



NRAS New2RA Right Start

NRAS follows best practice, evidence-based standards in all we do. NRAS services can improve the outcomes of people with RA/Adult JIA through a framework of supported self-management resources tailored to individual need.

Referral (whether by a health professional or self-referral) is particularly effective at the beginning of someone's journey with RA and we are pleased to offer the NRAS New2RA **Right Start** Service

Being diagnosed with a condition like RA can be a devastating experience, and often people see their life's dreams and goals disappearing in front of their eyes. Fortunately today, the way in which the disease is treated, especially if caught early, is dramatically better than the situation many years ago. However, the impact on quality of life is still significant and for many, hard to come to terms with.

- Two of the most common co-morbidities associated with RA are anxiety and depression, especially in early RA, which can be as high as 40%, and there are several well documented studies demonstrating this.

- We know that if people are put in touch with NRAS at a very early stage following diagnosis, it can make a huge difference in how they come to terms with the disease, make adjustments to behaviour, lifestyle and health beliefs and start to learn how to self-manage effectively.
- Effective, supported self-management is vitally important to achieve the best long-term outcomes. If you have the right emotional support in addition to good health care, this can reduce anxiety and depression and feelings of isolation.
- By referring patients to the NRAS New2RA **Right Start** service you will be sign-posting to an organisation with friendly, empathic expertise, tailored support that is evidence-based and peer support at an individual and/or community level.
- It's easy to do – just go to www.nras.org.uk/rightstart and fill in a short referral form for your patient. See further details overleaf.

What people say about our service:

"I read your e-mail in response to the mail I sent to Emma and I must tell you that I had tears of joy reading what you wrote. You made me feel like I am the only one your organization is concerned about. So much compassion and understanding for people who contact you. This is the first time someone is describing exactly how I feel all the time and who made me understand that there is probably something that will work for me when I will read all the links you sent me for info. I am so grateful that you took the time to answer and ...so quickly. I am, with many, very lucky to have an organization like yours and people like Emma and you working for it."



The NRAS New2RA Right Start Service

Step 1

Referral to the **Right Start** Service begins with an online referral from a health professional at www.nras.org.uk/rightstart

Step 2

On receipt of the on-line referral, a member of the NRAS team will get in touch with the person and arrange a call with our trained helpline team. We will try to contact the person being referred up to 3 times. Empathic, friendly and calm, our trained operators are regularly audited. (96% said they would definitely or very likely recommend NRAS and its services to another person).

Step 3

Following the above call, the helpline team will send out a pack of information (written and e-links, videos, etc.) to the individual by post, tailored to their conversation and that person's individual needs and interests.

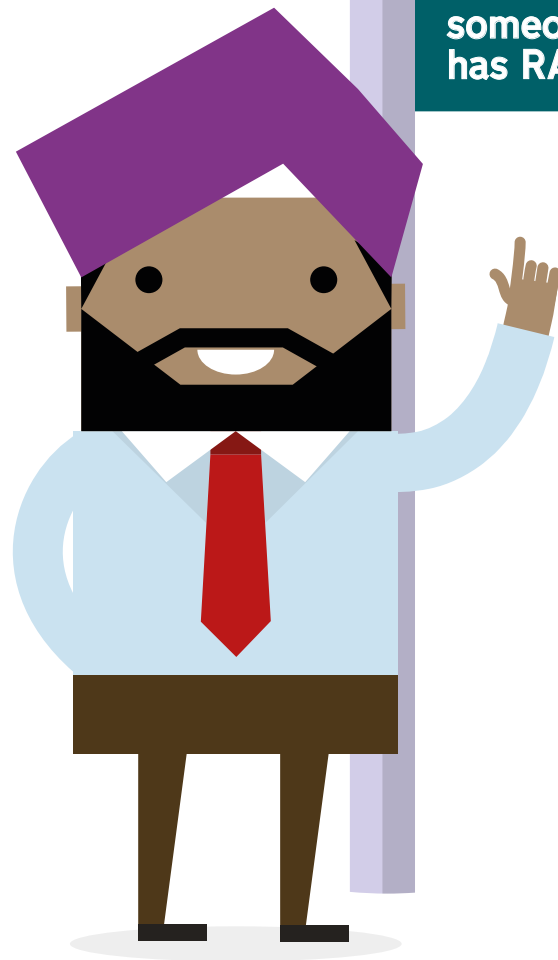
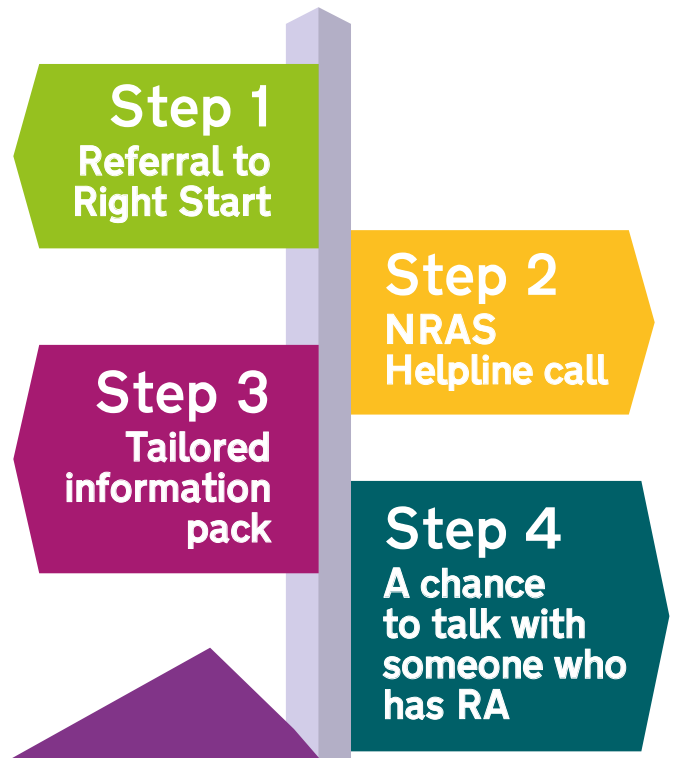
Step 4

During the helpline call, if the person chooses, we can match them to a trained peer support volunteer with RA and a call with our volunteer can be arranged. Very much down to the choice of each individual as to whether to take this up.

Resources for health professionals

Supplies of NRAS **Right Start** coasters are available free of charge for all health professionals to use on their desk as a reminder. Supplies of engaging patient leaflets about **Right Start** are available to hand out to patients being referred. Posters are available to put up in clinic. You can order your initial supply very simply:

- Using the NRAS order form – fill it in and hand it back to the NRAS stand at **BSR 2019**
- Order initial **Right Start** pack on line at www.nras.org.uk/rightstart
- Phone us on **01628 823524**
- Email: enquiries@nras.org.uk



www.nras.org.uk/rightstart



Helpline: **0800 298 7650**
 General: **01628 823 524**
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