

Collaborative Practice:

Reducing pressure
and meeting demand
in primary care



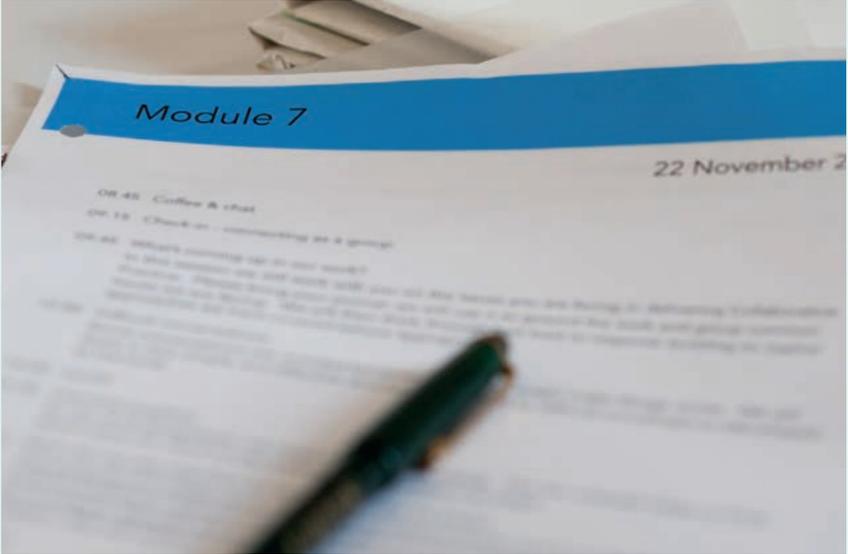
Collaborative Practice:
reducing pressure and meeting
demand in primary care

Altogether Better offers solutions to the problems facing primary care. We work closely with sustainability and transformation partnerships (STPs), clinical commissioning groups (CCGs), GP federations, primary care networks, localities and local authorities.

We help GPs, practice managers and their teams to develop the skills, mindset and culture needed to create a general practice fit for the future. We support practices to invite people on their list and from their community to work alongside them as volunteer Practice Health Champions, becoming part of a new extended team that tackles the problems that medicine cannot fix.

Our innovative model complements and amplifies the role of social prescribing link workers. New offers and activities are created that patients can be referred into and a deeper understanding of, and connection to, the assets and resources in the local community develops. This offers a sustainable 'next step' referral route for link workers, extending the timeline of support for people into the longer term.

Collaborative Practice is a scalable, community centred approach that can be developed with a single practice, a primary care network or across an integrated care system or STP footprint.



"Our list size
has grown by

26%

but with no extra
staff... that's good
for business."

KAY KEANE,
PRACTICE BUSINESS
MANAGER,
ALVANLEY FAMILY
PRACTICE, STOCKPORT





“At every programme module, I think of ways we could deal with things differently at work and it gives me new ideas, but the difference is I feel less afraid about trying new things or sorting out old chestnuts.”

CLARE DAVIES,
SENIOR GP PARTNER,
BANKS & BEARWOOD
MEDICAL PRACTICE,
BOURNEMOUTH

“Our patients are our biggest assets – they work alongside us to help alleviate the pressures on the practice.”

JANINE TAYLOR,
PRACTICE MANAGER,
WESSEX ROAD
SURGERY, POOLE

Collaborative Practice: addressing the problems facing primary care

Primary care is facing unprecedented challenge. New demands require new ways of thinking and doing things. Working with leaders in general practice across England and beyond, Altogether Better has designed an evidence-based approach that addresses the problems that threaten future sustainability.

The workforce challenge

- ✓ Leaders develop the confidence, skills and tools to redesign primary care
- ✓ Staff morale increases
- ✓ Improved retention of staff
- ✓ The recruitment challenge is solved
- ✓ Peer networks develop
- ✓ Pressure on staff reduces
- ✓ Time is released to spend on the right things

Supporting prevention and self-care

- ✓ Patients receive the right support, from the right people, at the right time, in the right place
- ✓ More personalised care and coordination develops
- ✓ New offers to patients are designed
- ✓ Supports and amplifies the work of social prescribing link workers
- ✓ Patients develop greater resilience and are supported to adapt, cope and live well

Coproducing solutions with each other and people in communities

- ✓ Local people help solve the problems that medicine can't fix
- ✓ Offers in the local community and voluntary sector are amplified and patients are connected
- ✓ The practice becomes part of the community

Organisational resilience

- ✓ A new business model develops
- ✓ Income increases through increased list size
- ✓ Prescribing costs reduce
- ✓ Data is used to make better decisions for patients
- ✓ Repeat visits are reduced
- ✓ Recognition from CQC
- ✓ QOF achievement is supported
- ✓ Supports collaboration within and across Primary Care Networks

COLLABORATIVE PRACTICE: REDUCING PRESSURE AND MEETING DEMAND IN PRIMARY CARE

We work with enthusiastic practices who recognise that they need to do things differently.



Our leadership programme supports GPs, practice managers and their teams to develop the skills, mindset and culture to create a general practice fit for the future.



We help practices to understand and use their data to make decisions about how to meet demand.



We support practices to invite local people who gift their time to coproduce solutions to the problems medicine can't fix.



This new extended practice team develops a range of new offers and connects people to existing offers in the community.



Patients are supported to adapt, cope and build resilience, improving their ability to self-manage and live well.



We see changes that make life better for everyone.



A new, sustainable business model for general practice emerges.



Workforce pressures are reduced, leading to improvements in morale, recruitment and retention of staff.



Clinicians have more time to spend on the things they are trained to do and the quality of consultations improves.



Practice staff develop the skills to work better together and across their primary care network.



The frequency of clinical appointments reduces as patients are connected to offers which better meet their needs.

Contact us on **01924 316394** or
altogether.better@swyt.nhs.uk
to chat about how we can help you.

How we can work with you:

we have developed a suite of tools and approaches that support Collaborative Practice in a range of settings and sectors



"There's been a paradigm shift, a move to a wellness mindset not an illness mindset... it's one of the most rewarding things we've ever done."

DR JAWEEDA IDOO,
GP PARTNER,
ALVANLEY FAMILY
PRACTICE,
STOCKPORT

"My regular patients have great support. They are coming to see me less and less frequently because they have got the support they really need."

CAROLINE SNELL,
GP PARTNER, OXFORD
TERRACE MEDICAL
GROUP, GATESHEAD



"The programme has developed my skills in negotiating, active listening, power, delegation and management. This is making a tangible difference to how I work ."

BEX LOVEYS,
PATIENT SERVICES
MANAGER,
HIGHCLIFFE
MEDICAL CENTRE,
CHRISTCHURCH,
DORSET

Collaborative Practice: a bespoke approach designed for the local context

We work with commissioners, services, leaders, clinicians and citizens around the country in a range of different ways.

We describe our model of Collaborative Practice as 'couture, not off-the-peg' which means that each piece of work we do is unique to the local context and setting.

Our offer might include:

- A development programme for leaders in practices to develop the skills, mindset and culture to create a general practice fit for the future.
- Practical tools, resources and coaching for practices as they invite enthusiastic citizens to work alongside them in a new extended practice team.
- Delivering workshops for staff and citizens to lay the foundations for a new, collaborative relationship.
- Support to understand and use attendance data to make decisions about how to better meet demand.
- Coaching and guidance to practice teams as they develop and embed Collaborative Practice in their organisation.

- Developing a network or locality-wide community of practice to deepen understanding and share learning.
- Support to improve the quality of the consultation by the introduction of our evidenced-based Appointment Guide.
- Bringing citizens and staff together in a learning network.

Talk to us to find out how we can work with you.

"The leadership programme helps you to focus on the positive outcomes possible by working in a collaborative way, by embracing change and thinking differently... It challenges many of the established ways of thinking and makes you realise what is possible if you really want to make a difference."

ANDY MINTRAM,
BUSINESS MANAGER,
THE ADAM PRACTICE,
POOLE, DORSET

"The great story is that lives are transformed. We reach hundreds and hundreds of people every week. People are no longer isolated; they have made new friendships and use services differently."

LINDA BELDERSON,
GP, ROBIN LANE
MEDICAL CENTRE

"Coming along
has turned the
lights back on
for me."

PATIENT,
TODMORDEN
HEALTH CENTRE
CALDERDALE



About us

Altogether Better is a national network organisation based in the NHS. We work with people in health and social care across the UK and beyond to develop Collaborative Practice, a new way of organising in primary care.



Talk to us to find out
how we could work with you

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