



Future-proofing Primary Care – 31st July 2020

[Covering COVID-19, [innovation](#), [leadership](#), [skill mix & workforce planning](#), [telehealth](#)]

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COVID-19 training/resources/research

[How has lockdown affected general practice and where do we go from here?](#)

Jonathan Spencer and Camille Oung

The Nuffield Trust July 2020

This blog takes a closer look at GP appointments during lockdown – and reveals there were a third fewer appointments in April and May this year than at the same time last year. The ways that people are seeing their GP have also changed, with for the first time more telephone than face-to-face consultations taking place.

Prevalence of Taste and Smell Dysfunction in Coronavirus Disease 2019

Mercante G.

JAMA otolaryngology-- head & neck surgery; Jun 2020

The findings of this telephone survey study suggest that reduction of taste and/or smell may be a frequent and early symptom of COVID-19. Nasal obstruction was not commonly present at the onset of the disease in this study. The general practitioner may play a pivotal role in identifying potential COVID-19 in patients at an early stage if taste and/or smell alterations manifest and in suggesting quarantine before confirmation or exclusion of the diagnosis.

[Contact the library for a copy of this article](#)

[Cardiopulmonary resuscitation in primary and community care during the COVID-19 pandemic](#)

Kamlesh Khunti et al.

British Journal of General Practice 20 July 2020

The potential for recovery of the patient needs to be carefully balanced with the significant risk to the healthcare worker. In view of the intense anxiety of healthcare workers and in the absence of definitive evidence, we strongly recommend applying the precautionary principle and support the use of full PPE before giving chest compressions during the pandemic.

[Reorganisation of primary care for older adults during COVID-19: a cross-sectional database study in the UK](#)

Joy M. et al.

The British journal of general practice Jul 2020

Across 3 851 304 consultations, the population median age was 75 years (interquartile range [IQR] 70-82); and 46% (n = 82 926) of the cohort (N = 180 420) were male. The rate of telephone and electronic/video consultations more than doubled across the study period (106.0% and 102.8%, respectively). Face-to-face consultations fell by 64.6% and home visits by 62.6%. Primary care has undergone an unprecedented reorganisation while retaining focus on patients with increased complexity

[The efficacy of PPE for COVID-19-type respiratory illnesses in primary and community care staff](#)

Kamlesh Khunti, et al

Br J Gen Pract July 13

Our review found little direct evidence of the efficacy of PPE in primary or community care. Nonetheless, they support the correct and appropriate use of PPE according to WHO and PHE guidelines by those working in primary and community care to protect against COVID-19.



COVID-19 Live for mobile.

British Medical Association (BMA).

2020.

The BMA has launched COVID-19 Live, a mobile-optimised site that doctors can use to access all the latest BMA COVID guidance and news

NHS launches online recovery service for Covid-19 patients

Digital Health

6th July 2020

An online recovery service for those who are suffering from long-term effects of coronavirus has been launched by the NHS. Nurses and physiotherapists will be able to reply to patients' needs either online or over the phone as part of the 'Your Covid Recovery' service.

Innovation

Training resource aids primary care stroke prevention

Oxford AHSN

July 2020

Comprehensive training to support stroke prevention in primary care has been developed by the Oxford AHSN and partners. The [free online tool](#) is funded by Health Education England and available through its e-Learning for Healthcare platform. The programme is for GPs, pharmacists and other clinicians who care for patients with atrial fibrillation (AF).

New toolkit supports stroke prevention

AHSN Network

July 2020

A new digital toolkit has been launched to support stroke prevention related to atrial fibrillation (AF) across the NHS. It brings together methodologies and resources that can be used to help detect people with AF, improve rates of anticoagulation therapy which is used to treat people with AF at risk of stroke, and treatment. The toolkit includes four case studies from the Oxford AHSN region.

Leadership

One year on and one pandemic later: what's happened to primary care networks and other forms of primary and community care collaboration?

NHS Confederation.

2020.

One year has passed since the deadline for all GP practices to form PCNs. The interface between primary and community care has evolved in different ways across the country, and this is all true of the response to COVID-19. Here we revisit the range of partnerships that community service providers are forming with primary care colleagues, and the support that trusts can offer to PCNs specifically.

Skill Mix & Workforce Planning

Mental health and primary care networks: understanding the opportunities

King's Fund and Centre for Mental Health

July 2020

The establishment of primary care networks (PCNs) is one of the most important reforms to primary care in England in recent years. This report explores the opportunities for improving the support and treatment provided to people with mental health needs in primary care, and describes why such improvement is badly needed.

Delivering integrated care at neighbourhood level: developing shared working practices

Community Network

King's Fund July 2020

This briefing focuses on how organisations in Devon, Hull and Worcestershire have found ways to overcome operational challenges and established agreed ways of working across their local partnerships.

Quantitative assessment of the parameters of the role of receptionists in modern primary care using the work design framework.

Burrows ; Gale, Nicola; Greenfield, Sheila; Litchfield, Ian BMC Family Practice; Jul 2020; vol. 21 (no. 1); p. 1-10

The role of modern GP receptionists requires an array of skills to accommodate various administrative, communicative, problem solving, and decision-making duties. The role might be better supported for example by devising ways to separate complex tasks to avoid the errors involved with high cognitive load, providing informal feedback, and perhaps most importantly developing training programmes.

Competency-based training for the non-clinical workforce – A feasibility study, using a unique competency framework and career pathway.

Tavabie et al.

Education for Primary Care; May 2020; vol. 31 (no. 3); p. 169-175

Results identified enthusiasm for learning; increased confidence and commitment; a desire for career progression and preference for flexible training with skills directly usable at work. The need for manager training in coaching and mentoring to support employees implementing new skills, and willingness from clinicians and managers to embrace new roles was also identified.

[Contact the library for a copy of this article](#)

First point of contact physiotherapy; a qualitative study

Goodwin R. et al.

Physiotherapy; Sep 2020; vol. 108; p. 29-36

Several obstacles to the optimisation of FPCP were highlighted. Improved marketing of physiotherapy generally and FPCP specifically may increase patient awareness and understanding. However, it is likely further time will be required to bring about the cultural shift in public perception required to optimise the potential of FPCP.

The GP crisis: a tale of two peaks.

Gopal ; Mulla, Ebrahim

British Journal of General Practice; Jan 2020; vol. 70 (no. 690); p. 24-24

40% of new GPs are no longer working substantively in NHS employment after 5 years. Our training pathway exacerbates this further, best selecting those able to delay gratification and soldier through assessments, with the draw of significant rewards and perceived future happiness once we achieve arbitrary landmarks, for example, on completion of medical school exams or completing Foundation training. Having successfully navigated a long training pathway it is frustrating to see a narrative of resilience: a failure of personal toughness that has undoubtedly contributed to the current GP shortfall.

[Contact the library for a copy of this article](#)

Motivating factors behind skill mix change: results from a practice managers' survey in England

Gibson J. et al

The British journal of general practice Jun 2020; vol. 70

The results of the survey provide novel insights into the underlying motivating factors behind employment decisions, specifically for new roles such as pharmacists, PAs and paramedics.

[Contact the library for a copy of this article](#)

Advanced Clinical Practitioners in Primary Care in the UK: A Qualitative Study of Workforce Transformation.

Evans, Catrin et al. International journal of environmental research and public health; Jun 2020; vol. 17 (no. 12)
System wide changes to ACP education and support are required to enable ACPs to realise their full potential in primary care in the UK.

Organisational factors associated with safety climate, patient satisfaction and self-reported medicines adherence in community pharmacies.

Jacobs, Sally et al. Research in social & administrative pharmacy; Jul 2020; vol. 16 (no. 7); p. 895-903
This study characterised variation in the quality of English community pharmacy services identifying the importance of skill-mix, continuity of care, pharmacy ownership, organisational culture, and patient characteristics.

A primary care network analysis: natural communities of general practices in London

Beaney T. The British journal of general practice; Jun 2020; vol. 70
With PCNs expected to take a role in population health management and with community providers expected to reconfigure around them, it is vital we recognise how PCNs represent their communities.
[Contact the library for a copy of this article](#)

Pharmacy services and role development in UK general practice: a cross-sectional survey

Savickas V. et al. International Journal of Pharmacy Practice International Journal of Pharmacy Practice; 2020
General practices and national organisations should provide GPPPs with tailored support and exploit the combined strengths of pharmacists and pharmacy technicians to tackle increased workload.

Community navigators may help alleviate loneliness in people with anxiety or depression.

The Mental Elf. 2020.
Promising results from a feasibility trial of community navigators for people with depression or anxiety using secondary mental health services.

Cost of managing patients with venous leg ulcers.

Phillips et al. International Wound Journal; Aug 2020; vol. 17 (no. 4); p. 1074-1082
The direct cost of managing patients with VLUs is £7706 per patient per annum, which translates to an annual cost of over £2 billion. The primary cost driver is the number of district nurse visits. Initiatives to reduce healing times through improving accuracy of initial diagnosis and evidence-based treatment pathways would result in major financial savings.

Paediatric contacts with the UK out-of-hours primary care service and contact outcomes: a regional service evaluation.

Edwards. BMC Family Practice; Jul 2020; vol. 21 (no. 1); p. 1-9
Paediatric contacts with the Oxfordshire OOH GP service were predominantly in younger age groups and in the evening, with 19.7% resulting in an antibiotic prescription. Almost half of the contacts had no follow up or prescription, suggesting non-prescribing health care professionals could be involved in providing care in OOH GP.

A pay for performance scheme in primary care: Meta-synthesis of qualitative studies on the provider experiences of the quality and outcomes framework in the UK.

Khan. Et al.

BMC Family Practice; Jul 2020; vol. 21 (no. 1); p. 1-20

Future P4P schemes should aim to permit professionals with competing high priority values to be part of P4P or other quality improvement initiatives and for them to take on an 'influencer role' rather than being 'responsive agents'. Through understanding the underlying Values and not just explicit concerns of professionals, may ensure higher levels of acceptance and enduring success for P4P schemes.

Job stress among GPs: associations with practice organisation in 11 high-income countries

Cohidon C.; Senn N.; Wild P.

The British journal of general practice Jul 2020

Heavy workloads and time pressure are associated with GP job stress. Organisational changes such as employing case managers and allowing longer consultations could potentially reduce this burden.

Telehealth

The Doctor Will Zoom You Now: getting the most out of the virtual health and care experience.

Healthwatch/National Voices

July 2020

Remote consultations and the use of technology offer opportunities to make significant improvements to general practice, hospital outpatient and mental health appointments, but making the most of this opportunity means understanding the patient experience.

Doc and shop: Medicspot launches online GP consultations at Asda

Digital Health

8th July 2020

Asda became the first UK supermarket to offer an in-store GP service. Patients will be able to speak to a GP and pick up their prescription in the same trip.

Around one million downloads of fitness app during lockdown as people stay fit

NHS England

1st July 2020

A fitness tool backed by the NHS has been adopted by hundreds of thousands of people seeking to get in shape during lockdown. New figures show that downloads of Public Health England's 'Couch to 5k' app skyrocketed over the last three months.

Telehealth in the Context of COVID-19: Changing Perspectives in Australia, the United Kingdom, and the United States

Malcolm Fisk et al.

J Med Internet Res 2020;22(6):e19264

Telehealth will almost certainly find a stronger place within health service frameworks for these countries and is likely to have increased acceptance among both patients and health care providers.

NHS clinicians given free access to online health and care video library

Hannah Crouch

Digital Health July 2020

An online video library of more than 600 health and care videos which covers a wide selection of topics, conditions and procedures has been made available to NHS clinicians and patients. They have all been written by NHS clinicians and developed to work within care pathways. A six-month licence for the video library has been secured by NHSX.

The Impact of Digital-First Consultations on Workload in General Practice: Modeling Study

Salisbury C.

Journal of medical Internet research; Jun 2020; vol. 22 (no. 6)

Digital-first approaches to primary care could increase general practice workload unless stringent conditions are met. Justification for these approaches should be based on evidence about the benefits in relation to the costs, rather than assumptions about reductions in workload. Given the potential increase in workload, which in due course could worsen problems of access, these initiatives should be implemented in a staged way alongside careful evaluation.

Findings from a pilot randomised trial of a social network self-management intervention in COPD

Welch L.

BMC Pulmonary Medicine Jun 2020; vol. 20 (no. 1)

Using a social network intervention can encourage the development of new social connections and extend existing support networks for COPD patients. Increasing network support in this population is of benefit to both patients and NHS providers in terms of cost reductions and enhancing wellbeing. This broadens the understanding of possible new approaches to SMS in community COPD patients, which could now be investigated in a larger population over a longer period.

NHS wellbeing app launches for cancer patients

Health Call & In HealthCare

Med Tech Innovation News

July 2020

My Wellbeing Space, is a digital service from NHS partnership Health Call and technology provider In healthcare and funded by the Northern Cancer Alliance. The content was developed by the Macmillan project team in collaboration with clinical teams and involving patients at all stages of its design and testing.

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