Future-proofing General Practice – 26th April 2019

[Covering innovation, leadership, skill mix & workforce planning, telehealth]

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Innovation

GPs' and practice staff's views of a telephone first approach to demand management: a qualitative study in primary care

Jennifer Newbould, Josephine Exley, Sarah Ball et al British Journal of General Practice, 23 April 2019
To better manage patient demand, some general practices have implemented a 'telephone first' approach in which all patients seeking a face-to-face appointment first have to speak to a GP on the telephone. Previous studies have suggested that there is considerable scope for this new approach, but there remain significant concerns.

GP scheme frees up half a million hours for patients

NHS England   *13th April 2019*
The Time for Care programme sees surgeries across the country adopt new ways of working like letting patients book appointments sooner, cutting paperwork and offering faster access to different specialist health professionals.

The impact of general practitioners working in or alongside emergency departments: a rapid realist review.

Cooper, Alison; Davies, Freya; Edwards, Michelle et al, BMJ open; Apr 2019; 9(4):e024501
Multiple factors influence the effectiveness of emergency department streaming to general practitioners. Service models that encourage the traditional general practitioner approach may have shorter process times for non-urgent patients; however, there is little evidence that this frees up emergency department staff to care for the sickest patients.

Utilising smart meters in assisted living

National Health Executive   *27th March 2019*
This article outlines a project carried out by the Mersey Care NHS Foundation Trust in collaboration with Liverpool John Moores University to use smart meters to monitor people living at home with dementia.

Leadership

Skill Mix & Workforce Planning

General practice tasters for foundation doctors

Sales B.; Scallan S.; Masding M. The clinical teacher; Apr 2019; vol. 16 (no. 2); p. 125-130
Using GPST3 trainees as mentors for FY1 doctors is educational for both groups and can have a positive impact on GP recruitment. The taster demonstrated how varied GP is, and challenged some negative perceptions of primary care. GPST3s gained confidence in their knowledge about GP and greater insight into educational roles.

Models of paediatric learning for UK primary care clinicians: An unmet need.

Snelson, Edward; Hoskin, Julie et al Health Education Journal; Apr 2019; vol. 78 (no. 3); p. 366-374

In the absence of a coherent strategy in the United Kingdom to identify and meet the learning needs of practicing primary care clinicians, one possible solution is for health regions to develop bespoke initiatives based on an understanding of the local workforce, their learning needs and the local resources available.

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Home visits from paramedic practitioners in general practice: patient perceptions.

Proctor, Alyesha   Journal of Paramedic Practice; Mar 2019; vol. 11 (no. 3); p. 115-121

Information needs to be provided to the public to increase awareness of the PP role. The role of the paramedic is changing; however, there is little published research investigating the contribution of paramedics working in primary care. This pilot study serves to highlight areas that require further investigation on the influence of the PP in general practice.

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Closing the gap: Key areas for action on the health and care workforce

The King's Fund; Nuffield Trust; Health Foundation;   2019.

This joint report sets out a series of policy actions that should be at the heart of the workforce implementation plan, focussing on nursing and general practice. If properly funded and well implemented across the NHS they may create a sustainable model for general practice and help to eliminate nursing shortages. They will require investment of an extra £900 million per year by 2023/24.

Barriers and facilitators to the implementation of doctor-nurse substitution strategies in primary care: a qualitative evidence synthesis.

Karimi-Shahanjarini, Akram et al; The Cochrane database of systematic reviews; Apr 2019; vol. 4 ; p. CD010412

Patients, doctors and nurses may accept the use of nurses to deliver services that are usually delivered by doctors, depending on the type of services. Nurses taking on extra tasks want respect and collaboration from doctors; as well as proper resources; good referral systems; experienced leaders; clear roles; and adequate incentives, training and supervision. These needs are not always met.

Ambulatory approach to cancer care. Part 2: the role of nurses and the multidisciplinary team and safety.

Comerford D. British Journal of Nursing 2019;28(4):S20-S26.

Ambulatory care (AC) involves providing inpatient chemotherapy and supportive care as an outpatient service. AC at a major London teaching hospital trust is a nurse-led service, headed by specialist cancer nurses with excellent knowledge of the needs and priorities of patients undergoing intensive treatment. An experienced MDT, including administrative support, maintains safety and continuity of care

Independent prescribing in primary care: A survey of patients', prescribers' and colleagues' perceptions and experiences.

Hindi, Ali M K et al; Health & social care in the community; Mar 2019

Key barriers and enablers to independent prescribing were centred on IPs' knowledge, competence and organisational factors such as workload, effective teamwork and support from their colleagues. Findings from this study were mainly positive but indicate a need for policy strategies totackle longstanding barriers to independent prescribing.

[Solidarity or dissonance? A systematic review of pharmacist and GP views on community pharmacy services in the UK.](#)

Hindi, Ali M. K. et al. Health & Social Care in the Community; May 2019; vol. 27 (no. 3); p. 565-598
Collaboration between pharmacists and GPs remains poor despite the introduction of extended services. Overall, extending community pharmacy services require quality-driven incentives and joint working between community pharmacists and GPs to achieve better integration.
Available online with and NHS OpenAthens log in

Caseload management: A district nursing challenge

McCrory V. British Journal of Community Nursing; Apr 2019; vol. 24 (no. 4); p. 186-190
Highlights the strategic drivers behind community care, outlines the challenges that impact effective caseload management and discusses why effective caseload management is significant. It explores the methods that the district nurse can use to overcome and manage these challenges.
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Telehealth

[Digital technologies for disease prevention and promotion of wellbeing](#)

Royal Society of Medicine   April 2019
The right home and neighbourhood environment can maintain health, improve wellbeing and prevent physical and mental illness. Outline of conference at the RSM on 10th June 2019.

[WHO Guideline Recommendations on Digital Interventions for Health System Strengthening](#)

World Health Organisation   April 2019
Presents recommendations based on evaluation of evidence on emerging digital health interventions that are contributing to health system improvements, based on an assessment of the benefits, harms, acceptability, feasibility, resource use and equity considerations.

[Patient use of an online triage platform: a mixed-methods retrospective exploration in UK primary care](#)

Abi Eccles et al, British Journal of General Practice, 25 March 2019
Warwick Medical School have published an evaluation of one of the main providers of online consultation platforms in NHS general practice. The study shows that patients are using online consultations in the same way as traditional telephone or face-to-face contacts.

[Paddle app steers people with anxiety and depression towards better mental health](#)

Oxford AHSN   April 2019
A smartphone App is being developed to strengthen the support available to people during treatment for anxiety and depression and after they are discharged. It is currently being tested and will be piloted with staff and patients shortly.

[GP Online: turning expectations into reality with the new NHS app](#)

Paul Beaney et al   Br J Gen Pract March 2019 69:172-173;
Gaps in care provision are widening, and take-up of GP Online Services (GPOS) is increasing, but there is still a long way to go, as shown by a recent GP survey highlighting low usage despite increasing sign-up.

Disconnected: a survey of users and nonusers of telehealth and their use of primary care.

Liaw, Winston R et al; Journal of the American Medical Informatics Association : JAMIA; Mar 2019
In this US study telehealth users reported that they relied on live video for enhanced access and were less connected to primary care than nonusers were. Telehealth may expand service access but risks further fragmentation of care and undermining of the primary care function absent better coordination and information sharing with usual sources of patients' care.
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Patients' use of mobile health applications: what general practitioners think

Nguyen A.D. et al; Family practice; Mar 2019; vol. 36 (no. 2); p. 214-218
GPs view patient-focused health apps positively, particularly to support them in providing patient care. Discussing information recorded in apps during consultations and frequent promotion of apps are feasible ways to integrate apps into their current work practices. Further studies involving evaluations of apps in improving health care delivery and patient communication in general practice are required.
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The Impact of Superfast Broadband, Tailored Booklets for Households, and Discussions With General Practitioners on Personal Electronic Health Readiness: Cluster Factorial Quasi-Randomized Control Trial

Abbott-Garner P.; Richardson J.; Jones R.B. Journal of medical Internet research; Mar 2019; vol. 21 (no. 3)
People in Cornwall became more ready to adopt eHealth services, increasing both their personal ability to use eHealth and their methods of access. The implementation of Superfast may have contributed to this; we are certain that our other 2 interventions did not. This increased eHealth readiness did not cause a larger digital divide.

Combining Real-Time Ratings With Qualitative Interviews to Develop a Smoking Cessation Text Messaging Program for Primary Care Patients.

Kruse, Gina et al; JMIR mHealth and uHealth; Mar 2019; vol. 7 (no. 3); p. e11498
Patients recommended text message (SMS) personalization, inclusion of e-cigarette information and graphics, and identified barriers to NRT use. Combining real-time ratings with telephone interviews is a feasible method for incorporating patients' preferences into a behavioral text messaging program.

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