

# 10 High Impact Actions

1:  
**ACTIVE SIGNPOSTING**



2:  
**NEW CONSULTATION TYPES**



3:  
**REDUCE DNAs**



4:  
**DEVELOP...**

9:

## **SUPPORT SELF CARE**



- Prevention
- Acute episodes
- Long term conditions

7:  
**PARTI...**

10:  
**DEVELOP QI EXPERTISE**



Innovations from around England that release time for GPs to do more of what only they can do.

[bit.ly/gpcapacityforum](https://bit.ly/gpcapacityforum)

#GPforwardview



### 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.
- This takes account of additional time spent giving explanations to a minority of patients.
- 76% of patients feel feeling more involved in their care, 62% have improved understanding of consultations, 77% understood & manage their condition better
- Medication compliance increases 42%, 64% are more likely to follow lifestyle advice better.

### Implementation tips

- Play some case study videos in a team meeting: [www.england.nhs.uk/ourwork/pe/patient-online/](http://www.england.nhs.uk/ourwork/pe/patient-online/)
- Give staff opportunities to raise questions & concerns early on. Compare with experience of practices already offering full access.





### FAQs...

- 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 over 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. Considering the NHS still spent more than £83 million on prescribing 22.6 million packs of paracetamol in 2014 , behaviour shifts like this could have a significant impact on the future sustainability of our healthcare system.
    - There are common misconceptions worth addressing. For example, 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 more deliberate focus on self care report that it WORKS... WITH CARE and explaining this is intended to empower people to stay well and look after themselves better, not to deny them care from the practice. Reminding patients that the practice is still there for them when they need it is important.
- Does it work



### Questions for getting started...

- How much benefit could you get from this? What proportion of consultations is for:
  - illnesses that could be prevented by changes in lifestyle
  - self-limiting acute illness
  - exacerbations of a longterm condition amenable to adjustment of therapy (eg asthma, COPD, heart failure, ischaemic heart disease)
  - giving or reinforcing standard advice about lifestyle or disease management
- What existing resources do you use for promoting prevention, self care and self management? How much are they used by clinicians and patients?
- What other resources exist already? Consider discussing this with the local council of voluntary sector organisations and other providers such as diabetes specialist nursing team, health visitors and community COPD team. Consider discussing possibilities with local community pharmacies as well.
- Which is the first priority area to address? Could you plan a small pilot initially, with support from local experts?
- How could you collaborate on this with other practices, to reduce the workload and increase the impact?

