

Working Together Differently

Building Community & Integrated care through Health & Wellbeing



Health & Wellbeing Groups
H & F Partnership



HFP Health &
Wellbeing Coaching



Who We Are

- **Hammersmith & Fulham Health & Wellbeing Coaching Team**
- **2 Health & Wellbeing Coaches** (ARRS role) working across **5 GP practices**
- Time split between:
 - 1:1 personalised health coaching
 - Group-based programmes
 - Partnership working & service development
- We also **support staff wellbeing** and act as a bridge between primary care, community, and voluntary sector organisations



Our Aim: Changing the Relationship

- From “doing to” → “working with”
- Launched **August 2021** to embed **personalised care**
- Focus on:
 - Confidence, motivation, and self-management
 - Reducing isolation alongside managing health
- As one patient said:
“I feel the relationship has shifted – now we are all working together.”



Why We Work in Groups

- **Groups are where connection and community grow**
- Groups complement 1:1 work, which can feel:
 - Isolating
 - Resource-intensive
 - Harder to build connection remotely
- Groups allow:
 - Peer support and shared learning
 - Normalisation of long-term conditions
 - One coach to support multiple patients at once
- Patients often stay connected **long after programmes end**





HFP Health & Wellbeing Groups

Activity program
1st January - 31st March

For patients of:
Brook Green Medical Centre
North End Medical Centre
Park Medical Centre
Richford Gate Medical Practice
The Bush Doctors

The Wellbeing Community

A session exploring diverse topics, equipping you with practical tools to create meaningful lifestyle changes.

Every Monday 7-8:30pm

Hammersmith Quaker Meeting House

Chronic Pain Management Group

A session designed for individuals with chronic pain and/or Fibromyalgia, offering a blend of information and group support.

Every other Wednesday 1:15-2:45 pm

Earls Court Community Hub

Digital Long COVID Support Group

A digital group support session designed to assist those navigating the challenges of Long COVID, offering connection and shared understanding.

2nd Thursday of the month 2-3 pm

Microsoft Teams



Cook & Connect

Monthly cook-along group focused on food, connection and community. Join in with simple, plant-based recipes while meeting others in a relaxed and friendly setting.

Date varies - Sign up for info on monthly sessions

Microsoft Teams



Perimenopause/Menopause Online Support Group

A safe and supportive space to discuss your experiences and symptoms of perimenopause/menopause.

Every other Friday 2-3 pm

Microsoft Teams

Endometriosis/PCOS Online Support Group

A safe, welcoming space to share your experiences and symptoms related to Endometriosis and/or PCOS — no formal diagnosis needed.

Every other Friday 2-3pm

Microsoft Teams



To Sign up or for more info on any group email josh.norman@nhs.net or ask a member of staff at your GP Practice.



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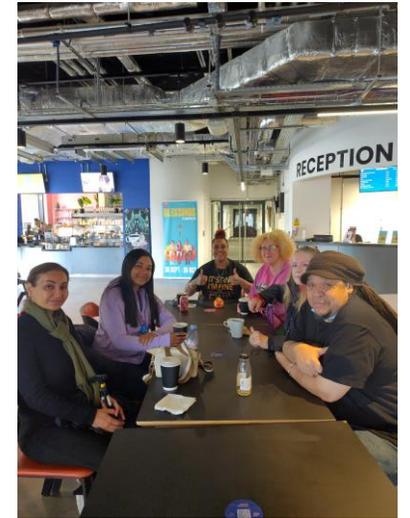


HFP Health & Wellbeing Coaching



Spotlight: *My Pain & Me*

- Working differently with secondary care
- Co-designed with **Imperial College NHS Trust and Studio Exception**
- **6-week programme** combining elements of:
 - Health coaching
 - Psychology theory
 - Physiotherapy theory
 - Pain education
- Focuses on:
 - Understanding pain
 - Reducing fear
 - Lifestyle medicine (sleep, stress, movement)
- Pilot ran **early 2024**, now delivered multiple times
- Participants continue attending **peer-led drop-ins**, showing lasting community impact



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Spotlight: Women's Health

- **Responding to unmet need through collaboration**
- Developed after listening to patient experiences and GP referrals
- Focus areas:
 - Menopause / perimenopause (early-stage support)
 - PCOS & Endometriosis (context beyond weight management)
- **Menopause group co-facilitated with a practice pharmacist**
- Integrates clinical insight with coaching and lifestyle medicine
- PCOS & Endometriosis takes on average 10 years to diagnose. The women's health group is open to those with no formal diagnosis.
- A strong example of **ARRS roles working together**



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Spotlight — The Wellbeing Community

- **Weekly Monday evening sessions** held at **Hammersmith Quaker Meeting House**

- Open, welcoming space outside of a clinical setting
- Focus on connection, reflection, and shared wellbeing

- **Monthly “Creativity for Wellbeing” sessions**

- Using creative practices to support mental health and self-expression
- Accessible, non-clinical route into wellbeing support

- **Patient-led groups emerging organically**

- Participants shaping sessions based on lived experience
- Peer support becoming the driving force, not professionals
- Shifts the dynamic from service delivery to shared ownership

- **Integrated vision for the future**

- Building a **mini wellbeing community hub within the GP practice**
- A space for groups, connection, and preventative support
- Health & Wellbeing Coaches acting as facilitators and connectors, not gatekeepers

- **Why this matters:**

The Wellbeing Community shows how ARRS roles can help move primary care from a place people visit when they're unwell, to a place where community, prevention, and belonging are actively built.



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Spotlight: Cook & Connect

- **When community partnerships change lives**
- Co-delivered with **Community Cook Off**
- Monthly, plant-based cooking group
- Started with chronic pain expanded to loneliness & isolation
- Outcomes:
 - Rebuilt confidence and identity
 - Friendships formed
 - Some participants moved into volunteering roles
- One patient said:
“I came for the cooking, but I stayed for the people.”
- Partner organisation later won the **President’s Cup**, reflecting the strength of collaboration



Evidence & Impact

- **Human outcomes and system benefits**
- **54% average increase in self-efficacy**
 - 17 patients (2023-2024 cohort)
 - Indicates greater confidence and self-management
- **33.8% reduction in GP appointments**
 - Patients attending ≥ 2 Group sessions over 90 days
 - PCN-wide SystemOne data (Jan-April 2025)
- Demonstrates:
 - Reduced clinical dependency
 - More sustainable use of ARRS roles



How We Work Together Differently



Clinical support

Integration in practice, not just on paper
GPs dip into groups for clinical input
Attending clinical meetings
Advocating for patients



Coaching focus

Behaviour change
Confidence
What matters to the patient



Community delivery

Community venues (e.g. Earl's Court Community Hub, Chelsea Theatre)
Less clinical
More accessible
Reduces barriers & stigma



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Why This Matters for ARRS

- **A replicable, integrated model**
- ARRS roles act as:
 - Connectors
 - Facilitators
 - Capacity builders
- **Benefits:**
 - Reduced GP workload
 - Stronger community networks
 - Improved equity and access
- **Next step:**
 - Expand chronic pain offer
 - Sharing learning across PCNs
 - **“People used to come to us for answers – now they come with ideas.”**



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LMC Recognition

London General Practice Non-clinical Team Award –
for outstanding contribution to patient care and practice
team collaboration



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