



**PERSONALISED CARE  
TRAINING ACADEMY**

Provided by Pathways CIC

# LEVEL 3 COMPREHENSIVE HEALTH COACHING

## PERSONALISED CARE IN PRACTICE

### 4 DAY PROGRAMME

A Personalised Care Institute (PCI) Level 3 accredited training programme which provides a comprehensive programme for Health and Wellbeing Coaches working in primary care to deliver Personalised Care.

The Comprehensive Health Coaching training programme equips Health and Wellbeing Coaches with the knowledge and practical skills to support patients to set personalised goals, focusing on what matters most to them, guiding them to increase their self-efficacy, motivation and commitment to make, and sustain, changes to their lifestyle and improve their health and wellbeing.

The training follows and is fully compliant with the NHSE Health and Wellbeing Coaches Workforce Development Framework to enable Health Coaches to deliver the Comprehensive Model of Personalised Care.

### THE PERSONALISED CARE IN PRACTICE – COMPREHENSIVE HEALTH COACHING TRAINING PROGRAMME:

- ✓ Is accredited by the Personalised Care Institute (PCI)
- ✓ Consists of seven modules delivered across four days
- ✓ Is suitable for prospective or existing Health and Wellbeing Coaches
- ✓ The programme is held over 4 days, the first 3 days are consecutive and the fourth day takes place a month later. Where due to practice/PCN commitments participants are unable to commit to the 3 consecutive days of training, the programme can be undertaken flexibly across an extended time period dependent upon module availability.



✓ Has been developed with direct experience of recruiting, hosting and training people within ARRS (Additional Roles Reimbursement Scheme) posts

✓ Has been developed in collaboration with subject matter experts, a peer review group of service users with respect to what matters to them and Pathways staff currently delivering personalised care

✓ Is overseen by a GP Lead

✓ Is continuously improved following participants' feedback

✓ Results in a PCI branded training certificate which can be used as evidence of training in the Comprehensive Model of Personalised Care



**24 CPD HOURS**

## Delivery Methods

✓ Sessions are currently delivered online via Microsoft Teams however delivery face to face at your choice of venue is also available to suit demand

## Online Benefits

- ✓ Access online training on phone, tablet or desktop
- ✓ Breakout Rooms allow pairs and group working, skills practice and networking opportunities
- ✓ Network with and learn from colleagues across different practices / PCN's



**93.4%**

Thinking about all aspects of the programme/course, how would you rate the provision of training?



Personalised  
Care Institute  
**ACCREDITED**

*Independent PCI Feedback Ratings*

To what extent did the programme/course meet your expectations and learning objectives?

93.4%

93.4%

The programme/course has helped further develop existing skills I currently use

How likely would you be to recommend this course to other professionals?

93.4%

The Personalised Care in Practice – Comprehensive Health Coaching Training Programme comprises 7 modules

## MODULES

### Module 1 Personalised Care and the NHS long term plan

Discover how personalised care is transforming healthcare in the NHS. This module takes you on a journey through the key principles of the NHS Long Term Plan, highlighting a powerful shift—from asking "What's the matter with you?" to "What matters to you?" You'll explore the heart of shared decision making and learn how placing people at the centre of their care leads to better outcomes, stronger relationships, and more meaningful support. Join us in embracing a more compassionate, collaborative approach to health and wellbeing.

### Module 2 What is Health Coaching?

Unlock the potential of Health and Wellbeing Coaching in this inspiring introduction to a vital and growing role within the NHS. This module explores the core principles of health coaching and how they come to life within GP practices and Primary Care Networks (PCN's). You'll gain a deeper understanding of how health inequalities, health literacy, and patient activation shape people's health journeys—and how coaching can make a meaningful difference. Learn how supported self-management empowers individuals to take control of their wellbeing by building on their own strengths, insights, and goals. This is personalised care in action.

## Module 3 Supporting patients with Long Term Health Conditions

How can Health and Wellbeing Coaches make a real difference in the lives of those managing long-term conditions? In this practical and insightful module, you'll explore how coaching can support people living with challenges such as:

- Overweight and Obesity
- Stress, Low Mood, and Mild Mental Health Issues
- Type 2 Diabetes
- Cardiovascular Disease
- Hypertension
- High Cholesterol
- Persistent Pain

Through motivational interviewing and proven coaching techniques, you'll learn how to create meaningful conversations that build trust, inspire confidence, and encourage positive lifestyle changes. Discover how to structure sessions that not only support self-management but also help individuals take charge of their health in a way that works for them.

## Module 4 Physical Activity and Healthy Eating

Discover the impact of small changes that make a big difference. This module explores the core principles and benefits of staying active and eating well, drawing on trusted guidance and practical recommendations. Learn how to support and motivate individuals to build healthier habits, boost their energy, and move towards their personal wellness goals.

## Module 5 Building your Toolkit: Approaches to Behaviour Change

Take your coaching skills to the next level with practical tools and proven strategies that spark real change. In this module, you'll explore how to lead meaningful, person-centred conversations that inspire confidence, foster motivation, and support individuals in setting and achieving their health goals. Dive into powerful behaviour change models - such as COM-B, the Transtheoretical Model, MECC, and the strengths-based approach and discover how to apply them effectively in real-world coaching scenarios. Learn how these frameworks can shift mindsets, overcome barriers, and open the door to healthier, more sustainable lifestyles.

## Module 6 Health Coaching in Groups

Discover the power of group coaching and how it can create a supportive, motivating space for shared learning and growth. In this module, you'll explore how group sessions can amplify the impact of health coaching by fostering peer support, encouragement, and connection.

Learn practical techniques for confidently facilitating group conversations, building trust, and creating a safe, inclusive environment. We'll also explore the benefits and challenges of group work and provide strategies to help you navigate them with confidence. Whether you're new to group facilitation or looking to refine your approach, this module will equip you with the tools to make every session meaningful and effective.

## Module 7 Working in Practice

Step into the real-world role of a Health and Wellbeing Coach with this practical, career-focused module. You'll explore the key elements of the NHS England Workforce Development Framework and what they mean for you in day-to-day practice. From setting clear boundaries and managing caseloads effectively to accessing quality supervision and understanding safeguarding responsibilities, this module equips you with the skills and confidence to thrive in your role. You'll also discover smart strategies for generating referrals and learn how to showcase the value and impact of your work - making sure your contributions are seen and celebrated.

## WHAT IS A HEALTH AND WELLBEING COACH?

Health and wellbeing coaches work with people with physical and/or mental health conditions, people with long-term conditions and those at risk of developing them. They focus on improving health related outcomes where lifestyle modification and self-management have a significant impact on outcomes and prognosis, by working with the person to set personalised goals.

They use coaching skills, models of behaviour change and positive psychology to guide people on how to meet their personal health and wellbeing goals. Coaches support people to think through their own challenges and goals, increasing their self-efficacy, motivation and commitment to move forwards to make changes to their lifestyle and improve their health.

Health and wellbeing coaches are an effective intervention for improving self-management, by developing people's motivation, knowledge, skills and confidence around a variety of issues/conditions, including:

- weight
- stress, mood, low level mental health issues
- stroke
- diet
- diabetes
- hypertension
- activity levels
- cardiovascular disease
- end of life care
- persistent pain

*(NHS HEALTH England – Health and Wellbeing Coach)*



## COURSE FEEDBACK

“ I still cant thank you enough for such an amazing, engaging program - real skills gained from the training that I am already putting into practice! ”

## ABOUT US

The Personalised Care Training Academy is part of Pathways CIC, an award winning, forward thinking, innovative Social Enterprise operating since 2006.

Pathways CIC delivers a range of pioneering health, work and wellbeing programmes designed to create sustainable change for individuals and for local communities, with a focus on enabling people to live happier and healthier lives.

Pathways CIC has direct experience of recruiting, training and hosting staff under the NHS Additional Role Reimbursement Scheme (ARRS) and has staff supporting behaviour change through health coaching techniques on a wide variety of public sector contracts. This experience has informed the development of the Personalised Care in Practice – Comprehensive Health Coaching training programme.

Pathways CIC is an ISO 9001 accredited organisation, therefore the PCTA seeks to continuously improve and gain feedback relating to each training module from participants to facilitate the continuous improvement of the training programme. Regular reviews will be undertaken to review the impact and effectiveness of training provided.

## RESERVING A PLACE

To reserve a place on our Comprehensive Health Coaching training programme please click on the link on our website training page which will divert you to our Eventbrite booking page.

If you'd like further information or are interested in commissioning a tailored programme please contact us using the details below:



**0161 974 73 73**



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