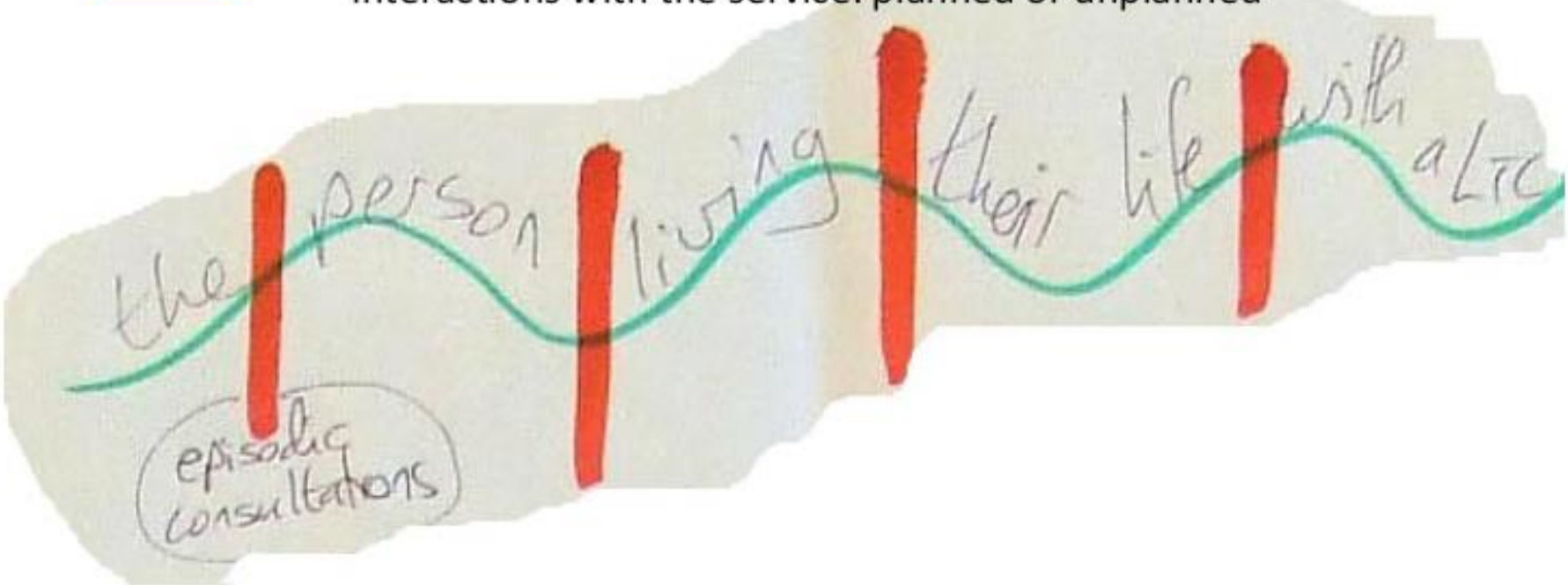


# Diabetes and Peer ▶ Mentoring

An overview of the peer mentoring program for people living with type 2 diabetes.

# Life living with a long-term condition

- Life with a long term condition: the person's perspective
- Interactions with the service: planned or unplanned



# Realising the value of people and communities

- ▶ Whole-person community based support (NESTA)
- ▶ Shared decision making approaches for people with LTC
- ▶ Meeting of two experts - patient and clinician
- ▶ The scale, growth and human / financial cost of T2 Diabetes is stark
- ▶ Some patients need additional support between annual checks / appts with Diabetes Specialist Nurses
- ▶ Growing evidence base of the value of peer support / health coach models
- ▶ Partnership formed for a pilot
- ▶ BCH Diabetes and Nutrition Team, delivered by Brigstowe, supported by BCH Project management / business development



# Benefits of Peer Mentoring

## Mentee

- ▶ Learning from lived experience of others
- ▶ Having time and space to ask questions and be listened empathetically
- ▶ Exploration of opinions and barriers to treatment
- ▶ Reduced isolation
- ▶ Experiencing what it is to live well with their condition

## Mentor

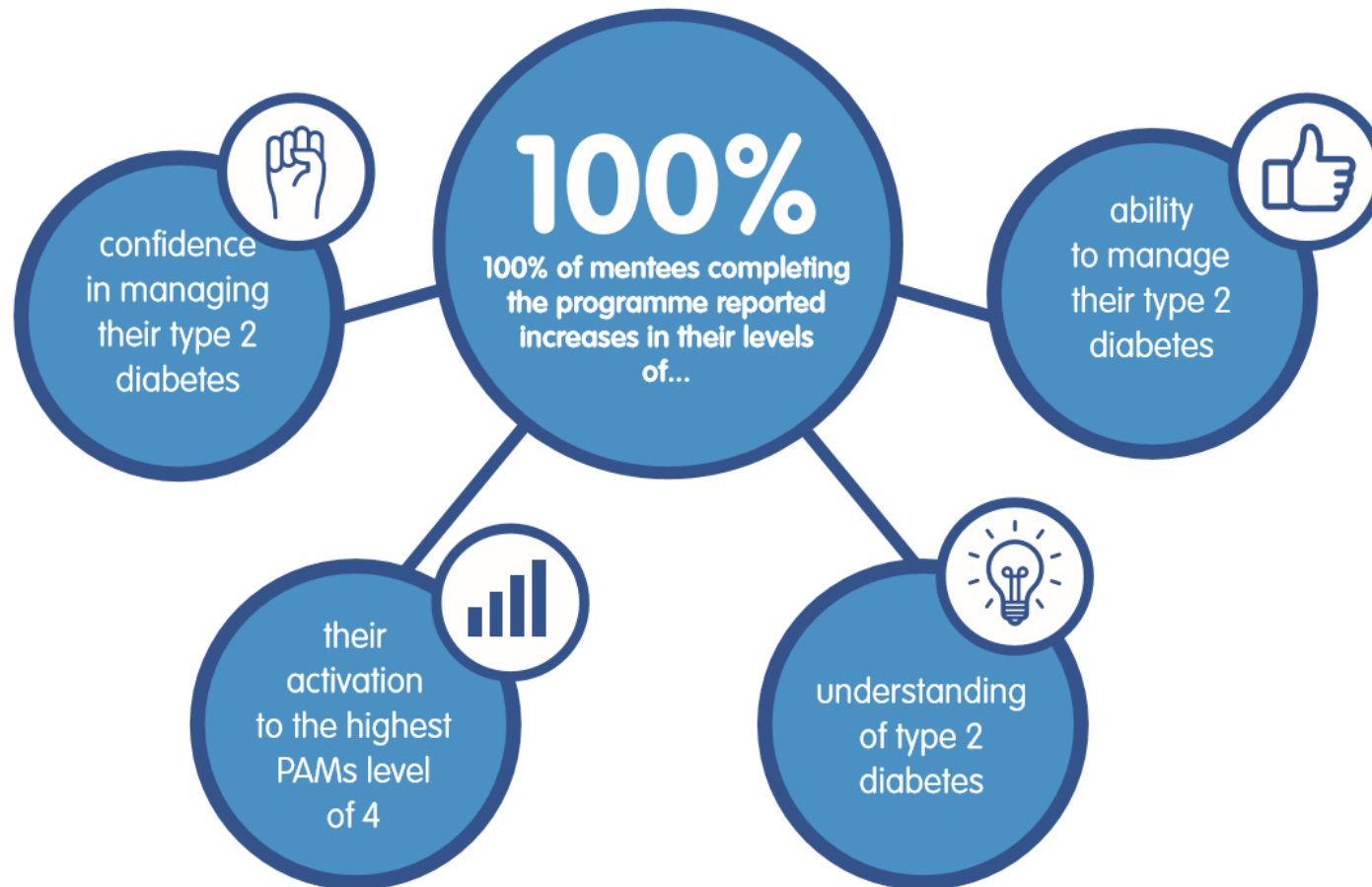
- ▶ Being able to use lived experience to support another
- ▶ Opportunity to be the “expert”
- ▶ Transferrable skills
- ▶ Opportunity to learn and develop their knowledge through research and through collective knowledge of the peer mentor group
- ▶ Acknowledgement and affirmation of the value of their journey through diagnosis and treatment

**“ I have enjoyed everything about it. The arrangements before mentoring were great and I couldn't be happier with my mentor. ”**

Mentee, 2019

# Mentees

Mentees who were assessed and matched under the programme saw significant improvements across the board in their PAMs. All mentees started between levels 2 or 3 in their PAMs assessments and left the service with this having been raised to 4.



“ It has removed the shock of being told I have diabetes. I have always felt like I am the same as I was 20 years ago, but the diagnosis made me feel my age. I now feel like I did before.”

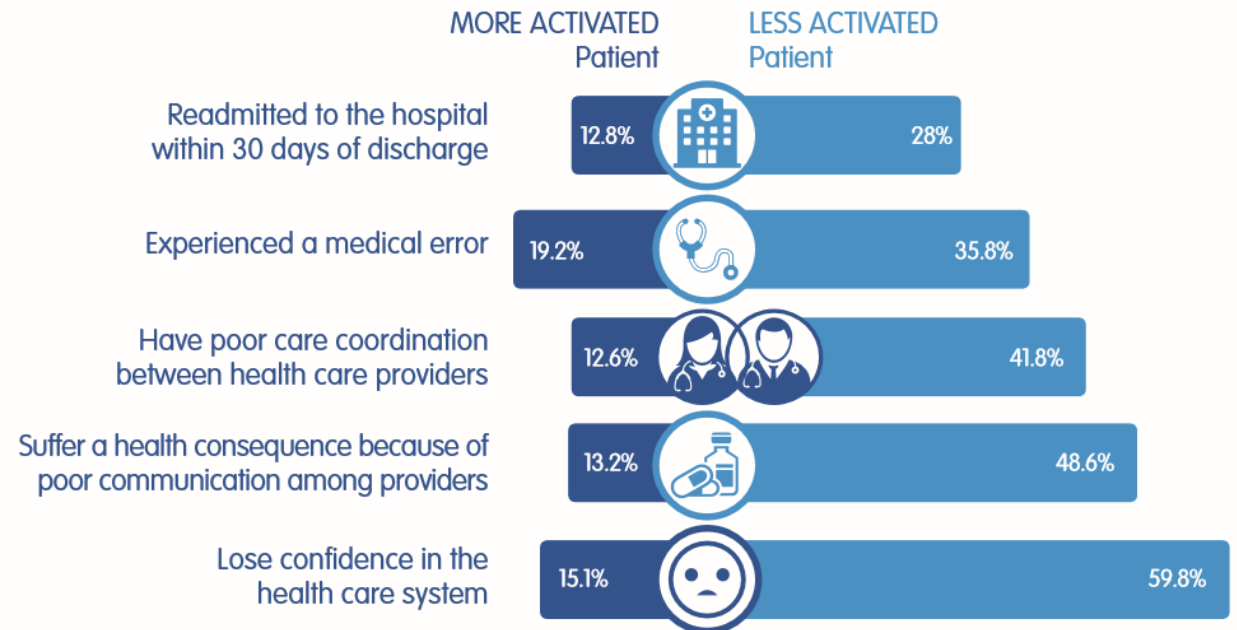
Joe, 2019

# What does this mean?

Greater levels of activation result in:

- reduction in hospital admissions,
- reduction in medical errors,
- better coordination between health care providers,
- less negative health consequences due to miscommunication
- greater levels of confidence in health care provision.

## The MORE ACTIVATED you are in your own health care, the BETTER HEALTH CARE you get...



Source: Adapted from AARP & You, "Beyond 50.09" Patient Survey. Published in AARP Magazine. Study population age 50+ with at least one chronic condition. More Involved=Levels 3 & 4, Less Involved=Levels 1 & 2

# Lessons learned

## Do even more of this

- ▶ Broad involvement and buy-in from NHS clinical and support staff
- ▶ Value & capitalise on the expertise that both NHS and VCSE partners bring
- ▶ Project structure and review meetings
- ▶ Commitment, quality, energy
- ▶ Flexibility
- ▶ Sharing work locations
- ▶ Patient and public involvement
- ▶ Clear and mutually agreed spec of requirements and adaptable contract

## Get better at this

- ▶ Reduce NHS jargon and bureaucracy which risks stifling agile VCSE partnerships
- ▶ Pace yourself - (the start was intensive!)
- ▶ A balanced project group membership (ours was BCH heavy)
- ▶ Build capacity to evaluate
- ▶ Relationships are key - spend time getting to know one another
- ▶ Creating space early on to find out more and ask questions
- ▶ Agreement on realistic timeframes
- ▶ Celebrate success



The  
**Peer**   
Partnership

**Lived Experience** Improving Lives

# What is The **Peer** Partnership?



The **Peer** Partnership is the new brand from Brigstowe taking forward our success in providing **peer** support for long-term health conditions.

Our vision is to see **peer** support accepted as an essential part of holistic care for people with long-term physical or mental health conditions, and people with protected characteristics.

# How you can support us

**Visit** our website at  
[www.PeerPartnership.org](http://www.PeerPartnership.org)

**Follow** us and **share** our posts on social media by searching for @PeerPartnership on Twitter and Facebook

Share what we are doing among your **professional networks**

Contact us at [info@PeerPartnership.org](mailto:info@PeerPartnership.org)



**“There is no better peer support partner to take this forward than Brigstowe.”**

Matthew Areskog, People and Communities Service Manager, BCH, August 2019



The  
**Peer**   
Partnership

**brigstowe<sup>+</sup>**  
positive change together