling



Education, training & work



Health and wellbeing



Housing and care homes



Keeping safe and secure



Leisure and activities



Self-Help Groups



Travel and getting about



Volunteer Bank



Volunteer Opportunities

Elderly person who is isolated and feels lonely

Age UK's Be A Friend Service; Battersea Befriending Network; 60 Plus Café

Looking for activities

Katherine Low Settlement; SW London Coffee Morning; Tooting Common Walk; Active Lifestyles Programme

In need of a carer

Home Instead Senior Care; Bluebird Care; Caremark



Wandsworth Diabetes Champions



Who are the Diabetes Champions?

They are a group of volunteers who have been recruited by Wandsworth CCG and trained by Diabetes UK.

What do the Diabetes Champions do?

They raise awareness of diabetes in their community and harder to reach communities, to help reduce the growing number of people developing type 2 diabetes.

They explain the risk factors associated with diabetes, how to reduce or delay the possibility of developing diabetes and how to test for diabetes.

Support and educate people to maintain a healthy weight, be more active and share information with them on where they can go for support.

Empower local organisations, communities and individuals to be more in control.

Where do the Diabetes Champions go?

Anywhere that will have them!

Gp surgeries, hospital waiting/entrance areas, church halls, fairs, patient forum meetings,



