

10 High Impact Actions

What will it mean to General Practice and Patients?

Louise Hardwick

6 April 2017



GP Five Year Forward View

- The North East Essex and Suffolk STP (Sustainability Transformation Plan) has a population of 953,000 people
- By 2034 we expect a 50% increase in the number of people over 65 years
- By 2021 we expect a 3.2% increase in the overall population and a 17.9% increase in those aged 75+
- 1 in 5 children aged 4-5 years in Suffolk and North East Essex are overweight or obese. For children aged 10-11 years this rises to 1 in 3 and 2 in 3 for adults
- Close to 1 in 4 adults do or less than 30 minutes of physical activity per week
- Almost 1 in 5 people smoke. Smoking related illness kills around 5 people every day across North East Essex and Suffolk. 1 in 4 people aged over 65 are now living with two or more long term conditions, like diabetes, breathing problems or heard disease
- Hidden rural deprivation is a particular issue in Suffolk



GP Five Year Forward View

- The local healthcare system is facing the challenge of significant and enduring financial pressures
- People's need for services continue to grow faster than funding, meaning that we have to innovate and transform the way we deliver high quality services, within the resources available.
- The following are key areas for Primary Care nationally:
 - Support and grow the primary care workforce
 - Improve access to general practice in and out of hours
 - Transform the way technology is deployed and infrastructure utilised
 - Better manage workload and redesign how is provided



GP Five Year Forward View

Challenges:

- Demand for health and social care services is rising – a quarter of the population suffer from long term conditions caused by stress, unhealthy eating, physical inactivity, drinking too much alcohol, smoking, poverty, isolation and poor housing.
- People with long term conditions such as diabetes, COPD, arthritis and hypertension account for around 50% of all GP appointments
- Quality of services vary – referral and prescribing vary in general practice and there are some opportunities to improve patient outcomes in a range of specialities
- Workloads are high and getting higher; and workforce recruitment and retention challenges are deepening across the area
- Increasing local costs – in 2016, North East Essex and Suffolk will spend £2.1billion on health and care. £132m is spent within primary care



Releasing Capacity in General Practice

10 High Impact Actions

10 High Impact Actions to release time for care

1: 
ACTIVE SIGNPOSTING

2: 
NEW CONSULTATION TYPES

3: 
REDUCE DNAs

4: 
DEVELOP THE TEAM

5: 
PRODUCTIVE WORK FLOWS

6: 
PERSONAL PRODUCTIVITY

7: 
PARTNERSHIP WORKING

8: 
SOCIAL PRESCRIBING

9: 
SUPPORT SELF CARE

10: 
DEVELOP QI EXPERTISE



Active Signposting

Reception care navigation

The Idea

- Receptionists' job is to connect the patient with the most appropriate service (not just book everyone with a GP).
- Train receptionists to ascertain the patient's need. Include red flags for medical emergencies
- Develop a directory of services including services outside the practice, for patients to be directed to

Impact

- Reduced GP appointments – estimated at 1,046 per year for a 10,000 patient practice
- Patient benefits – faster access to the right service (one step in the process removed)
- Staff satisfaction – receptionists feel they're doing a better job for patients and making bigger contribution to the practice



Active Signposting Online Portals

The Idea

- Patients are encouraged to make the practice website or a mobile phone app their first point of contact
- This provides access to symptom checkers, links to local sources of advice and support in the community, details of community pharmacies and self help advice for minor ailments
- This may sit alongside e-consultation functions and transactional services for repeat prescriptions and appointment booking

Impact

- Patients increase their knowledge about how to care for themselves and are connected with community based care and support options that improve wellbeing and independence
- Reduced GP demand for appointments



How do patients respond to receptionists playing a more active role?

How can Patient Participation Groups help with marketing and feedback?

What are the most common enquiries/problems we need to target?

How can we measure the impact of the change?



Reduce DNAs

The ideas

- Make it easy for patients to cancel.
- Send appointment reminders (text/email) **10% reduction**
- Patients write their own booking **18% reduction**
- Patients read-back appointment details **4% reduction**
- Report how many appointments were kept last month rather than DNAs **14% reduction**
- Reduce 'just in case' booking by improving same day access **up to 70% reduction**



Social Prescribing

The Idea:

- Signpost patients to care and support services which increase wellbeing and independence
- Examples include leisure and social community activities, befriending, carer respite, dementia support, housing, debt management and benefits advice, one to one specialist advocacy and support, employment support and sensory impairment services
- The service maybe external to the practice, taking referrals, or there may be closer integration within the practice team

Impact:

- Reduced demand for GP and other appointments
- Improved quality of life for patients and carers
- Satisfaction and empowerment for volunteers



Social Prescribing

- What proportion of patients could benefit from additional non medical care and support in the community?
- What sort of a service would be most beneficial?



Support Self Care Patient Online

The idea:

- The GP contract requires practices to provide access to coded information in records
- It is also possible to give full access

Impact:

- If 30% of patients accessed their full record online twice a year, a 10,000 patient practice would save 4,747 appointments and 8,020 telephone calls per year
- 76% of patients feel more involved in their, 62% have improved understanding of consultations, 77% understood and managed their condition better
- Medication compliance increased 42%, 64% are more likely to follow lifestyle advice better



Self Care

Is supported self care acceptable to patients?

- A common concern from practices is that patients will welcome efforts at supporting self care A 2016 survey of 5,000 people for Self Care Week found:
- If they understood their own NHS “footprint”, 80% would be more likely to seek advice from pharmacists and use over the counter remedies for coughs, colds and other self treatable conditions
- 92% acknowledge the importance of taking responsibility for their own health in order to ease the financial burden on the NHS
- When made aware of the cost of self treatable conditions to the NHS, nearly one third of those who qualify for free prescriptions (29%) said they would be willing to purchase an OTC medicine for a self treatable condition. The NHS spent more than £83 million on prescribing 22.6 million packs of paracetamol in 2014, behaviour shifts like this could have significant impact on the future sustainability of our healthcare system.
- There are common misconceptions: 18% believed pharmacists to be less well qualified to advise on managing minor conditions and 23% felt entitled to visit the GP simply to obtain a free prescription



- Practices who have introduced a focus on self care report that it WORKS... WITH CARE
- Self care is intended to empower patients to stay well and look after themselves better, not to deny them care from the practice.



Self Care

How much benefit could you get from this?

- illnesses that could be prevented by changes in lifestyle
- Self limiting acute illness
- Giving or reinforcing standard advice about lifestyle or disease management

What resources do we use for promoting prevention, self care and self management?

- How much would they be used by clinicians and patients?

Which is the first priority area to address?

- Could we plan a small pilot initially, with support?

How could we collaborate on this together with other practices, to reduce the workload and increase the impact?

