

## Compliments and complaints

If you have any suggestions, comments, compliments or concerns about the services you have received, the Patient Advice and Liaison Service (PALS) team are here to help. You can contact PALS by email at **pals@mft.nhs.uk** or call **0161 276 8686**.

## Other languages

This leaflet can be translated and provided in other languages on request. We can also provide the information in other formats including braille, large print and as a recording. Please contact us if you need help.

## Who provides this service?

This service is provided by Manchester Local Care Organisation (MLCO). MLCO is the organisation that provides NHS community health and adult social care services in the city. **Find out more about MLCO at [www.manchesterlco.org](http://www.manchesterlco.org)**

## Contacting us

You can telephone, email or write to us to register or find out more about us at:

 **Tel: 0161 549 6624**

 **Email: [mft.epp@nhs.net](mailto:mft.epp@nhs.net)**

 **Expert Patient Programme**  
Higher Openshaw Primary  
Care Centre  
Ashton Old Road  
Manchester, M11 1JG

## Patient Satisfaction Survey reviews

*'Lots more people should be made aware of the course as it would benefit a huge amount of people in all situations and conditions.'*

*'It's given me dedicated time each week to think about how I manage the changes that Long Covid is making to my life at present .... it has given me small achievable goals to work towards each week, and something to strive for rather than having a "can't do" mindset.'*

# Expert Patient Programme

Service information leaflet for patients and carers



Do you live with a long-term health condition or are you recovering from COVID-19?



Scan the QR code to visit our service webpage.

## About the service

We are a free NHS service for people living with long-term health conditions and/or carers.

We deliver a course to help you manage your long-term health conditions and feel more in control of your condition and life. It will complement your treatment and care as well as support you to adopt a healthier lifestyle.

### Who runs the course?

The team is made up of NHS staff and volunteers who either live with long-term health conditions or care for someone who does. This means we understand the day-to-day impact of living with long-term health conditions.

### Who is the course for?

We support carers and people who are aged 18 or over who live in Manchester and have ANY long-term health conditions.

### How long does the course last?

The course runs for two and a half hours once a week for six weeks.

### Where is the course delivered?

We deliver the course at local venues across Manchester or virtual courses online.

### Why is this course helpful?

Research has shown that people living with long-term health conditions spend only three hours a year on average with a healthcare professional. For the other 8757 hours of the year, they look after themselves.

People with long-term health conditions are twice as likely as those without long-term conditions to have mental health problems, including depression and anxiety.

The frustrations and limitations of living with long-term conditions can make your overall health much worse.

This course can provide you with the tools to self-manage and deal with your conditions better on a day-to-day basis.

Statistics from [nationalvoices.org.uk](http://nationalvoices.org.uk)

## The course aims to help you to:

- Feel more confident managing your health conditions
- Find day-to-day living more manageable
- Feel more in control of your symptoms
- Experience less pain, fatigue, depression, anxiety or stress
- Get more from your GP and health care appointments
- Be able to communicate better with family, friends and health care providers
- Manage your medication more effectively
- Stay more positive and motivated
- Achieve your goals.

*'... I feel I have been heard and have taken on lots of ideas and knowledge to help me be proactive and manage my conditions in a positive way daily.'*

Participant MB, March 2020