

Working well with your health team

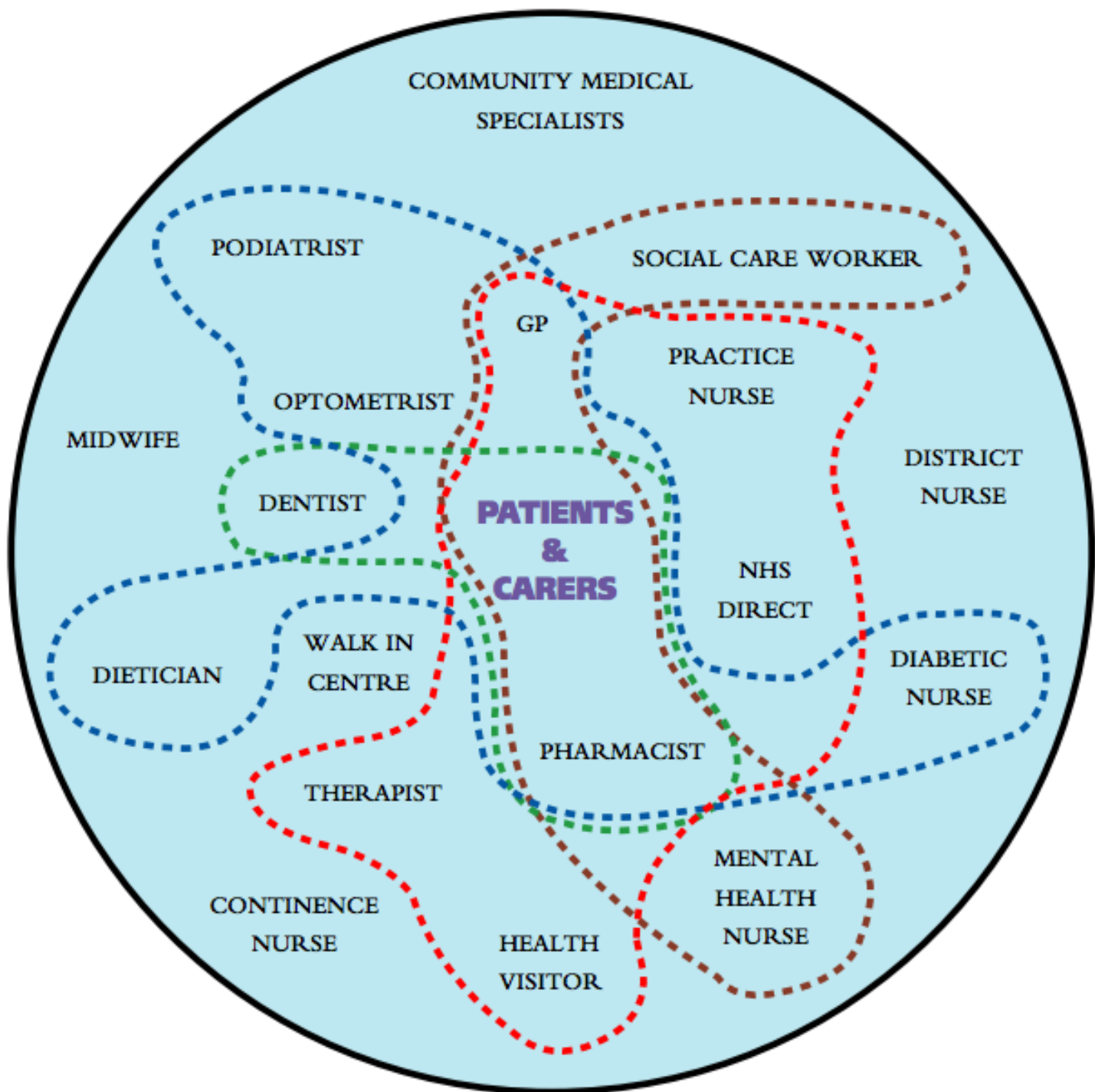
Lesley Kavi



The Forum on Teamworking in Primary Healthcare (2000)

Recommendations for establishing a successful PHCT.

‘the team should recognise and include the patient, carer, or their representative, as an essential member of the PCHT’



PATIENT-CENTERED CARE



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Shared decision making

Shared decision making starts with the conversation between the person receiving care and the person delivering care.

Shared decision making puts people at the centre of decisions about their own treatment and care, by:

- exploring care or treatment options and their risks and benefits
- discussing choices available
- reaching a decision about care or treatment,

together with their health and social care professional.



Benefits of shared decision making

- Both people receiving and delivering care can understand what's important to the other person, when discussing choices and options.
- People feel supported and empowered to make informed choices and reach a shared decision about care.

The consultation



This doctor isn't
listening to me

They just want to
get me out the
room

I don't want to
lose my job



They don't know
anything about
VV/PoTS/RAS

They won't refer
me to a specialist

They won't
prescribe the
medication I
need.

Help! This is
complicated

I have no training
for this.

I don't have
enough time.

I cant make
another referral

I am not permitted
to prescribe this

What's all the fuss
about? She looks
so well!



‘Heart sink patients’

Patients -keep coming back

-don't get better

-often no clear diagnosis

O'Dowd GP in BMJ, 1988

‘Heartsink patients exasperate, defeat, and overwhelm their doctors.....a group of individuals whose only common thread seems to be the distress they cause their doctor and the practice’

Doctors who report a high number of heartsink patients:

- Younger
- Less training
- Worked longer hours
- Higher workload
- More symptoms of anxiety and depression
- Reported less job satisfaction

Is the issue the patient / doctor / system?

Krebs EE, Garrett JM, Konrad TR. The difficult doctor? Characteristics of physicians who report frustration with patients: an analysis of survey data. BMC Health Serv Res 2006;6:128

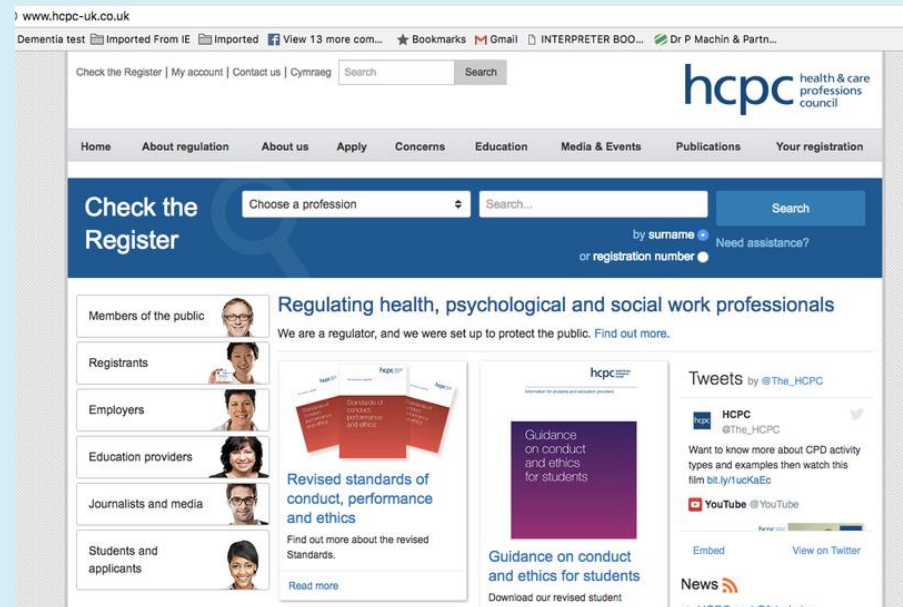
Mathers N, Jones N, Hannay D. Heartsink patients: a study of their general practitioners. Br J Gen Practice 1995;45:293–6

Finding your team

- Try to find the right doctor/nurse/psychologist etc
- Take care how you interpret ratings
- Ensure proper qualifications (especially non-NHS)

Health and Care Professionals Council

- Physiotherapy
- Dieticians
- Psychologists



Asking for a specialist referrals

- You can request a consultant or service for 1st appt
(‘if commissioned by the CCG’?)
- If service not available your CCG or NHS England should investigate and provide a suitable alternative.
- Individual Funding Request sometimes needed
- Your GP is not obliged to refer you
- Choose and Book
- You cannot guarantee you will see the consultant

Before your appointment

- Use the internet wisely
- Ask re longer appointments
- Short list of symptoms/problems
- Most important thing 1st
- Be prepared to return
- Prepare list of current medication
- Prepare to educate your HCP!

Printout from reliable website



During your appointment

- Be your own advocate
- Be realistic about how much you can hope to achieve in 1 consultation
- Keep your healthcare team connected
- Take notes – or take someone with you
- Make sure you know how you will obtain your results
- Speak up if you have concerns
- **Ask questions**



"The Doctor will see you now. Here's your medical jargon dictionary."

Some questions to consider

- Which hospital/specialist is best?
- Why do I need this test?
- How many times have you done this procedure?
- Are there alternatives?
- What are the complications of this test/operation?
- What are the side effects? Interactions?
- What arrangements are there for follow/up?

Care plans

- Sometimes called a 'health plan' or 'self management plan'
- For people with long-term conditions
- Can be written document
- Can be record in notes – consultation or letter
- Complex – one person in charge
- Discuss goals, how to self manage, review date

Improving services



If all else fails.....

- Give feedback OR make a complaint
- To: the provider (GP/consultant/manager/CEO)
-----or commissioner (CCG/NHS England)
- Help from PALS, Citizen's Advice Bureau, local Healthwatch, Patient's Association
- Parliamentary and Health Service Ombudsman
- Regulatory body eg GMC, RCN

There is much to be done....

What we are doing

- Education of HCPs
 - journals articles
 - educational meetings
- Research
- Services improvement

What patients can do

- Spread the word
- Fundraising
- Get involved with
 - PPG (GP)
 - CCG
 - Hospital
 - CRG (NHS England)
 - NICE

Paul Buchanan: No decision about me without me

23 Sep, 16 | by BMJ

So here's a suggestion, let's put patients into the mix, let's make patients a part of the solution, let's give patients a voice and ask for the help, thought, care, and support from possibly the biggest and most under-utilised resource available to the NHS.

Help us to help you make no decision about me, without me.