Future-proofing General Practice – 25th October 2019

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

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Innovation

Talk About Self-Harm (TASH): participatory action research with young people, GPs and practice nurses to explore how the experiences of young people who self-harm could be improved in GP surgeries.


The type of self harm young people presented with influenced whether they would see a GP or PN. While self-help materials were welcomed and deemed helpful, young people, GPs and PNs were ambivalent about using these in short consultations where time was an overriding constraint. More research is needed on the feasibility of adopting self-help assisted interventions in GP surgeries.

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Leadership

Measuring attributes of team functioning in primary care settings: development of the TEAMS tool.


This study created a survey measuring staff perceptions of team culture in primary care practices with innovative team-based workforce models. The survey, measuring joy in practice, personal growth and leadership and learning may be useful in clinical practice as a practical tool to gauge progress in developing a high-functioning team.

Developing Emerging Leaders to Support Team-Based Primary Care.

Coleman, Katie et al. The Journal of ambulatory care management.; vol. 42 (no. 4); p. 270-283

Teams are increasingly used to deliver high-quality, accessible primary care, yet few leadership programs support the development of team-based care leadership capabilities. The 12-month Emerging Leaders program presents a prototype for how interdisciplinary training targeting frontline staff might be implemented. Nominators and Emerging Leaders noted improvements in knowledge, skills, and attitudes of program participants. Forty percent of participants went on to promotions or new jobs.

Remuneration of primary dental care in England: a qualitative framework analysis of perspectives of a new service delivery model incorporating incentives for improved access, quality and health outcomes

Robinson P.G. et al. BMJ open; Oct 2019; vol. 9 (no. 10)

The incentive-driven contract was perceived to increase access to dental care, determine dentists’ and patients’ perceptions of need, their behaviours, health outcomes and patient satisfaction. Dentists face challenges and may need support in refocusing care, perceptions of preventive dentistry, deployment of skill mix and use of the risk assessments and care pathways.
Co-creation and co-production in health service delivery: what is it and what impact can it have?
Wolstenholme D. Evidence-Based Nursing 2019;22(4):97.
The Twitter Chat for Action on Stroke Month highlighted the importance and wealth of knowledge that our Twitter community has around activities that support co-production, co-creation, genuine and meaningful involvement. Using creative methods and making things tangible, allows people the genuine opportunity to contribute their expertise to a process that delivers person-centred services and care.

Skill Mix & Workforce Planning

Identifying policies and strategies for general practitioner retention in direct patient care in the United Kingdom: a RAND/UCLA appropriateness method panel study.
Chilvers, Rupa. BMC Family Practice; Sep 2019; 20 (1)
The panel of experienced GPs identified a number of practical ways to improve GP retention through interventions that might enhance job satisfaction and work-life balance.

Reorganisation of general practice: be careful what you wish for
Sophie Park et al. Br J Gen Pract September 2019 69:517-518
Considers normative ways of thinking about general practice and the implications for primary healthcare organisation and funding. Examines some opportunities and challenges that current ‘common sense’ thinking produces, shaping ways in which particular ‘problems’ and ‘solutions’ are constructed and accepted.
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Delivering general practice with too few GPs.
With an increasing number of GPs leaving clinical practice or working part time, and many practices unable to fill vacant GP posts, this briefing presents some ideas on how general practice can continue to be provided as the shortage of GPs becomes chronic.

Overseas GP recruitment: Comparing international GP training with the UK and ensuring that registration standards and patient safety are maintained
Fletcher E. et al. BJGP Open; 2019; vol. 3 (no. 2)
Implementing this systematic methodology for mapping GP training between countries may support the UK’s ambitions to recruit more GPs, and alleviate current GP workforce pressures.

How widespread is working at scale in English general practice? An observational study
Lindsay JL Forbes et al. Br J Gen Pract September 2019 69:e682-e688
In early 2018, approximately 5% of general practices were working closely at scale; approximately half of practices were working more loosely at scale. However, data was incomplete. Better records should be collected so that the effect of working at scale on patient care can be evaluated.

**Outstanding Models of District Nursing Report**
*Queen’s Nursing Institute and the Royal College of Nursing.*

There are only some 4,000 District Nurses providing care for a population of around 55.8 million in England, a ratio of only one District Nurse for every 14,000 people. This compares with one GP for every 1,600 people. The report calls for a commitment to investment and training to meet the challenges caused by simultaneous rising patient demand and falling numbers of these highly-qualified staff.

**Skill-mix change in general practice: A qualitative comparison of three 'new' non-medical roles in English primary care**
*Martindale A.-M.; et al.*  *British Journal of General Practice; 2019; vol. 69 (no. 684)*

This in-depth, in-context comparative study highlights that introducing new roles to general practice is not a simple process. Recognition of factors affecting the assimilation of roles may help to better align them with the goals of general practice and harness the commitment of individual practices to enable role sustainability.

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**Interprofessional collaboration within fluid teams: Community nurses' experiences with palliative home care.**
*Mertens, Fien.*  *Journal of Clinical Nursing Oct 2019; vol. 28 (no. 19/20); p. 3680-3690*

Community nurses showed to be highly adaptable within the fluid team. Dynamics described in the doctor–nurse game still affect the interprofessional communication. Interprofessional education interventions can contribute to improved interprofessional collaboration. The study findings uncovered critical knowledge gaps in interprofessional collaboration in palliative home care.

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**Contribution of primary care organisation and specialist care provider to variation in GP referrals for suspected cancer: ecological analysis of national data**
*Burton C. et al.*  *BMJ quality & safety; Oct 2019*

This is the first large-scale finding that a substantial proportion of the variation between general practitioner practices in referrals is attributable to their local healthcare systems. Efforts to reduce variation need to focus not just on individual practices but on local diagnostic service provision and culture at the interface of primary and secondary care.

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**Remuneration of primary dental care in England: A qualitative framework analysis of perspectives of a new service delivery model incorporating incentives for improved access, quality and health outcomes**
The incentive-driven contract was perceived to increase access to dental care, determine dentists’ and patients’ perceptions of need, their behaviours, health outcomes and patient satisfaction. Dentists face challenges in refocusing care, perceptions of preventive dentistry, deployment of skill mix and use of the risk assessments and care pathways. Dentists may need support in these areas and to recognise the differences between caring for individual patients and the patient-base of a practice.

Health-related street outreach: Exploring the perceptions of homeless people with experience of sleeping rough
Ungpakorn R.; Rae B. Journal of advanced nursing; Oct 2019
Health-related street outreach is a valuable health promotion tool for people experiencing homelessness that should be financially supported by healthcare commissioners and employers. Providers of health-related street outreach must adopt the right approach and the development of guidelines could assist services to achieve this. Findings can inform planning to ensure that the approach taken is acceptable to and based on the views of, the people these services are provided for.

Managing sickness absence and declared disabilities in a district nursing team.
Duncan M. British Journal of Community Nursing 2019;24(10):478-481.
Sickness absence varies markedly by staff grade in 2018/19, with Band 1 staff reported to have a sickness absence rate almost twice that of their Band 7 counterparts; An increased proportion of stress-related illness has been reported from October 2014 to September 2017; this may indicate a greater transparency about workplace mental health issues; Occupational health (OH) services are a crucial component of both preventing and managing staff sickness and absence

Getting the best out of staff in a district nursing team: nurturing resilience.
Duncan M. British Journal of Community Nursing 2019;24(9):419-423.
Resilience within teams is stretched to, and possibly beyond, the limits; High workload is exacerbated by both staff shortages and rising numbers of referrals to district nursing services. The recommendations of the 2019 QNI report (Outstanding models of district nursing), which include safe caseload management and modelling demands, set the way forward for strategic change.

Telehealth

Designing digital skills interventions for older people
Good Things Foundation October 2019
Includes recommendations for designing digital skills interventions for older people with care and support needs.

Digital-First Primary Care: Response to policy consultation on patient registration, funding and contracting rules
NHS England September 2019
The outcomes of a consultation launched earlier this year into the provision of digital first primary care have been published.

**Using online consultations in primary care: implementation toolkit**

*NHS England*  
26th September 2019

This is an interactive document that provides a range of ideas and options for different professionals, including clinicians, at different points in their implementation journey.

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