

A Free Clinical Coaching Service

Supporting Patients with Long-Term Health Conditions in Partnership with your Local NHS

What does coaching involve?

Clinical Coaches will work with patients over the phone for up to 6 months. They will support patients to:

- Learn more about their health condition(s)
- Make a plan to better manage their condition(s)
- Feel more positive by building their skills and confidence
- Navigate the healthcare system

How do we find patients?

- NHS combines all patient data, including NHS ID, from the GP, hospital etc within the NHS (North East London's Integrated Care Board (ICB))
- The NHS ICB removes all identifiable information and passes it to Health Navigator (HN) Ltd, a non-NHS partner
- HN Ltd uses AI on this normally collected unidentifiable data like age and health conditions to find people
- Then, only these patients are identified by their name and NHS number
- A medical professional at HN Ltd will take a look at those patients' records in more detail
- If the AI was right, the patients are invited to join

**Coached patients reduced their
A&E visits by 33%**

Your data is always protected

**Want more information or don't
want your data to be used?**

Scan the QR Code

Or get in touch by using the
contact details below



www.hn-company.co.uk/contact admins@hn-company.co.uk [+44 \(0\)20 8064 3221](tel:+44(0)2080643221)



Service
provided by:



**This programme has been approved by the
Secretary of State for Health and Social Care,
on advice of the Confidentiality Advisory Group**

