

Future-proofing Primary Care – 20th December 2019

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

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Innovation

Impact of integrating pharmacists into primary care teams on health systems indicators: a systematic review

Benedict Hayhoe et al.

British Journal of General Practice 2019; 69 (687): e665-e674

A review of the research (28 studies) concludes that pharmacists in primary care resulted in reduced use of GP appointments and reduced emergency department attendance but increased overall primary care use. There was no impact on hospitalisations, but some evidence of savings in overall health system and medication costs.

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Transforming community nursing services in the UK; lessons from a participatory evaluation of the implementation of a new community nursing model in East London based on the principles of the Dutch Buurtzorg model.

Lalani, Mirza et al.

BMC health services research; Dec 2019; 19(1):945

Whilst many of the principles of the Buurtzorg model are applicable and transferable to the UK, in particular, promoting independence among patients, improving patient experience and empowering frontline staff, the successful embedding of these aims as normalised ways of working will require a significant cultural shift at all levels of the NHS.

Quality improvements of safety-netting guidelines for cancer in UK primary care: Insights from a qualitative interview study of GPs

Tompson A. et al.

British Journal of General Practice; 2019; vol. 69 (no. 689): e819-e826, 28 Nov 2019

GPs expressed general support for safety netting, yet were unconvinced that key elements of the guidelines were feasible, especially in the context of pressures on general practice staffing and time.

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Electronic care coordination systems for people with advanced progressive illness: a mixed-methods evaluation in Scottish primary care

Anne M Finucane et al.

Br J Gen Pract December 17, 2019

Electronic care coordination systems, known as the Key Information Summary (KIS) in Scotland, enable the creation of shared electronic records available across healthcare settings. A KIS provides clinicians with essential information to guide decision making for people likely to need emergency or out-of-hours care.

Quality improvement in general practice: what do GPs and practice managers think?

Health Foundation

December 2019

Most GPs and practice managers see quality improvement as a core aspect of their work, with 99% reporting undertaking QI activities, and many working collaboratively with neighbouring practices to improve services.

Enhancing care: simplified clinic letters.

Gove, Rebecca; Htut, Sidney; Eyeoyibo, Mo. *Advances in Mental Health & Intellectual Disabilities*; Nov 2019; vol. 13 (no. 6); p. 245-256

The potentially positive impact of writing simplified clinic letters directly to patients with intellectual disability and their carers is highlighted. A clinic letter format is included, designed so that medical information is not lost in the written communication and so that the service's workload is not impacted on by having to write two separate letters to the patient and to their GP.

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Leadership

Skill Mix & Workforce Planning

District nursing today: the view of district nurse team leaders in the UK

Queen's Nursing Institute

November 2019

The UK's district nurse workforce is under threat due to long-term underinvestment in training, education and skills, which could pose a threat to patient safety.

Clinical pharmacist roles in primary care networks

Duncan Petty

Prescriber 30.11.2019

Clinical pharmacists are important members of the multidisciplinary team within primary care networks (PCNs), which were established across England in July 2019. The author discusses the roles that will be expected of clinical pharmacists within PCNs and how these roles are likely to develop in the future.

Pharmacist-led adherence support in general practice: A qualitative interview study of adults with asthma

Mes M.A. et al.

BMJ Open; Nov 2019; vol. 9 (no. 11)

While the GPP scheme shows promise based on the perspectives of people with asthma, the identified barriers to optimal patient engagement and service implementation will need to be addressed for the service to be effective.

Applying a whole systems lens to the general practice crisis: Cross-sectional survey looking at usage of community pharmacy services in England by patients with long-term respiratory conditions

Hindi A.M.K.; Schafheutle E.I.; Jacobs S.

BMJ Open; Nov 2019; vol. 9 (no. 11)

Community pharmacies having staff with strong interpersonal skills, good quality consultation rooms and integrated information systems could positively influence patients to use community pharmacies for management of long-term conditions. There are opportunities for community pharmacies to alleviate GP workload, but a whole system approach will be necessary.

Practice Organization Characteristics Related to Job Satisfaction Among General Practitioners in 11 Countries

Cohidon C.; Wild P.; Senn N.

Annals of family medicine; Nov 2019; vol. 17 (no. 6); p. 510-517

Heavy workloads are clearly associated with job dissatisfaction among GPs. Organizational changes such as group practices, employing case managers, and using electronic health records could potentially reduce this burden. Workloads could also be relieved by diversifying GPs' activities. All health care providers should strive to improve the circulation of information.

Mental well-being, job satisfaction and self-rated workability in general practitioners and hospitalisations for ambulatory care sensitive conditions among listed patients: a cohort study combining survey data on GPs and register data on patients.

Nørøxe KB.

BMJ Quality & Safety 2019;28(12):997-1006.

Hospitalisations for ambulatory care sensitive conditions frequency increased with decreasing levels of GP mental well-being, job satisfaction and self-rated workability, implying that GPs' work conditions and mental well-being may have important implications for patients and healthcare expenditures.

Available with an NHS OpenAthens log in for eligible users

Evaluation of an unscheduled care model delivered by advanced nurse practitioners in a primary-care setting.

Leask, Calum F; Tennant, Heather. *Journal of Research in Nursing*; Dec 2019; vol. 24 (no. 8); p. 696-709

Delivering unscheduled care provision using an ANP is feasible and acceptable to GPs.

Contact the library for a copy of this article

Telehealth

Use of information and communication technology in nursing services.

Dewsbury G.

British Journal of Community Nursing 2019;24(12):604-607.

Technology has changed the practice of nurses but not everyone uses technology, and some are averse to its use, so there is a potential digital divide. However, technology can enable a better triage experience for the patient and improve nurse-patient interaction.

Available with an NHS OpenAthens log in for eligible users

Patients, in theory, might prefer GP-led care to self-management for high blood pressure.

NIHR Dissemination Centre.

2019.

Patients offered the pros and cons of different monitoring options appear reluctant to self-manage high blood pressure, and prefer frequent monitoring by a GP, pharmacist or via telehealth (where readings are sent to health professionals and medicines managed remotely).

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