

# Working well with your health team

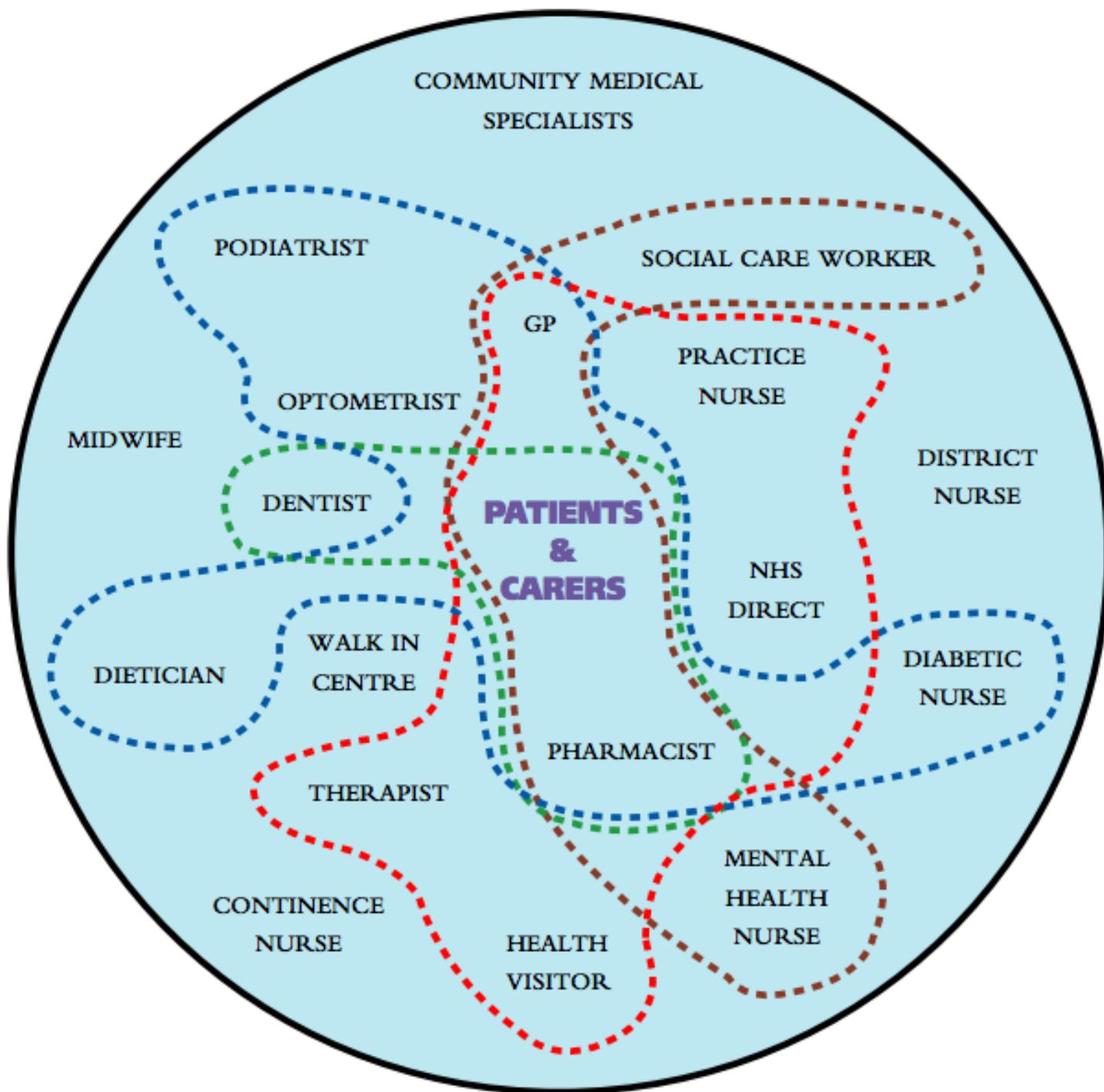
Lesley Kavi



# 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



*Concept by Sachin Jain, Art by Matthew Hayward © 2014 All Rights Reserved*

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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 can't 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

The screenshot shows the HCPC website with the following elements:

- Header:** www.hcpc-uk.co.uk, Dementia test, Imported From IE, Imported, View 13 more com..., Bookmarks, Gmail, INTERPRETER BOO..., Dr P Machin & Partn...
- Navigation:** Check the Register | My account | Contact us | Cymraeg | Search
- HCPC Logo:** health & care professions council
- Main Menu:** Home, About regulation, About us, Apply, Concerns, Education, Media & Events, Publications, Your registration
- Check the Register Section:** Choose a profession (dropdown), Search... (input), Search (button), by surname (radio), Need assistance? (link), or registration number (radio)
- Members of the public:** Regulating health, psychological and social work professionals. We are a regulator, and we were set up to protect the public. Find out more.
- Registrants:** (with profile picture)
- Employers:** (with profile picture)
- Education providers:** (with profile picture)
- Journalists and media:** (with profile picture)
- Students and applicants:** (with profile picture)
- Revised standards of conduct, performance and ethics:** Find out more about the revised Standards. Read more
- Guidance on conduct and ethics for students:** Download our revised student... (with image of a book)
- Tweets by @The\_HCPC:** HCPC @The\_HCPC: Want to know more about CPD activity types and examples then watch this film bit.ly/1uKaEoC
- News:** HCPC and Ofsted sign...

# Asking for a specialist referrals

- You can request a consultant or service for 1<sup>st</sup> 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 1<sup>st</sup>
- 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?



The NHS is committed to patients having control over their care...So if you'd like to check your symptoms online I'll be back later for a diagnosis and careplan.

# 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.