

Improving health and reducing inequalities through the delivery of a Better Health Model

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The **Better Health model** aims to empower people to improve their health and wellbeing, reduce inequalities and ensure people can access the right information at the right time relevant to the individual and their family circumstances.

Proportionately, people from deprived communities make greater use of acute and community hospital services. These individuals also have increased risk of multiple health and social inequalities. Therefore, developing a **Better Health model** within a hospital setting that links individuals into community supports creates key opportunities to **improve population health and wellbeing and reduce health inequalities through access to a large number of people**. This model also aims to support NHS Ayrshire and Arran to achieve the Scottish Government's **2020 vision by focusing on prevention, anticipation and supporting self management**.

Developing a Better Health Model



Establish an information and support service



Collaborate with clinical areas



Forge partnerships with local organisations



Build workforce capacity

The Better Health Hub service is underpinned by an **empowering approach** which facilitates **health behaviour change** and **builds health literacy**. It is **accessible to patients, visitors, family members, carers, volunteers and staff**, offering the opportunity to have holistic, person centred discussions about health and wellbeing, to identify what matters to the individual and encourage action to improve health.



Bespoke **Better Health Training** sessions have been delivered to staff to **increase knowledge and understanding of the wide range of issues that can impact on health and health inequalities**. The training aims to build skills and confidence to raise the issue of health and wellbeing with patients and carers highlighting the role staff can play in **early intervention and prevention**. It is hoped that where individuals require more than brief advice, staff will refer them to the Better Health Hub.

“ Really enjoyed the session-it helped put the e-learning into a pharmacy perspective and how our role will use these skills and knowledge to make a change ”

Making informed health care decisions is one of the biggest challenges that patients face today. Evidence shows that having access to clear and reliable health information is vital to allow patients to make informed choices about their condition. However, with access to the world wide web, finding good and reliable information can often be a challenge for patients.

The Better Health Hub is a place for individuals to get quality assured information.

Future developments

- Continue to build relationships and build capacity to increase referrals to the service.
- Ongoing evaluation to measure health outcomes and improve the service.
- Work to embed the Better Health Hub service into the acute care system.
- Maximise potential use of technology to improve access and enhance service delivery.



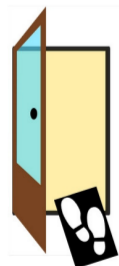
“Thank you for listening to me and talking it through with me, you put me at ease and the support and information you have given me has been great.”

Who is using the service?

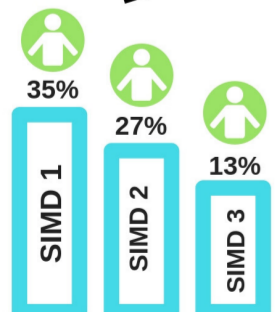
Oct 17 - Jan 19



1173 people have accessed the Better Health Hub for support with their health and wellbeing.



During this period there have been **873 new enquiries**. 46% were visitors, 36% patients and 11% staff.



The majority of people using the Better Health Hub service are living in the **most deprived** postcodes.



55 members of staff have signed up for the Drop in Weight Programme.



For more information contact Nicola Tomkinson 01292 885 865, nicolatomkinson@nhs.net or contact the Better Health Hub 01563 825 611