



28/03/14 Innovation and Improvement Bulletin

This bulletin includes research which focuses on improving and developing services to improve the patient journey and make services more effective and efficient. It also includes information on service evaluations and future challenges for services that need to be considered in planning.

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General Practice

Improving general practice: a call to action - phase 1 report

This [report](#) contains a future strategy for commissioning general practice services. It focuses on the central role NHS England wants general practice to play in wider systems of primary care, and it describes NHS England's ambition for greater collaboration with clinical commissioning groups in the commissioning of general practice services.

GP boundary pilot fails to attract patients

A pilot exercise allowing patients to register with GPs outside of their areas has failed to allay BMA concerns. Around a quarter of surgeries in the choice of GP practice scheme did not receive any patient registrations during the 12-month government pilot. The BMA GPs committee said the [results](#) showed there was very low patient interest in the scheme and failed to ease fears that the move could fragment patient care.

A total of 43 practices took part in the pilot with more than half in Westminster, London, and the remainder in Salford, Manchester and Nottingham City. Of these practices, 11 surgeries recruited no patients during the pilot period.

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Long term conditions

Individualisation of drug treatments for patients with long-term conditions: a review of concepts S Denford et al.

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<http://bmjopen.bmj.com/content/4/3/e004172?cpetoc>

Objectives Patients and policy makers advocate that drug treatments should be individualised. However, the term is Patient Care ... Professional Development ... Commissioning ... Evidence-based Practice ... Revalidation ... Research ...

used in a variety of ways. We set out to identify the range of related terminology and concepts in the general field of individualisation, map out the relationships between these concepts and explore how patients' perspectives are considered.

Design We consulted members of an established patient and public involvement group about their experience of medicine taking for long-term conditions and their ideas about individualisation. We then conducted a scoping review of the literature to explore how terms surrounding individualisation of drug treatment are used and defined in the literature, and to explore the extent to which patients' perspectives are represented, with a view to informing future recommendations as to how individualisation can be operationalised.

Methods We identified relevant literature using a range of search strategies. Two researchers independently extracted definitions of terms using a template. Inductive and deductive methods were used to explore the data.

Results Definitions were categorised according to the following themes: medical management; pharmacogenetics, the patient's perspective; interactions between the healthcare provider and patient and management of long-term conditions.

Conclusions Within the literature reviewed, the involvement of patients in the ongoing management of drug treatment was largely absent. We propose the use of a new term 'mutually agreed tailoring' (MAT). This describes the ongoing pharmacological management of conditions that incorporates patients' specific needs, experiences and existing strategies for using their medications, and the professionals' clinical judgement. This usually includes patients monitoring their symptoms and, with the support of the professional, making appropriate product, dose or timing adjustments as necessary. Our previous work suggests that many patients and doctors are successfully practising MAT, so we suggest that a formal description may facilitate wider utilisation of strategies that will improve patient outcomes.

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Medicines management

Professional standards for public health

These [nine overarching standards](#) are intended to provide a framework to help pharmacy teams, commissioners and those contracting services to design, implement, deliver and monitor high quality public health practice through pharmacy, regardless of the pharmacy settings from which services are delivered. The standards are also applicable to all levels of the pharmacy workforce across all settings e.g. those working at specialist or strategic level, those working as a practitioner and the wider pharmacy workforce.

Consultation skills for pharmacy practice: practice standards for England

This [framework](#) aims to help pharmacy professionals to improve their skills in carrying out consultations with patients and in delivering public health messages. It represents a national programme of change in pharmacy and will apply to more than 60,000 pharmacy professionals across England.

How we should all make better use of pharmacists

NHS England

In this [commentary](#) aimed at the general public, the Deputy Chief Pharmaceutical Officer for NHS England highlights pharmacists as a valuable resource and the important role they play in providing access to expert health advice and support.

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Workforce innovation and improvement

[Patient Care](#) ... [Professional Development](#) ... [Commissioning](#) ... [Evidence-based Practice](#) ... [Revalidation](#) ... [Research](#) ...

[Clinical Pathways](#) ... [Knowledge Management](#) ... [Books](#) ... [Journals](#) ... [Critical Appraisal](#) ... [Bulletins](#) ... [Alerts](#) ... [DynaMed](#) ... [Map of Medicine](#) ... [Health Education Resources](#) ... [Athens](#) ... [Laptops](#) ... [Literature Searching](#) ... [MEDLINE](#) ... [Referencing](#) ...

Medical revalidation: from compliance to commitment

This [paper](#), commissioned by the NHS Revalidation Support Team, presents the findings from focus group discussions with doctors and interviews with wider staff. It provides analysis from interviewees' perspectives and offers commentary on how leaders at all levels can use revalidation to help create a culture of excellence in patient care.

GP locum chambers: a modern solution for tomorrow's GP workforce

This [report](#) follows a review of the sustainability of GP leadership for commissioning which identified that GPs are under pressure due to increasing complexity of patient demand, changes in the GP workforce to more part-time and sessional roles, new commissioning responsibilities, poor access to GP locums and difficulties in recruitment with many GPs nearing retirement. This paper outlines how the model of GP locum chambers can help address these challenges, options for development and how to get started.

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Patient and community involvement

Bite-size guides to support patient and public participation in the NHS

NHS England has developed some [bite-size guides](#) to support patient and public participation in the NHS, which are linked to the participation guidance published in September 2013. They aim to support CCGs and others to plan and deliver good patient and public participation.

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Public health

Report of the working group into joined up clinical pathways for obesity

This [report](#) recommends greater clarity around how obesity care in England is commissioned. It aims to support more equitable access to obesity and weight management services, including obesity surgery, across the country.

Smokefree and smiling: helping dental patients to quit tobacco

This [document](#) provides updated guidance for dental teams, commissioners and educators on how they can contribute to reducing rates of tobacco use, and highlights resources available to support them.

Uptake of the HPV vaccination programme in England: a cross-sectional survey of young women attending sexual health services

This [research](#) in 13-19 year olds attending sexual health services found that 74% of respondents had been offered the HPV vaccine, and 47% had completed vaccination. A higher prevalence of HPV-related risk factors compared to national data was noted.

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Older people

2030 vision: The best - and worst - futures for older people in the UK

This [report](#) provides a futures perspective on how we make the UK the best country to grow old in. It examines both the best and worst case scenarios and the rising costs associated with an ageing population.

Telehealth and telecare

The UK's elderly population is growing and with it the number of people with long-term health problems. This is putting pressure on the health and social care systems. Increased use of technology such as telehealth and telecare may help to improve quality of care and reduce costs. This [note](#) describes current UK telehealth and telecare initiatives and the role they may play in delivering future care.

Social care for older people

The Nuffield Trust in partnership with QualityWatch programme has published [Focus on: social care for older people](#). The report examines the scale and scope of cuts to social services for older people in England from 2009/10 to 2012/13.

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Mental health

The future of mental health

The NHS Confederation has published a discussion paper looking at [The future of mental health](#) in ten or twenty years time. Population changes will inevitably mean demand for mental health services will increase significantly over the coming decades. As these demands increase, questions are being asked about where future investment in mental services might come from. This paper discusses highlights these challenges and what future mental health services may look like.

Managing patients with complex needs

The Centre for Mental Health has published [Managing patients with complex needs](#). This report reviews an innovative service that helps GPs in Hackney support people who fall through the gaps in existing service provision. It finds that it improves health at the same time as reducing costs in both primary and secondary care services.

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