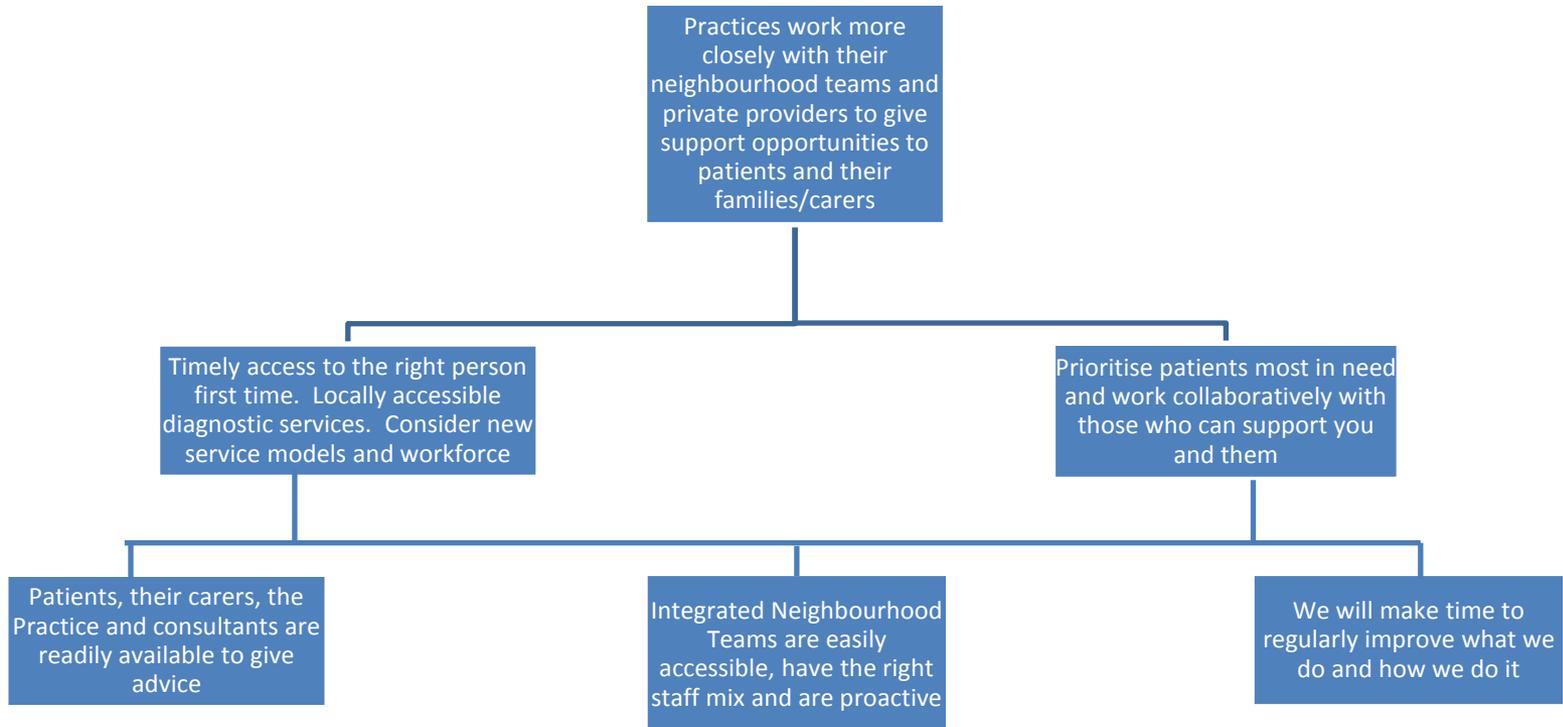


Primary Care Configuration and Working

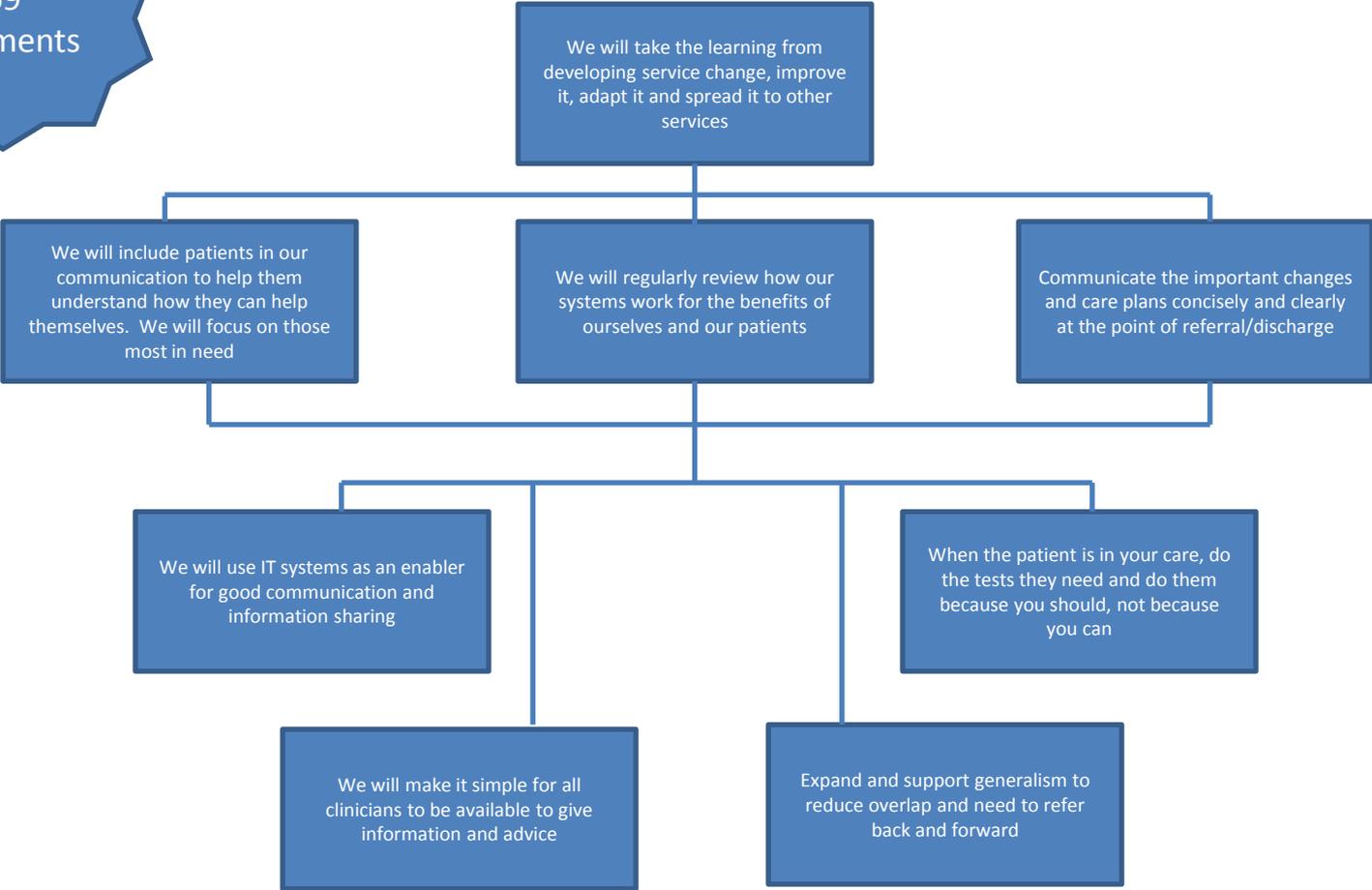
= Need for:

- "Connect"
- Transforming the primary care workforce



Communication

69
comments



Referrals

30
comments

Workload associated with
patient referral can be
managed for all of us

Timely access to clinicians
(GP and consultant) could
avoid referrals

Referrals need to include
reasonable work up of the
patient's condition. It needs
to be considered personally
and responded to
appropriately

Guidance on conditions
needs to be mapped to
patient's condition and be
easily available to all

Patient access to record may
reduce admin burden as they
can see their information
including any appointment
booked for them

Results of investigations need
to be easily accessible

Working with Patients

- Making time to enable patients to make the right choice
- Clinicians and their teams will be accessible in a timely way to support patients and work collaboratively
- Being clear with communications about what is possible, reasonable and required
- Use IT and the access to the patient record to help patients understand their problems
- Use IT to help patients know where they are in the system (eg appointments)
- Quality outcomes and safe outcomes can come from saying no to medicalisation
- Proactive working with patients, public health and all stakeholders to increase prevention and self care

**Our programme of improvement
will include**

- Making time to continuously improve what we do for our patients, ourselves and our colleagues
- Learning how to continuously improve the quality of services for patients including how we interact ourselves
- Always considering and knowing how to manage patient expectation to keep services safe, including how we interact with patients to do this
- Committing to improving our personal and team leadership to help ourselves and the people we support
- Finding the best way to share our learning and improvements and take them on board
- Learning how we ensure that the context in which a patient is seen/managed/ treated should not matter
- Always seeing our patients as people, not conditions and ensure that any changes in working arrangements reflect this