

Expert Patient Programme (EPP)

What is it?

The Expert Patients Programme (EPP) is a six weeks Self-Management course for anyone living with one or more long term Health conditions such as asthma, chronic fatigue, COPD, depression, diabetes, heart Disease, MS, Parkinson's disease, ME, on-going Back pain etc.

The course is designed to help you cope with your health condition, find solutions to common problems & feel more in control.

What can Self-Management offer me?

People with Long-Term Health Conditions face many similar issues such as fatigue, pain, frustration, stress and depression. The course looks at how to manage these whilst working alongside your healthcare providers.

By participating in the Course you will:

- ❑ Learn new skills to manage your health better.
- ❑ Develop confidence in the daily management of your health condition.
- ❑ Meet others and share similar experiences.
- ❑ Learn about developing more effective relationships with health professionals.

What do we learn?

The course focuses on what you *can* do, rather than what you can't. Weekly sessions cover useful topics such as managing symptoms, dealing with pain and tiredness, coping with depression and other feelings, relaxation techniques, healthy eating, exercise, setting realistic goals and communicating effectively with health professionals.

How has it helped other people?

People who have taken part in an EPP course have reported that it has helped them to:

- ❑ Feel confident and more in control of their life.
- ❑ Manage their condition and treatment together with healthcare professionals.
- ❑ Be realistic about the impact of their condition on themselves and their family.
- ❑ Use their new skills and knowledge to improve their quality of life.

Participant's Feedback

"Meeting people has helped me understand more about myself and ways of managing things... It has been a well run course and everyone has been very helpful and caring." **Ali**

"It has helped me become more aware of my condition and how it affects me, and to feel that I can manage it to some extent through pacing, diet and relaxation techniques." **Derrick**

"It gave me more information and confidence to do normal things in life." **Susan**



Frequently Asked Questions

How much does it cost?

These courses are absolutely **FREE**. You don't pay anything to attend any of our courses.

Who are the courses for?

The courses are for anyone who has had their health condition for more than 3 months and who lives, or has a GP, in Islington or Haringey. If you'd like to discuss whether a course is for you, please do call us (see contact details).

Do I have to be referred by someone?

No, you don't. Although healthcare professionals do refer people to us, many of our participants have simply called us up themselves.

Do I have to attend all the sessions?

To get the most out of the course it is best to attend as many sessions as you can, but we understand this might not always be possible.

Do I need to talk about my own condition?

There will be times when you will be asked to share how your condition affects your life and what you would like to change. However, it is up to you what you want to share and how much detail you want to give. All discussions are confidential.

Where are the Courses held?

The courses are held in accessible local venues with good access to public transport.

Will I get a break during the session?

Yes, there is a 20 minute break half way through each session. However, you are free to get up and move around whenever you need to.

Are refreshments provided?

Yes. Tea, coffee and biscuits are provided and you are welcome to bring your own snacks.

Do I need to bring a carer with me to the course?

If you need a carer, you will need to bring your carer with you as the course tutors won't be able to assist you with personal care.

Please do bear in mind that if you are related to your carer, it may be difficult for you to discuss certain issues freely. This is your time to focus on how you would like to manage your health. If you decide you would like your carer to be present, they can either take part as a participant or sit outside the room. Please let us know beforehand if you are likely to bring a carer or assistant.



I have specific communication requirements – can these be accommodated?

If you have specific communication requirements, please do contact us beforehand. For example, we can arrange for a BSL interpreter to attend or for large-print materials to be available.

Do you provide transport?

Unfortunately, we are unable to provide transport.

What happens after the end of the course?

We hope that once the course is over you will start putting the skills and knowledge you have learned into practice to help you manage your health and feel more confident. At least twice a year, we arrange for participants who have completed a course to meet up for an informal get together.

Can I feedback my views about the course?

Yes, we are always seeking feedback about our courses to help us improve them. At the end of the course you will have an opportunity to feedback and you are always welcome to contact us at any time (see contact us).

Contact Details:

Tel: 020 7527 1189 (Islington)

Tel: 020 7527 1707 (Haringey)

Email: whh-tr.self-management@nhs.net