Future-proofing Primary Care – 27th November 2020

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

Supporting the CPD Zone - the 'Go To' place for CPD in General Practice across Thames Valley and Wessex http://www.oxfordhealth.nhs.uk/library/cpd-zone/

COVID-19 training/resources/research

NICE, SIGN and RCGP set out further details about the UK guideline on management of the long-term effects of COVID-19

NICE   *30 October 2020*

Post-COVID syndrome (also known as Long COVID) is defined as signs and symptoms that develop during or following an infection consistent with COVID-19 which continue for more than 12 weeks and are not explained by an alternative diagnosis. The condition usually presents with clusters of symptoms, often overlapping, which may change over time and can affect any system within the body. Many people with post-COVID syndrome can also experience generalised pain, fatigue, persisting high temperature and psychiatric problems**.**

NICE to become single point of access for Covid-19 guidance and advice

NICE   *6 November 2020*

The initiative will see NICE bringing together NHS England and NHS Improvement's specialty guides on Covid-19 with its own Covid-19 rapid guidelines. Together they will create a single point of access to national advice on the clinical management of Covid-19 to support frontline health and care staff across the country.

Guidance on Workload Prioritisation during COVID-19 Pandemic level Rising

BMA /RCGPs   *5 November 2020*

In response to the COVID-19 pandemic, the RCGP and the BMA's GP committee has prepared joint guidance to help practices across the UK to prioritise the clinical and nonclinical workload in general practice.

Safeguarding children and families during the COVID-19 crisis.

Social Care Institute for Excellence (SCIE).   *2020.*

This quick guide is for practitioners working to safeguard children and families during the COVID-19 outbreak, including social workers and those working in social care settings.

COVID-19 testing in general practice.

Department of Health and Social Care (DHSC).   *2020.*

Information for general practices on providing coronavirus (COVID-19) testing. NHS Test and Trace is making COVID-19 swab testing capability available to general practices in England on a voluntary, opt-in basis. This will be a supplementary option for practices and does not replace any of the existing routes for patients to access testing. Members of the public will continue to be directed to regional testing centres or home testing kits in the first instance.

COVID-19 vaccination programme.

British Medical Association (BMA); 2020.

This guidance provides detail about what the CVP (COVID-19 vaccination programme) service in England involves, what is expected of practices, what you will get to support this work, and guidance on what to do now. Updated 17 November.

Innovation

NHS-funded library and knowledge services in England value proposition: the gift of time

HEE   *November 2020*

Specialist library services are freeing up the time of clinicians, enabling them to devote more hours to patient care, and could be saving the NHS as much as £77 million a year. If the ratio of librarians to health professionals was increased to the level recommended by Health Education England, that figure could rise to as much as £106 million. Health librarians and knowledge specialists make the gathering of information as easy as possible for health care professionals, relieving the burden of sourcing and making sense of evidence, helping NHS organisations meet their statutory duty to use evidence from research within the service.

Latest report highlights AHSN's adaptability and productivity

Oxford AHSN   *November 2020*

The Oxford AHSN has published its latest quarterly report. This year's schedule has been disrupted by the pandemic – as a result this is an expanded edition covering the first six months of 2020/21. It demonstrates that we can change our approach and priorities quickly to support the rapidly altered needs of the NHS locally and nationally. It also includes seven case studies.

Reducing missed appointments in general practice: evaluation of a quality improvement programme in east London.

Tom Margham, Crystal Williams, Emma Trevelyan and Sally Hull, Br J Gen Pract November 23, 2020

Forward booking time in days best predicts practice DNA rates. Sharing appointment data produced significant reductions in missed appointments. Behaviour change interventions with patients had a modest additional impact. In contrast, introducing structural change to the appointment system effectively reduced DNA rates. To reduce non-attendance the appointment system needs to change – not the patient.

Leadership

Continuing Healthcare: getting it right first time

Parliamentary and Health Service Ombudsman   *3 November 2020*

NHS Continuing Healthcare (CHC) is administered by local NHS clinical commissioning groups (CCGs) with oversight from NHS England and NHS Improvement. This report draws on 60 cases resolved in the past three years relating to CHC. It has found not only significant failings in care and support planning but also failings in reviews of previously unassessed periods of care. The report's recommendations are rooted in the findings from the casework and point to essential changes that should be made to prevent similar failings for future care users.

[Guardians of public interest: the expectation and experience of non-executive directors in National Health Service commissioning boards in England.](#)

Tweed, Joy; Wallace, Louise M.　　　　*Journal of health organization and management; Nov 2020*

NEDs' power is a product of the explicit levers set out in the constitution of the board, but also how they choose to use their knowledge and expertise to influence decisions for, as they see it, the public good. They contribute to governance by holding to account executive and professional colleagues, acting largely within the rational goal model. CCG NEDs felt less powerful than in those in PCTs, operating largely in conformance and representational roles.

[Building and enabling digital teams.](#)

NHS Providers.　　　　　　　　　　　　　　　　　　　*2020.*

This guide explores what a good digital team looks like, how to build one, and where to start in order to support boards who want to build their digital capability.

Skill Mix & Workforce Planning

[Workforce flexibility in the NHS: utilising Covid-19 innovations](#)
NHS Providers　　　　　　　　　*October 2020*

The speed at which workforce innovations and flexibilities have been implemented in the NHS since the outbreak of Covid-19 has been both impressive and encouraging.

[Gresleydale Health Centre Case Study – GP Assistant Role](#)
David Peachey　　　　　　　　　　　　October 2020

The GPA role that has been adopted across the Midlands is a mixed administrative/clinical role, where pre-existing members of staff within the practice are "up-skilled" over a 6-9 month period. On successful completion of this, and when the GP has assessed them as competent in all areas they are awarded the GPA Certificate from Chester University - a qualification worth 10 credits at Level 4.

Pharmacists in general practice: a qualitative process evaluation of the General Practice Pharmacist (GPP) study.

James, Oscar.　　　　　　　　　*Family practice; Oct 2020; vol. 37 (no. 5); p. 711-718*

This process evaluation found that a pharmacist joining the general practice team was well accepted by the GP and practice staff and effective interprofessional relationships were described. Patients were less clear of the overall benefits. Important barriers (such as funding, infrastructure and workload) and facilitators (such as teamwork and integration) to the intervention were identified which will be incorporated into a pilot cluster randomized controlled trial.
Contact the library for a copy of this article

[An ethnographic exploration of the social organisation of general practice nurses' knowledge use: more than 'mindlines'?](#)
Carrier　　　　　　　　　*Journal of Research in Nursing; Sep 2020; vol. 25 (no. 6/7); p. 604-615*

The way in which general practice is structured results in variance in organisational structural arrangements for sharing and disseminating of knowledge. Despite a supportive organisational culture towards knowledge sharing, the position in which practice nurses are situated limits opportunities for discussion and reformulation of knowledge. Practice nurses are, however, prepared to adapt knowledge to meet the needs of individual patients.

Tools, guidance and key events for general practice nurses.

The article features tools and events of relevance to general practice nurses including the free online infant allergy conference on October 28, 2020, the Public Health England's flu vaccine poster for the 2020-2021 flu season, and MA Healthcare's revalidation resource for nurses and midwives.

Impact of stress on nurses working in the district nursing service

Stress leads district nurses to become dissatisfied with their jobs and leaving DN services. To improve job satisfaction and retention, an additional recommendation for practice is to reassess how caseloads are managed in correlation with staffing levels to enable staff to take protected breaks and not work overtime due to workplace pressure.

Available with an NHS OpenAthens log in for eligible users

Evaluation of a pharmacist-led actionable audit and feedback intervention for improving medication safety in UK primary care: An interrupted time series analysis

The SMASH intervention was associated with reduced rates of potentially hazardous prescribing and inadequate blood-test monitoring in general practices. This reduction was sustained over 12 months after the start of the intervention for prescribing but not for monitoring of medication. There was a marked reduction in the variation in rates of hazardous prescribing between practices.

Preceptorship scheme for newly qualified physician associates working in general practice in Sheffield.

We describe a preceptorship model that was initiated in March 2018 for newly qualified physician associates (PAs) in primary care in Sheffield, UK. The scheme enabled part funding for four band 6 preceptorship posts initially, alongside fortnightly teaching and mentorship by the preceptorship lead and a senior PA external to the employer. The number of posts had increased to 20 at the time of writing, due to the success of the scheme.

Nursing care left undone in community settings: Results from a UK cross-sectional survey.

Care left undone is a significant issue across the community nursing context and is related to registered nurse staffing levels. Implications for Nursing Management: This work is the first to look directly at the relationship of registered nurse staffing levels to care left undone in the community. Current policy on safe staffing needs to ensure consideration of the community nursing context.

Telehealth

[Digital Inclusion in Health and Care: Lessons learned from the NHS Widening Digital Participation Programme (2017-2020).](#)

Good Things Foundation; 2020.

The NHS Widening Digital Participation programme completed in March 2020 - the month when the country went into lockdown following the outbreak of coronavirus. Since then, the national and community response to COVID19 has revealed digital as a universal need. Digital participation has become essential for our lives, for our health and wellbeing. This new report brings together the lessons learned, practical tips and recommendations from the Widening Digital Participation programme.

[The Artificial Intelligence in Health and Care Award.](#)

NHS England Accelerated Access Collaborative.   *2020.*

The Award is making £140 million available over three years to accelerate the testing and evaluation of technologies most likely to meet the aims set out in the NHS Long Term Plan. Four levels of award are available to support AI solutions from initial feasibility to evaluation within NHS and social care settings. The second competition is now open, with a closing date for applications of 1pm on 8 December, 2020.

[Ehealth and mobile apps in the NHS.](#)

HEE Learning Hub.   *2020.*

This resource details how mobile phone applications are currently being used as an "e-health" solution to supporting healthcare delivery within the NHS. The potential opportunities and barriers to wide-scale use within the NHS are explored, as well as potential Healthcare Science. A summary of the apps catalogued within the NHS App Library is given, alongside suggestions of alternative ways they could be used to manage the COVID-19 crisis.

[Spreading digital innovation within the NHS: a sleep case study.](#)

Oxford AHSN.   *2020.*

Since October 2018, Innovate UK, the Oxford Academic Health Science Network and Big Health have worked in partnership to spread Sleepio – an online sleep improvement programme based on cognitive behavioural therapy – throughout the Thames Valley region. Within 18 months, more than 15,000 people accessed the programme. This webinar takes you through the project's journey – from initial adoption to population rollout.

[What does the future hold for digital health and care? Eight key technologies explained](#)

The King's Fund   *November 2020*

The Covid-19 pandemic has seen many health and care services turn to digital technology to continue meeting patients' needs. But beyond remote consultations, what are the key technologies to look out for in the future? We explain eight key innovations and their potential to transform health and care delivery.

Private Video Consultation Services and the Future of Primary Care

Salisbury C. et al.   *Journal of medical Internet research; Oct 2020; vol. 22 (no. 10)*

It is important to understand the extent to which lessons from the evaluation of Babylon GP at Hand and other private services based on a video-first model are relevant to the use of video consulting within conventional general practices, and to consider the advantages and disadvantages of these developments, before video consultation-based services in primary care become more widely established.

Barriers and Enablers in Implementing Electronic Consultations in Primary Care: Scoping Review.

Baines, Rebecca et al.   *Journal of Medical Internet Research; Nov 2020: 22 (11)*

This review highlights the need for proactive engagement with patients and staff to facilitate understanding and awareness, process optimization, and delivery of coherent training and education that maximizes impact and success. Although the necessity to use online methods during the COVID-19 pandemic may have accelerated awareness, concerns over workload duplication and inequality of access may remain.

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