A National Peer Support Service
for People Living with Chronic Conditions

Christine Roach, Self-Management Programme Lead
Jules Godden, Training Manager

- EPP Cymru established over 20 years

- Supported 1,000's of people across Wales with chronic conditions/carers

- **48%** in Wales now live with a chronic condition/s

- The need for community-based support

So, What Did We Do?

- **We set clear goals:**

    - To establish a National Peer Support Service

    - That complimented self-management education

    - To help build resilient communities and improve health outcomes
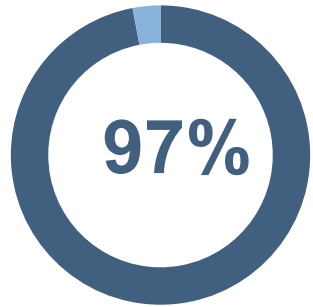
- **Objectives included:**

    - Creating accessible peer networks

    - Promoting behaviour change

    - Supporting NHS sustainability through prevention and reduced service demand

Results, Outcomes, Impact

97% of patients found peer support **highly effective**

Lymphoedema (Online) **16 patients**
Swansea | Shropshire/Wrexham | Gwent | Merthyr

Diabetes (Online) **23 patients**
Shropshire | Pembrokeshire | Conwy | Gwent | Powys | West Glam | Carmarthenshire

Osteoporosis (Face-to-Face) **19 patients**
Gwent (incl. 1 homebound) | Swansea | Carmarthenshire

"
Life is challenging on so many levels. To have access to this brilliant service is marvellous – Patient

These initiatives save clinicians valuable time – Clinician
"

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Key Conclusions

Peer Support is proving to be a practical, cost-effective complement to clinical care.

Benefits to patients:

- Emotional support
- Shared knowledge and experience
- Enhanced coping skills
- Collective Empowerment
- Reduced isolation
- Builds trust and social capital

Expected benefits to NHS

- Empowered patients and communities
- Information sharing and peer support
- Early intervention and monitoring
- Reduced visits to primary/secondary care
- Preventative care
- Lowered overall cost of services

What next ?

- Further co-design the model

- Build capability

- Scale, spread and continuous improvement

Thank you

christine.roach@wales.nhs.uk

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