



## Future-proofing Primary Care – 22nd December 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

#### [Another view: of Covid-19 vaccinations](#)

Digital Health

14<sup>th</sup> December 2020

We started the Covid-19 pandemic with adapting to working from home, doing total triage, video calls and burning through millions of SMS messages, but things have changed. We are now using a hot hub, a central location that GP practices send potential Covid infected patients.

#### [Build back fairer: the Covid-19 Marmot review](#)

UCL Institute of Health Equity

December 2020

This report examines inequalities in Covid-19 mortality, focusing on ethnic minorities and certain occupations as well as paying continued attention to the socio-economic gradient in health.

#### [Changing media depictions of remote consulting in COVID-19: analysis of UK newspapers](#)

Gilly Mroz, Chrysanthi Papoutsis, Alex Rushforth and Trisha Greenhalgh, *Br J Gen Pract* December 4, 2020

As the first wave of the pandemic came and went, media depictions of remote consulting evolved from an 'efficiency and safety' narrative to a 'risks, inequalities, and lack of choice' narrative. To restore public trust in general practice, public communication should emphasise the wide menu of consulting options now available to patients and measures being taken to assure safety and avoid inequity.

#### [COVID-19 and its effect on the nursing team in primary care.](#)

Brennan ; Willcox, Rebecca

*Practice Nursing*; Dec 2020; vol. 31 (no. 12); p. 511-514

This article describes how Lewisham and our primary care network (PCN) activated the local COVID-19 plan, the challenges the nursing team faced, and how many of these were overcome.

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#### [Head held high and carrying on': Reflections from GPNs on the impact of COVID-19.](#)

Henry.

*Practice Nursing*; Dec 2020; vol. 31 (no. 12); p. 520-521

Twitter is a useful tool for nurses to use to share experiences and network, particularly while opportunities to meet face-to-face are reduced. Heather Henry gives an overview of a tweet chat on how COVID-19 has affected nurses working in general practice.

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## Innovation

### **The remote care revolution in the NHS: understanding impacts and attitudes**

*Nuffield Trust*

*December 2020*

This year's Quality Watch animated scrolling [data story](#) explores the increased use of remote care in the NHS after the outbreak of Covid-19. This article explains the findings in more detail and discusses some of the implications for patients, clinicians and the NHS.

### **Changes in patient experience associated with growth and collaboration in general practice: observational study using data from the UK GP Patient Survey**

*Lindsay JL Forbes, Hannah Forbes, Matt Sutton, B Journal of General Practice Dec. 2020; 70 (701):e906-e915*

For the last few years, English general practices — which are, traditionally, small — have been encouraged to serve larger populations of registered patients by merging or collaborating with each other. Meanwhile, patient surveys have suggested that continuity of care and access to care are worsening.

### **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 is the best predictor of practice DNA rates. Sharing appointment data produced a significant reduction in missed appointments, and 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, it appears that the appointment system needs to change, not the patient.

### **What we have learned so far Best practice and innovation during COVID-19**

*NHS Reset*

*December 2020*

This long read provides a snapshot of emerging insights behind the rapid innovation during the first wave of the COVID-19 pandemic. It signposts to a number of joint resources from the NHS Confederation, AHSN Network and the Health Foundation, which joined forces to explore this topic as part of the NHS Reset campaign, as well as further exploratory work from the three organisations.

### **An Innovator's Guide to the NHS: Navigating the barriers to digital health**

*Boehringer Ingelheim*

*November 2020*

The intention of this Innovator's Guide is to provide an overview of the dynamic, complex and often confusing digital health landscape in England.

## Leadership

### Skill Mix & Workforce Planning

#### **Integrating 'best evidence' into general practice nursing.**

*Finney, A. et al.*

*Practice Nurse; Nov 2020; vol. 50 (no. 9); p. 26-29*

The article offers information on general practice nurse Critically Appraised Topics (CATs) group looks at the CAT approach and the impact of embedding evidence-based practice into day-to-day practice. Topics include research findings to clinical decisions is a difficult process for nurses in general practice, and the evidence-based practice is an important pre-requisite for all health professionals to deliver quality patient care.

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

## **How nurses can promote well-being in personalised care.**

Henry.

*Primary Health Care; Nov 2020; vol. 30 (no. 6); p. 35-43*

The author examines how nurses can switch between assessing and meeting needs and enabling people to use their strengths to improve their well-being. Several examples of exceptional nursing care are provided and discussed, enabling readers to consider how they can develop their own initiatives to promote well-being in their practice.

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

## **Tools, guidance and key events for general practice nurses.**

*Practice Nursing; Dec 2020; vol. 31 (no. 12); p. 524-524*

Provides updates on tools, guidance, and key events for general practice nurses in Great Britain as of December 2020, including the book "A Nurse's Survival Guide to General Practice Nursing," edited by Karen Storey and Rhian Last, online guidance by the Royal College of Nursing (RCN) on nurses' duty to raise concerns affecting patient safety, and an updated guidance by the RCN on providing fair care for trans and non-binary people.

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## **Management of chlamydia and gonorrhoea infections diagnosed in primary care using a centralised nurse-led telephone-based service: mixed methods evaluation.**

Horwood et al.

*BMC Family Practice; Dec 2020; vol. 21 (no. 1); p. 1-10*

Extension of this established NLTM intervention to a greater proportion of patients was both feasible and acceptable to both patients and HCP, could provide a better service for patients, whilst decreasing primary care workload. The study provides evidence to support the wider implementation of this NLTM approach to managing chlamydia and gonorrhoea diagnosed in primary care.

## **Telehealth**

### **Herefordshire and Worcestershire launches its own health apps library**

Digital Health

*16<sup>th</sup> December 2020*

A clinical commissioning group (CCG) which serves Herefordshire and Worcestershire, has launched its own app library to provide people with access to clinically approved digital tools. It contains hundreds of apps that are independently reviewed and clinically accredited by a team of healthcare professionals.

### **Digital technology and health inequalities: a scoping review**

Public Health Wales

*December 2020*

We hope this scoping review will be of value to those seeking to better understand how the digital and health inequalities intersect, including leaders in national and local public sector organisations, and those involved in research and development of digital health technology.

### **AI for healthcare: Creating an international approach together**

NHSX

*December 2020*

Building upon rapid literature and policy reviews, interviews with Global Digital Health Partnership member countries, and a focus group with experts in digital health, this report provides a set of policy recommendations on how best to support and facilitate the use of AI-driven technologies within health systems.

## Digital health in primary care: risks and recommendations

*Georgina Neve, Molly Fyfe, Benedict Hayhoe and Sonia Kumar, Br J Gen Pract December 2020 70:609-610;*

Many technologies have positive potential; however, the speed with which they are becoming available, increasingly blurred boundaries between health and lifestyle technologies and traditional healthcare provision, and the confidence and skills GPs have in using digital health technologies, bring new complexities and concerns.

*Contact the library for a copy of this article*

## Digital Playbooks

*NHSX December 2020*

NHSX has published four 'digital playbooks' to help achieve the Long Term Plan's aim of reducing face-to-face outpatient appointments by up to a third over the next five years.

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