

INDEX

- ABPI *see* Association of the British Pharmaceutical Industry
- accident and emergency (A&E) 66, 85, 86, 107, 132
- action learning sets 30, 31, 43, 45
- action plans
- evaluation 119
 - general practice teams 46, 49–51
 - patient pathways 127, 138, 148, 151, 154, 157, 161
 - PCTs 31, 32, 34, 38
 - strategy and action plan (Tool 2) 32, 36, 46, 176–80
- acupuncture 73, 74, 101, 103, 112, 143
- Addison's disease 68
- advanced services 81, 87, 89, 95
- A&E *see* accident and emergency
- Agenda for Change 69
- AHPs *see* allied health professionals
- alcohol 9, 103, 104
- algorithms
- general practice teams 44, 45, 50
 - long term conditions 23
 - patient pathways 143, 161, 166
 - PCTs 33
 - pharmacy teams 81
 - self care guides 21
- allergies 104, 157, 165, 204
- allied health professionals (AHPs) xi, 32, 45, 53
- antibiotics
- cough and colds 159, 161, 162, 166–8
 - educational interventions 18, 21
 - self-limiting problems 84
 - sore throat 126, 128, 129, 133, 134–5
- anticoagulant therapy 23, 38, 99
- antidepressants 76, 145
- anxiety 25, 142
- appraisal 36, 47, 69, 120–1, 201, 213, 218
- arthritis 19, 20, 23, 74, 91, 104
- aspirin 97, 152
- assistive technologies 24
- Association of the British Pharmaceutical Industry (ABPI) 107
- asthma
- cough and colds 164, 165, 167
 - educational interventions 21
 - evaluation 118, 122
 - long term conditions 22, 87–9
 - overview of self care 7, 8
 - PART model 16–17
 - patient pathway
 - case study 146–51
 - self care 152–7 - patient's perspective 59–60, 104, 108
 - pharmacy teams 87–9
- audiotapes 18, 225, 229, 231
- audit (Tool 9) *see also* significant event audit
- evaluation 122
 - general practice teams 46, 51
 - overview 197–9
 - patient pathways 134, 164
 - PCTs 35, 41
 - pharmacy teams 83, 91, 93, 96–8
- autonomy 9, 18, 59, 61, 157
- The Back Book* 138, 139, 143
- back pain
- competence 72–4
 - complementary medicine 112
 - educational interventions 19
 - evaluation 118
 - minor ailment scheme 84, 138
 - PART model 17, 142–3
 - patient pathway
 - case study 136–41
 - self care 142–5 - pharmacy teams 84, 138
 - work 110
- barriers
- change 115, 116, 189
 - general practice teams 46, 49, 50, 52
 - PCTs 32, 40
 - personal support mapping 221, 222
 - support groups 108
- Belbin, RM 47
- benzodiazepines 145
- BestTreatments 21, 68, 94, 234
- beta blockers 152
- Beth Johnson Foundation 20
- Better Information, Better Choices, Better Health* 6

- blame 11, 114, 205
 Blantyre/North Hamilton SIP 91
 blood pressure
 educational interventions 19
 long term conditions 23, 87, 90
 overview of self care 10, 25
 patient's perspective 68, 102, 108, 109
 pharmacy teams 82, 87, 90, 91–4
 body mass index (BMI) 87, 90, 92
 Boots pharmacies 89, 92–3
 British Medical Association 105
 British Thoracic Society 148
 bronchitis 167
Building on the Best 5
 Burnley PCT 106–7
- CAM *see* complementary and alternative medicine
 cancer 94, 104, 144, 167
 care plans 9, 154–7
 carers 4, 48–9, 104, 109, 127, 130, 141
 CBT *see* cognitive behavioural therapy
 Centor scores 133, 134
 change
 cycle of change 65
 force-field analysis 173
 general practice teams 50, 52
 moving through change (Tool 14) 40, 50, 211–12
 moving to self care culture 114–17
 PCTs 40
 PDSA 188, 189
 SWOT analysis 181
 Chartered Society of Physiotherapy 104, 110
 CHD *see* coronary heart disease
 CHIC *see* Consumer Health Information Centre
 children
 back pain 144
 cough and colds 159–61, 165–8
 educational interventions 18
 health and social services 9
 PART model 17
 patient's perspective 105
 sore throat 131, 132, 134
 chiropractors 103, 111, 143
 chloramphenicol 85, 97
 cholesterol 87, 90
 chronic obstructive pulmonary disease (COPD) 87, 148, 152, 167
Clinical Evidence 21, 143, 145, 234
 clinical governance 31, 49, 96, 97
 Cochrane Collaboration 111, 134, 168
 codeine 137, 138, 144
 cognitive behavioural therapy (CBT) 20, 59, 60, 145
- colds
 asthma 89, 153
 educational interventions 18, 19
 minor ailment scheme 84, 138
 overview of self care 5, 7
 PART model 153, 166–7
 patient pathway
 case study 159–64
 self care 165–8
 sore throat 125, 131
- communication
 audit 197
 health professionals 53, 54–6, 57, 69
 infrastructure and resource matrix 195
 overview of self care 6, 8
 PCTs 32
 risk and safety 11
 teams 47, 202
- community pharmacists
 contract 81, 96, 98
 evaluation 121
 general practice teams 43, 45, 49
 long term conditions 86–9
 minor ailment scheme 84–6
 patient pathways 128, 130, 138, 141, 149, 162, 164
 prescription linked interventions 91, 92
 quality and audit 97, 98
 self-limiting problems 82, 83
 signposting 66
 teamwork 24, 81, 96, 99–100, 108
- competence 53–4, 62, 69–74
 complementary and alternative (CAM) medicine
 back pain 73, 74
 cough and colds 167
 health professionals 56, 73, 74, 76
 patient's perspective 56, 101, 102, 104, 111–12
 pharmacy teams 96
 promoting wellbeing 11
 risk and safety 76

- compliance 15, 17, 32, 61, 89, 97, 199
 concordance 59, 61–2, 148, 150, 199
 confidentiality 24, 57, 108, 128
 conjunctivitis 84, 85, 138
 Connexions 110, 111
 conscious (in)competence 72
 consultations
 consultation content scale 41, 51, 55, 223–5
 consulting style scale 41, 51, 55, 226–8
 rates 18–19, 107, 140, 150, 163, 166
 self care aware consulting style 41, 51, 60, 229–33
 Consumer Health Information Centre (CHIC) 104, 105
 contraception 65, 66, 76, 86, 97
 COPD *see* chronic obstructive pulmonary disease
 coronary heart disease (CHD) 7, 82, 89, 91, 96
 cough
 asthma 89, 152
 evaluation 118
 minor ailment scheme 84, 86, 138
 overview of self care 5, 7
 patient pathway
 case study 159–64
 self care 165–8
 pharmacists 84, 86, 89, 138
 sore throat 131
 cultural diversity 54, 56, 58, 67, 109–10

 DAFNE (Dose Adjustment For Normal Eating) 21, 234
 decision making 53, 59, 60–3, 108
 'delayed' prescriptions 134, 168
Delivering Choosing Health 6
 denial 103, 114
 dentists xi, 31, 34, 46, 57, 92, 107
 Department of Health (DH) 5–6, 11–12, 86, 89, 96, 234
 depression 10, 20, 25, 107, 109, 142
 DESMOND (Diabetes Education and Self Management for Ongoing and Newly Diagnosed) 21, 234
 Developing Patient Partnerships (DPP) 21, 104, 107, 110, 234
 DH *see* Department of Health
 diabetes
 cough and colds 167
 DESMOND 21, 234
 educational interventions 19–21
 long term conditions 22, 23, 87, 89
 patient's perspective 104–5, 107–9
 pharmacy teams 24, 82, 87, 89, 91–2, 96
 promoting self care 10, 25
 reliable information 58, 68
 risks 75
 diarrhoea 17, 84, 86, 160, 165
 diet
 cough and colds 167
 educational interventions 21
 enabling patients to self care 56, 58, 59
 health and social services 9
 health inequalities 8
 patient's perspective 102, 103, 105, 109
 pharmacists 90–3
 digital TV 69, 107, 234
 DiPEX (Directory of Patient Experience) 94, 234
 disability 61, 110, 143
 DISCERN 67, 234
 district nurses 32, 92, 138–9, 141, 143, 148–9
 doctors *see* GPs
 Dose Adjustment For Normal Eating *see* DAFNE
 DPP *see* Developing Patient Partnerships
 Dr Foster 104
 drug misuse 9, 104

 earache 18, 19, 84, 86
 echinacea 167, 168
 education
 asthma 157
 educational interventions 18–21
 general practice teams 46–7
 health inequalities 8, 9
 health professionals 58, 61, 69, 70
 long term conditions 22
 overview of self care 9–11, 17, 25
 patient's perspective 58, 61, 105, 108
 PCTs 35–7, 40
 personal development plans 69, 70
 EHC *see* emergency hormonal contraception
 elderly patients 10, 20, 99, 108
 Electronic Medical Information Service (EMIS) 93

- emergency care
 enabling self care 60, 66
 general practice teams 50
 PART model 17
 patient pathways 132, 150, 154, 166
 PCTs 31
 pharmacy teams 85, 86
 emergency hormonal contraception
 (EHC) 65, 66, 86, 97
 EMIS (Electronic Medical Information
 Service) 93
 empowerment 10–12, 20–1, 60–1, 174
 enhanced services 38, 81, 84, 87, 92, 95, 98
 epiglottitis 132
 EPP *see* Expert Patients Programme
 Epstein–Barr virus (EBV) 133
 Erewash PCT xii, 7, 21, 24, 98
 essential services
 developing pharmacy team 94–6
 long term conditions 86–90
 minor ailment scheme 84–6
 overview 81–2
 pharmacy contract 81
 public health 90–4
 self-limiting problems 82–4
 signposting 93–4
 training needs analysis 200
 ethnicity 106, 108, 109–10, 119
 evaluation 36, 41, 51, 115, 118–22
 exercise
 asthma 152
 back pain 136, 143, 144, 145
 cough and colds 167
 educational interventions 20
 enabling self care 56, 58, 64
 exercise on prescription 38
 health and social services 9
 health inequalities 8
 long term conditions 22, 90
 patient's perspective 102–4, 110
 pharmacy support 90–3
 sore throat 127
The Expert Patient 5
 Expert Patients Programme (EPP)
 overview of self care 5, 8, 9, 19, 23
 patient's perspective 102, 106
 PCTs 31, 38
 signposting 93
 website 234
 eye contact 55, 56
 Family Doctor Books 105, 234
 feedback
 audit 198
 change 65, 117
 consulting style 231
 education and training 36
 health professionals 55, 63, 64, 65, 108
 patient pathways 140, 150, 163
 teamwork 202
 FEV₁ (forced expiratory volume in
 1 second) 152
FIT magazine 104
 focus groups 101, 102
 force-field analysis (Tool 1) 32, 45–6,
 173–5
 framing risk 76
 Fylde Coast Medical Services (FCMS) 86

 GABHS *see* group A beta-haemolytic
 streptococcus
 Gantt chart (Tool 7) 34, 46, 119, 191–3
 gap analysis (Tool 5) 34, 38, 46, 50, 186–7
 General Medical Services (GMS) contract
 xi, 85
 general practice teams *see also* GPs; health
 professionals
 competence 69
 evaluation 120, 121
 long term conditions 23
 meaning of self care 4, 7
 PCTs 32, 34, 38
 risk and safety 11
 supporting self care
 stage 1: developing vision 43–9
 stage 2: choosing interventions
 49–50
 stage 3: keeping going 50–1
 stage 4: monitoring and
 evaluation 51–2
 workload assessment xi, 206–10
 general practitioners *see* GPs
 glandular fever 133, 134
 glucosamine 73, 74
 GMS (General Medical Services) contract
 xi, 85
 GPs (general practitioners)
 asthma 89, 122, 148–52
 back pain 136–43
 communicating risk 75
 cough and colds 159–64, 166

- developing trust 57
- educational interventions 18, 19
- evaluation 122
- general practice teams 43, 47, 48
- long term conditions 23, 89
- overview of self care 3–5, 7, 10–11, 14, 53
- patient's perspective 107, 108
- PCTs 40
- pharmacy support 83, 85–6, 89–90, 93, 98
- signposting 65, 66
- sore throat 125–31, 134
- workload assessment xi, 76, 206, 209
- group A beta-haemolytic streptococcus (GABHS) 133, 134
- haemoglobin A_{1c} (HbA_{1c}) 87, 90
- harm 11, 19, 68, 74, 75
- Harrow PCT 92
- hay fever 5, 7, 84, 85, 89
- HbA_{1c} *see* haemoglobin A1c
- HDL (high density lipoprotein) 90
- head lice 84, 86
- headache 19, 84, 112
- health
 - educational interventions 20
 - inequalities 8–9, 12, 34, 106, 119
 - overview of self care 3, 4–6, 10–12
 - workplace 110
- Health and Safety Executive 153
- health care assistants
 - general practice teams 43, 48
 - patient pathways 127–8, 138–9, 148–9, 151
 - workload assessment xi, 76
- Healthcare Commission 57, 92
- health care pyramid 14
- Health Development Agency 10
- health education 9–11, 18–20
- Health First 101
- health inequalities 8–9, 12, 34, 106, 119
- Health on Net 68
- health professionals
 - being competent 70–4
 - communicating risk 74–6
 - consultation content scale 223
 - definition of self care 14
 - enabling self care
 - communication style 54–6
 - developing trust 56–8
 - effective information 66–9
 - encouraging skills 58–60
 - enhancing motivation 63–5
 - overview 53–4
 - providing reliable information 58
 - sharing decision making 60–3
 - patient's perspective 108
 - personal development plans 69–70
 - time management 76–8
- health promotion
 - enabling self care 59
 - health and social services 9
 - long term conditions 22, 87
 - overview of self care 11, 15
 - PCTs 38
 - pharmacy teams 84, 87, 97
 - sore throat 127
- HealthSpace 68
- health visitors
 - back pain 138–9, 141, 143
 - cough and colds 160–2, 164
 - PCTs 32
 - smoking 92
 - teamwork 49
- Healthwise* handbook 108
- Healthy Weight Challenge 92
- herbal medicine 11, 76, 101, 102, 110, 167
- Heron, J 64
- HGV Man* 67
- high density lipoprotein (HDL) 90
- Hillingdon PCT 87, 99
- HIV (human immunodeficiency virus) 144
- holistic care 53, 55, 56, 63, 111
- home remedies 11, 19, 82, 204
- hospitals
 - asthma 150, 152
 - educational interventions 20
 - enabling patients to self care 58
 - long term conditions 22, 87
 - PCTs 38
 - sore throat 132
 - support networks 24
- hypertension
 - educational interventions 19
 - long term conditions 23
 - overview of self care 10, 25
 - patient's perspective 102, 109
 - pharmacy teams 82, 91–4
- hyperventilation 148, 152, 153

- ibuprofen 73, 136, 143, 168
- IMPACT programme 84
- impetigo 85, 134
- inequalities 8–9, 12, 34, 106, 119
- inflammatory bowel disease 20
- influenza 18, 19, 153, 165, 166
- information
 - decision making 62–3
 - educational interventions 18–20
 - effective use 66–9
 - health professionals 53–4, 58, 62–3, 66–9
 - NHS policy 6
 - patient's perspective 103, 107–8
 - personal development plans 69
 - pharmacy teams 83, 84
 - reliability 58, 107–8
 - self care guides 21
 - self-limiting problems 83, 84
- infrastructure and resource matrix (Tool 8) 34, 38, 46, 50, 194–6
- inhalers 60, 89, 146–8, 152, 154–6
- international normalised ratio (INR) 23
- internet
 - back pain 139
 - health professionals 58, 66, 68, 73, 74
 - NHS Direct Online 21, 68, 94, 107, 235
 - overview of self care 4, 18, 21, 24
 - patient's perspective 104–7
 - pharmacy teams 93
 - useful resources 234–5
- Joining Up Self Care* xii, 21, 40, 41, 50, 157
- Kaiser Permanente 22
- KISS (keep it simple and short) 117
- Knowledge and Skills Framework (KSF) 69
- Lab Tests Online UK 234
- Lambeth PCT 98, 190
- language
 - audit 197
 - communication style 54–5
 - effective information 67, 68
 - health professionals 54–5, 67, 68
 - overview of self care 8, 9, 23
 - reliable information 107
- The Lazy Exercise Guide for Busy People* 104
- LDL (low density lipoprotein) 90
- LDPs (local delivery plans) 31, 99
- leaflets
 - educational interventions 18–20
 - enabling self care 21, 67, 104
 - lifestyle changes 90, 92, 104
 - patient pathways 127–8, 138–9, 157, 162, 167
 - pharmacy teams 83–4, 90, 92–4, 96–7
- Learning and Employment Action Package (LEAP) 110–11
- learning logs (Tool 15) 40, 50, 51, 213–14
- LES (local enhanced service) 98
- Lewisham PCT 190
- lifestyle
 - education 19, 21, 36
 - enabling self care 59, 65, 68
 - long term conditions 22, 90
 - overview of self care 3–4, 6, 8–10, 14–15, 17
 - patient's perspective 103–4, 108
 - pharmacy support 82, 90–4
- local delivery plans (LDPs) 31, 99
- local enhanced service (LES) 98
- local pharmacy committees (LPCs) 93, 99
- locums 95, 96, 126
- long term conditions
 - general practice teams 50
 - overview of self care 8, 10, 14, 15, 22–3
 - patient's perspective 101, 106
 - PCTs 31, 32, 38
 - pharmacy teams 81–3, 86–90, 95
- low density lipoprotein (LDL) 90
- LPCs *see* local pharmacy committees
- LungUSA 153
- magnetic resonance imaging 144
- Making Sense of Health* xii, 108
- MAS *see* minor ailment scheme
- massage 73, 74, 101, 143
- mastoiditis 168
- medicines
 - enabling self care 59, 62, 67
 - patient's perspective 102
 - pharmacy teams 85, 89, 90
- Medicines Partnership 96, 234
- medicines use review (MUR) 89, 96, 149
- MEDLINEplus 234
- meningitis 166
- Men's Health* 104
- mental health
 - back pain 142

- educational interventions 20
- enabling self care 56, 59, 60
- patient's perspective 101, 104, 105
- pharmacy teams 86, 97
- MeRec Bulletin* 134
- midwives 49, 68, 138, 143
- MIND 104
- minor ailment scheme (MAS)
 - future of NHS 5
 - PCTs 31, 38
 - pharmacy teams 84–6, 96
 - sore throat 128, 130, 135
- minor ailments
 - overview of self care 5, 7, 17
 - patient pathways 128, 130, 135, 163
 - patient's perspective 102, 104, 105, 108
 - PCTs 31, 38
 - pharmacy teams 81–6, 95–6
- minority groups 23, 34, 106, 110
- monitoring 41, 51, 89–90, 115, 117–18
- motivation
 - enhancing 63–5
 - force-field analysis 174
 - general practice teams 49
 - health professionals 53, 55, 63–5
 - managing change 115
 - patient's perspective 101, 103, 105, 106, 109–10
- moving through change (Tool 14) 40, 50, 211–12
- MUR *see* medicines use review
- MyPil 68

- National electronic Library for Health 234
- National Health Service *see* NHS
- National Heart Lung and Blood Institute 148, 153
- National Library for Health 234
- National Patient Safety Agency (NPSA) 11
- National Pharmacy Association (NPA) 96, 105
- National Programme for Information Technology 68
- National Service Frameworks (NSFs) 22, 188
- nebulisers 24, 152
- neuro-linguistic programming (NLP) 64
- Newcastle-under-Lyme PCT 93
- Next Moves 111
- nGMS (new GMS contract) 85

- NHS (National Health Service)
 - back pain 73, 74
 - future of NHS 4, 5–6
 - overview of self care xi, 8, 10–11, 16, 25
 - patient's perspective 106, 108, 112
 - pharmacy teams 83, 84, 86, 92
 - websites 234, 235
- NHS Centre for Pharmacy Postgraduate Education 96
- NHS Direct
 - general practice teams 50
 - overview of self care 3, 21
 - patient pathways 127, 131, 139, 143, 160–1, 166
 - patient's perspective 107
 - pharmacy teams 83, 85, 94
- NHS Direct Interactive 21, 234
- NHS Direct Online 21, 68, 94, 235
- NHS Improvement Plan* 5
- NHS Knowledge and Skills Framework (KSF) 69
- The NHS Plan* 5
- NHS trusts 22, 104
- NLP *see* neuro-linguistic programming
- non-steroidal anti-inflammatory drugs (NSAIDs) 137, 138, 145, 152
- non-verbal communication 56
- NPA *see* National Pharmacy Association
- NPSA *see* National Patient Safety Agency
- NSAIDs *see* non-steroidal anti-inflammatory drugs
- NSFs *see* National Service Frameworks
- nurses
 - asthma 122, 146–9, 151
 - back pain 138–9, 141, 143
 - communicating risk 75
 - cough and colds 161–4
 - enabling self care 53, 58–60, 65–6, 105
 - evaluation 122
 - general practice teams 43, 45, 48, 49
 - overview of self care 3, 11, 14, 23
 - pharmacy teams 83, 86, 92
 - schools 32
 - sore throat 126–30, 134
 - workload assessment xi, 76, 206
- obesity 34, 97, 105, 109, 127
- older people 10, 20, 99, 108
- OOH *see* out of hours care
- open questions 62–3, 64, 227

- orlistat (Xenical) 92
- orthopaedic services 140, 141
- osteoarthritis 23, 74
- osteopaths 111, 143
- OTC *see* over-the-counter medicines
- otitis media 133, 134, 167, 168
- Our Health, Our Care, Our Say* 6
- out of hours (OOH) care 31, 85, 86
- outpatient care 10, 23, 107
- over-the-counter (OTC) medicines
 - communicating risk 75, 76
 - complementary medicine 102
 - enabling patients to self care 53, 65–6
 - evaluation 121
 - overview of self care 4, 5, 11
 - patient pathways 128, 138
 - pharmacy teams 82, 83, 85–7, 98
 - significant event audit 204

- P (pharmacy medicines) 65, 97
- PAGB (Proprietary Association of Great Britain) 235
- paracetamol 73, 125, 131, 137, 143–4, 159, 168
- Parkinson's disease 19
- PART model (prevention, await resolution, relief of symptoms, toleration of symptoms)
 - asthma 147, 150, 153–4
 - back pain 137, 140, 142–3
 - components of self care 16, 17
 - cough and colds 160, 163, 164, 166–7
 - general practice teams 49, 50
 - PCTs 38
 - pharmacy teams 83
 - sore throat 126, 129, 131–2
 - workload assessment (Tool 13) 38, 41, 49, 50, 84, 206–10
- patient group directions (PGDs) 85, 86, 92
- Patient Information Publications (PiP) 93
- patient medication records (PMRs) 94
- patient pathways
 - asthma 146–57
 - back pain 136–45
 - cough and colds 159–68
 - general practice teams 49–50
 - overview 123
 - PART model 17
 - sore throat 125–35

- patients
 - consultation content scale 223–5
 - educational interventions 18, 19
 - enabling self care
 - communication style 54–6
 - developing trust 56–8
 - effective information 66–9
 - enhancing motivation 63–5
 - overview 53–4, 58–60
 - risk 74–6
 - sharing decision making 60–3
 - signposting 65
 - long term conditions 22–3, 87
 - overview of self care 3–4, 10–12
 - patient-centred care 23, 41, 47, 51, 55, 58–9, 226–8
 - PCTs 31, 40
 - pharmacy teams 85, 87, 96
 - safety 31, 207
 - satisfaction 120, 121
 - shared care 14
 - view of self care
 - how they self care 102–5
 - how to improve 105–12
 - overview 101–2
- Patient UK 68, 93
- Patient Voices 235
- PCTs *see* primary care trusts
- PDSA (plan, do, study, act) (Tool 6) 34, 46, 188–90
- penicillin 134
- performance 70, 118, 202
- personal development plans 47, 69–70, 217, 218
- personal support mapping (Tool 18) 41, 51, 78, 221–2
- PEST (political, economic, sociological and technological) (Tool 4) 34, 46, 183–5
- Pfizer Health Solutions 22
- PGDs *see* patient group directions
- Pharmaceutical Services Negotiating Committee (PSNC) 95
- pharmacists
 - asthma 122, 147–8, 149, 151
 - back pain 138, 141
 - contract 31, 81, 84, 93, 96–9, 108
 - cough and colds 160–4, 168
 - evaluation 120–2
 - general practice teams 43, 45, 46, 49

- overview of self care 4–5, 7–8, 10, 14, 17, 21
- patient's perspective 107, 108
- PCTs 31, 32, 34, 36, 38
- sore throat 125, 127–31
- supporting self care
 - developing team 94–6, 99–100
 - long term conditions 86–90
 - minor ailment scheme 84–6
 - overview 53, 81–2, 99–100
 - pharmacy contract 81
 - public health 90–4
 - quality and audit 97–8
 - self-limiting problems 82–4
 - signposting 66, 93–4
- teamwork 24, 81, 95–6, 99–100, 108
- workload xi
- Pharmacy Alliance 87, 89
- Pharmacy First 7, 24
- pharmacy medicines (P) 65, 97
- physiotherapy 43, 49, 104, 138–41, 143, 148–9
- Pilgrim Projects 235
- PiP (Patient Information Publications) 93
- placebo effect 112
- Plain English Campaign 68
- plan, do, study, act *see* PDSA
- PLIs *see* prescription-linked interventions
- PMRs (patient medication records) 94
- pneumonia 166, 167
- POM *see* prescription only medicines
- portfolios 69–70, 72, 74, 213
- PR *see* public relations
- practice managers
 - general practice teams 43, 48
 - patient pathways 127–8, 138–41, 148–9, 151, 161–2, 164
- practice nurses
 - asthma 148, 149, 151
 - back pain 138
 - cough and colds 161, 164
 - enabling self care 58, 59–60
 - general practice teams 48
 - overview of self care 14
 - sore throat 126–7, 129–30
- prednisolone 152, 156
- prescription-linked interventions (PLIs) 91–3, 95, 96
- prescription only medicines (POM) 65, 83, 85, 92, 97–8
- prescriptions
 - NHS policy 5
 - patient pathways 127, 128, 134, 138, 148, 167
 - pharmacy teams 83–6, 91–3, 95–8
 - significant event audit 204
 - signposting 65–6
- primary care
 - general practice teams 43
 - health professionals 53, 54, 57
 - overview of self care vii, xi, 4, 7–8, 25
 - pharmacy teams 81, 98–9
- primary care trusts (PCTs)
 - competence 69
 - evaluation 41, 118–21
 - general practice teams 43
 - long term conditions 22
 - overview of self care vii, 4, 7–8, 11
 - patient pathways 128, 130, 139, 149, 151, 162, 164
 - patient's perspective 104, 106
 - pharmacy teams 84–6, 90, 92–3, 96–9
 - supporting self care
 - action plan 34
 - building teamwork 38
 - choosing interventions 38
 - education and training 35–7
 - keeping going 39–41
 - monitoring and evaluation 41
 - overview 30–4, 39
 - priorities and target groups 35
 - resource mapping 34–5
 - WiPP xi, xii
- priorities 35, 38, 41, 46, 49–52, 76, 179–80
- priority checklist (Tool 17) 41, 51, 69, 95, 217–20
- Prodigy 21, 127, 144, 162
- Proprietary Association of Great Britain (PAGB) 235
- protocols 94, 121, 122, 130
- PSNC (Pharmaceutical Services Negotiating Committee) 95
- public health 36, 38, 82, 84, 86, 90–5
- public relations (PR) 8, 32
- quality 69, 96, 197–9
- Quality and Outcomes Framework (QOF) 7, 31, 90, 188
- quinsy 17, 132, 134

- rapport 54, 55, 57, 63
 re-framing 64, 103
 reception staff
 general practice teams 43, 48
 patient pathways 126–30, 138–9, 141, 148–9, 151, 161, 164
 training 36
 record keeping 82–3, 91, 93, 94, 96
 ‘red flags’ 17, 132, 144
 reduce time pressures (Tool 16) 40, 51, 215–16
 referrals 17, 25, 82–3, 85, 93–4, 141
 religion 103, 110, 119, 122
 repeat prescriptions 99, 148
 resource mapping 34–5, 46 *see also*
 infrastructure and resource matrix
 rheumatic fever 133, 134
 rhinitis 133, 157, 165
 risk
 communicating 74–6
 educational interventions 21
 effective information 68
 overview of self care 8, 11, 14, 19, 25
 PCTs 31
 Royal College of Physicians 89
 Royal National Institute of the Blind (RNIB) 68
 Royal Pharmaceutical Society of Great Britain (RPSGB) 97, 105
 Rugby PCT 93

 safety 11, 31, 69, 83, 120–2, 207
 salbutamol 152
 scarlet fever 133, 134
 schools xii, 9, 32, 92, 134, 143, 165
 sciatica 142
 Scottish Intercollegiate Guidelines Network (SIGN) 127, 134, 148, 157
 secondary care 25, 31, 140, 144, 150
Securing our Future Health 5
 self-assessment 18, 21, 217, 218–20
Self Care – a real choice 6
 self care
 definitions vii, 14, 102
 evaluation 118–22
 managing change 114–17
 practice and impact
 affordability 25
 assistive technologies 24
 components 16–18
 educational interventions 18–21
 long term conditions 22–3
 overview 14–16
 support networks 24
 supporting
 general practice teams 4, 7
 health inequalities 8–9
 integrated strategy 7–8
 from medical to self care 10
 NHS policy 4–6
 overview 11–12
 promoting health and wellbeing 10–11
 public view of 3
 risk and safety 11
 useful resources 234
 WiPP xii
 self care aware consulting style (Tool 21) 41, 51, 60, 229–33
Self Care for People xii, 60
Self Care for Primary Healthcare Professionals xii
 self help 20, 24, 25, 68, 108
 self-limiting problems 81–6, 95, 102 *see also*
 minor ailments
 self-monitoring 10, 15, 23, 25, 38, 58, 105
 sexual health 66, 104, 105
 shared care 9, 14
 shared decision making 60–3
 sickness absence 21, 110, 142
 side-effects 57, 59, 66, 76, 102, 111, 134
 SIGN *see* Scottish Intercollegiate Guidelines Network
 significant event audit (Tool 12) 38, 40–1, 47, 50–1, 204–5
 signposting 53, 65–6, 82, 91, 93–5, 120–1, 197
 simvastatin 97, 98
 sinusitis 133, 134, 167, 168
 smoking
 asthma 153, 154
 cough and colds 167, 168
 enabling self care 65, 68
 health and social services 9
 health inequalities 8
 PART model 16, 38
 patient’s perspective 104, 108
 pharmacy support 82, 91–2, 96, 97
 risk 75
 sore throat 127, 131
 social inclusion partnerships (SIPs) 91

- social services 9, 11, 31, 38, 86
SOPs *see* standard operating procedures
sore throat
 complementary medicine 102
 cough and colds 165, 166
 educational interventions 19
 evaluation 118
 PART model 17
 patient pathway
 case study 125–30
 self care 131–5
 pharmacy support 84, 86
Southwark PCT 98, 190
spacers 146, 152
spondylitis 142, 144
St John's wort 76
standard operating procedures (SOPs) 94, 95
StarNeT website assessment tool (SWAT) 68
steroids 152, 154, 156
Stop Smoking services 91–2, 104
strategy 30–2, 39, 43, 46, 118–20
strategy and action plan (Tool 2) 32, 36, 46, 176–80
stress 59, 77–8, 91, 142
sunburn 104, 133
support networks
 enabling self care 54, 58–9, 66–8
 overview of self care 3, 9, 22, 24
 patient's perspective 104, 108
 personal support mapping (Tool 18) 41, 51, 78, 221–2
 time management 77, 78
Supporting People with Long Term Conditions to Self Care 6
Sure Start 17, 24
SWAT (StarNeT website assessment tool) 68
SWOT analysis (strengths, weaknesses, opportunities, threats) (Tool 3) 32, 35, 38, 46, 50, 181–2

Tate, P 223
Taunton Deane PCT 85
team function checklist (Tool 11) 38, 40, 47, 51, 202–3
teamwork
 asthma 147–8, 151
 back pain 137, 141
 cough and colds 160–1, 164
 evaluation 119, 121
 general practice 45, 47–9, 51
 PCTs 38, 40
 pharmacists 24, 95, 97
 sore throat 126, 130
 training needs analysis 200–1
 workload assessment 206–10
thrush 85
time management 40, 51, 76–8, 215–16
timetabling 34, 46, 191–3
Tools overview 33, 44, 171
Tool 1: force-field analysis 32, 45–6, 173–5
Tool 2: strategy and action plan 32, 36, 46, 176–80
Tool 3: SWOT analysis 32, 35, 38, 46, 50, 181–2
Tool 4: PEST 34, 46, 183–5
Tool 5: gap analysis 34, 38, 46, 50, 186–7
Tool 6: PDSA 34, 46, 188–90
Tool 7: Gantt chart 34, 46, 119, 191–3
Tool 8: infrastructure and resource matrix 34, 38, 46, 50, 194–6
Tool 9: audit 35, 41, 46, 51, 197–9
Tool 10: training needs analysis 36, 40, 46–7, 51, 69, 95, 200–1
Tool 11: team function checklist 38, 40, 47, 51, 202–3
Tool 12: significant event audit 38, 40–1, 47, 50–1, 204–5
Tool 13: PART/workload assessment 38, 41, 49, 50, 84, 206–10
Tool 14: moving through change 40, 50, 211–12
Tool 15: learning log 40, 50, 51, 213–14
Tool 16: reduce time pressures 40, 51, 215–16
Tool 17: priority checklist 41, 51, 69, 95, 217–20
Tool 18: personal support mapping 41, 51, 78, 221–2
Tool 19: consultation content scale 41, 51, 55, 223–5
Tool 20: consulting style scale 41, 51, 55, 226–8
Tool 21: self care aware consulting style 41, 51, 60, 229–33
Towards a DH/NHS Strategy to Support Self Care 5

- training
 audit 197, 198
 evaluation 119–21
 general practice teams 43, 45, 46–7
 health professionals 54, 60, 65, 69
 overview of self care 3, 5–9, 11
 PCTs 30–1, 32, 35–7, 40, 41
 pharmacy teams 94, 96, 98
 WiPP xi, xii
- training needs analysis (Tool 10) 36, 40, 46–7, 51, 69, 95, 200–1
- triage 11, 83, 86, 162, 206
- trust 9, 53, 56–8, 101, 108
- TV services 69, 107, 234
- ulcerative colitis 21, 23
- unconscious (in)competence 72
- unemployment 61, 110–11
- 'Up for it?' programme 91
- upper respiratory tract infection (URTI) 152, 157, 166
- urinary tract infection 85
- videos 18, 138, 225, 229, 231
- viruses 133, 165, 167
- vitamin C 167, 168
- voluntary groups 3, 20, 31, 34, 46, 106
- walk-in centres (WICs) 83, 86
- Walsall PCT 84
- Wanless, D 5, 10, 25, 30
- warfarin 23, 76
- websites 68, 73–4, 93, 107, 139, 234–5
 see also internet
- weight management 64, 67, 90–3, 99, 108
- wellbeing 3, 5–6, 9–12, 20, 56, 110
- WICs *see* walk-in centres
- work 8, 66, 110–11, 134, 142–3, 153
- Working in Partnership Programme (WiPP)
 general practice teams 43, 45, 50
 overview xi, 123
 patient's perspective 108
 PCTs 30
 pharmacy teams 93
 website 235
- workload
 assessment (Tool 13) 38, 41, 49, 50, 84, 206–10
 force-field analysis 174
 time management xi, 40, 51, 76–8, 215–16
- workshops 49, 51, 96, 99
- Xenical (orlistat) 92
- yellow flags 142