

## Feedback

We welcome your comments. If you have any ideas about how we could do something better or would like to give feedback about positive aspects of the service, please get in touch.

"I have never used online platforms and this has empowered me to join other groups."

"The course helped me to think about the importance of good mental health and setting realistic goals."

## How to register

Criteria to apply:

- You must be over 18 years of age.
- You have any long-term condition, disability and/or reoccurring illness.
- You are a carer.

You can self-refer on to one of our courses by getting in touch.

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## Comments and concerns

We welcome your views, feedback and suggestions about how we can improve our service. The PALS office takes calls Monday to Friday, between 9.30am and 4.30pm.

Telephone: 01208 834620

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To get this information in another format email: [cftcommunications@nhs.net](mailto:cftcommunications@nhs.net)

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**NHS**

**Cornwall Partnership**  
NHS Foundation Trust

## Expert patient programme



Virtual and community self-management courses for people living with long term health conditions, and their carers

Find us online at [cornwallft](http://cornwallft)



## Why is self-management important?

People living with long-term conditions or disabilities, and their carers, are challenged daily by symptoms of their condition, or caring situation.

Taking control of our own health and wellbeing, as well as knowing when to ask for help is essential if we want to maintain fitness and live healthier, happier lives.

Good self-management of long-term conditions enables us to control our daily thoughts, feelings and actions in a positive way. This helps us to build confidence to continue to do the things that are important to us.

## What will I learn during the expert patient programme (EPP)?

- How to deal with pain and fatigue.
- How to cope with feelings of depression.
- Falls prevention.
- Healthy eating.
- Managing stress.
- Relaxation.
- Exercise.
- Managing negative thoughts.
- Conscious breathing.
- Diversion techniques.
- How to set personal goals.

- Information and sharing resources.
- Communication skills.
- Tips on improving sleep.
- How medication and other therapies can help.

## Course tutors

The programmes are delivered by people who previously attended the programme for themselves.

Volunteers with lived experience have trained through the NHS. Understanding some of the challenges you face on a day to day basis keeps this course real, and can make the experience memorable and life changing for many.

## Who should take part?

- Adults who experience symptoms such as: shortness of breath, pain, fatigue, mobility, stress, anxiety, sleeplessness, low mood, frustration and anger.
- People who are experiencing feelings such as loneliness, loss of interest in things they used to enjoy, low self-esteem and those who lack the 'get up and go' feeling.

## For the virtual programmes you will need:

The programme runs virtually for 6 weeks, with each session lasting approximately 2 hours (1 session a week).

We offer 1 to 1 support to help you to get online. Information will be sent to you before the programme to support you to join.

A self-management handbook and any other handouts will be delivered to you before the programme begins.

The week before the course starts, we have a zero week where you get the opportunity to interact online, familiarise yourself with the microsoft teams icons, and what to expect from the course.

We also deliver courses in the community in various locations throughout Cornwall. You can find out more here:

[www.cornwallft.nhs.uk/expert-patient-programme](http://www.cornwallft.nhs.uk/expert-patient-programme)

## Programmes available

- EPP generic course.
- Self-care after COVID-19.
- Carers.
- Diabetes.
- Cancer.
- Workplace.
- Community..