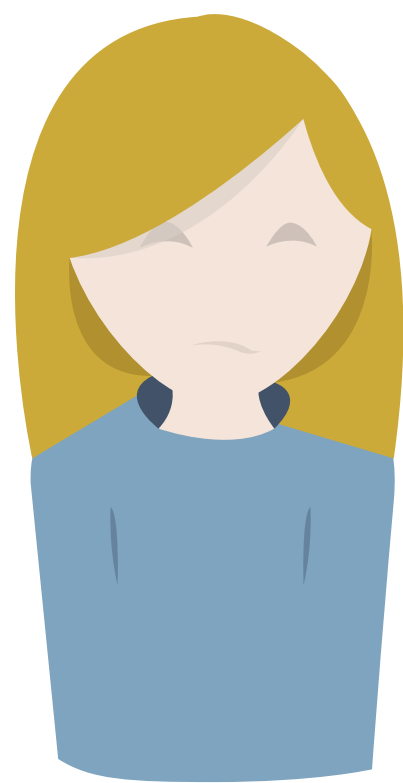


Wellbeing support for shielded adults during Lockdown 2020, Richford Gate Practice, North West London

# VIDEO GROUP CLINIC CASE STUDY

**General Practice: supporting adults who are shielding to and improve wellbeing**

## What we did



"It's really powerful to meet other people. I have learnt so much and put changes in place"

## What changed and improved?

### OUR CHALLENGE

The practice wanted to offer proactive support to shielded patients in a way that didn't interfere with frontline capacity during COVID-19. VGCs were identified as an ideal solution for this, in conjunction with a phone call from volunteer medical students to check in with people about any further needs

### EFFICIENCY AND ACCESS

- All shielded patients had the opportunity to attend. Without VGC, it would have been impossible to offer clinician time to shielded patients
- A SystemOne Autoconsultation template has made data entry more efficient (15 seconds per patient)
- The VGC enabled time consuming demonstrations of mindfulness techniques, discussion of diet and lifestyle adjustments that would be impossible in the time constraints of a 121 appointment

### OUR GROUP CONSULTATION DESIGN

The team recruited patients who were shielding. GPs also invited people whom they felt were in need of more support. The VGC clinic coordinator sent an MJOG text, asking people to reply with their email if they were interested.

### CLINICAL IMPACT

Patients reported:

- Starting to exercise regularly; doing prescribed physiotherapy exercises
- Positive changes in eating habits and weight loss (several lost 10kg in 3 months); reduced HbA1c (one fell from 121 to 49 in 3 months)
- A more positive mind set, self-care and increased wellbeing scores and that doing the 'gratitude exercise' and breathing exercises helped them cope and led to a more positive outlook
- That the support from the VGC helped them through a difficult time

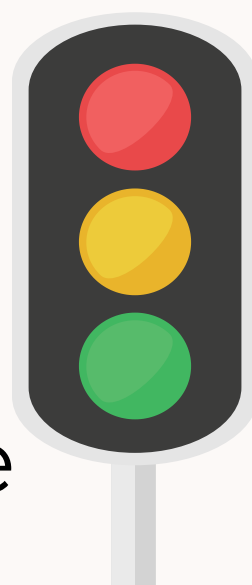
The VGC started with an icebreaker 'What are you grateful for and why?' This helped everyone to settle in. The VGC followed the traditional flow, with the facilitator introducing the discussion board that covered key domains of wellbeing. People gave them a traffic light rating and thought of questions for the clinician. The discussion board deepened the conversation about wellbeing. A GP joined and focused on the most popular questions. Group discussion and 1:1 consultations followed. People also learnt breathing techniques to help combat stress. The session ended with reflection and goal setting. The team called it 'my 5 minute takeaway' and used behavioural insight techniques to help patients describe achievable changes, which they committed to in front of their peers in the session

### EXPERIENCE OF CARE

- Meeting others helped people understand that they are not alone
- Patients reported VGC was enjoyable, supportive and powerful, and that attending had made a big difference to their lives
- One person left the session because he said he felt uncomfortable sharing things with others he knew he needed to sort out for himself
- The team found it fun working together and that they were able to keep the group to time. After a few sessions, they made an official start time and dealt with tech issues then. They found this better than getting people to join 10 minutes early
- The team found it rewarding, supporting people to decide their wellbeing goals in a group

### OUR DISCUSSION BOARD

**RELAX:** is stress getting in my way?  
**SLEEP:** do I feel rested when I wake up?  
**EAT:** is my diet as healthy as I want?  
**MOVE:** is my body fit? Does it limit me?  
**CONNECT:** my relationships and social life



**"VGCs worked well for us and we are planning to expand them to other LTCs" GP**

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