

Understanding the impact of the multi-professional workforce in Primary Care

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Acknowledgements

- Abigail Tebbs, Deputy Director of Primary Care
- Julie Hoskin, PA Preceptorship Lead for Sheffield Place and Workforce Project Lead for Primary Care
- Multiprofessional roles in South Yorkshire
- Patients
- Caregivers





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Why?

- Report ‘Strengthening and mobilising ARRS roles to unlock capability and potential’ (Jones 2022)
- Workforce Challenges
- Understand impact
- Measure impact
- Develop the evidence base

Aims and Objectives

Aim: To understand the impact of the multi-professional workforce in primary care.

Objectives:

1. Interview people with lived experience of the multi-professional workforce in primary care.
2. Identify the types of interventions being deployed.
3. Understand the impacts resulting from contact and intervention.

What and Where?



Connected with the
multi-professional
workforce



The multi-workforce
connected me to potential
participants



30-minute in person
or telephone
interviews

Who?

Nine roles included

- **Advanced Clinical Practitioner**
- **Care Coordinator**
- **Dietitian**
- **Health and Well-being Coach**
- **Mental Health Practitioner**
- **Occupational Therapist**
- **Paramedic**
- **Physician Associate**
- **Social Prescribing Link Worker**

Patient and Caregivers



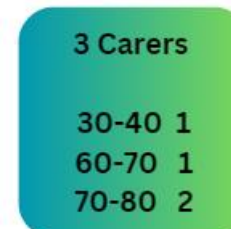
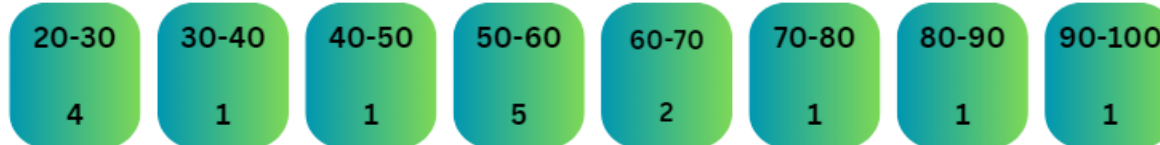
17 Patients
3 Caregivers

♀ 10 Female 10 Male ♂



Sixteen patient participants ages ranged from 20-95

Participants



Populations we are working with...

- **Complex and multiple health conditions**
- **Those who are socially isolation**
- **People living with trauma**
- **People living with addiction**
- **People living with learning difficulties**
- **People living with the impacts of neurodiversity**
- **People living with long-term health conditions**
- **Whole Families**
- **People experiencing health inequalities**
- **Young adults**
- **Refugees and asylum seekers**
- **Non-English speakers**
- **Housing issues**
- **People living with frailty**



Six types of intervention being deployed



Occupation Focused

Graded approach
Activities of daily living
Employment



Sign Posting

Advocacy
Benefits
Referrals



Health Coaching

Physical Fitness
Motivational Interviewing



Medical Care

Investigation
Medication



Psychosocial Intervention

Self-efficacy
Self-management



Cognitive Strategies

Stimulation
Maintenance



Emma's Story



Hamza's Story





Neil's Story

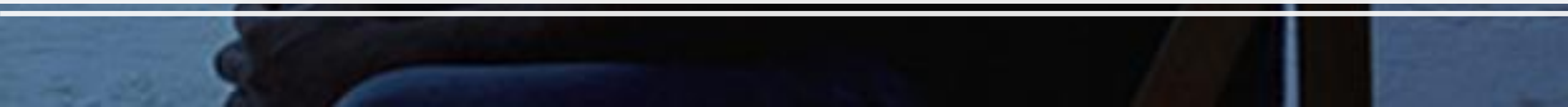




Carrie's Story



Jake's Story





Melissa's Story

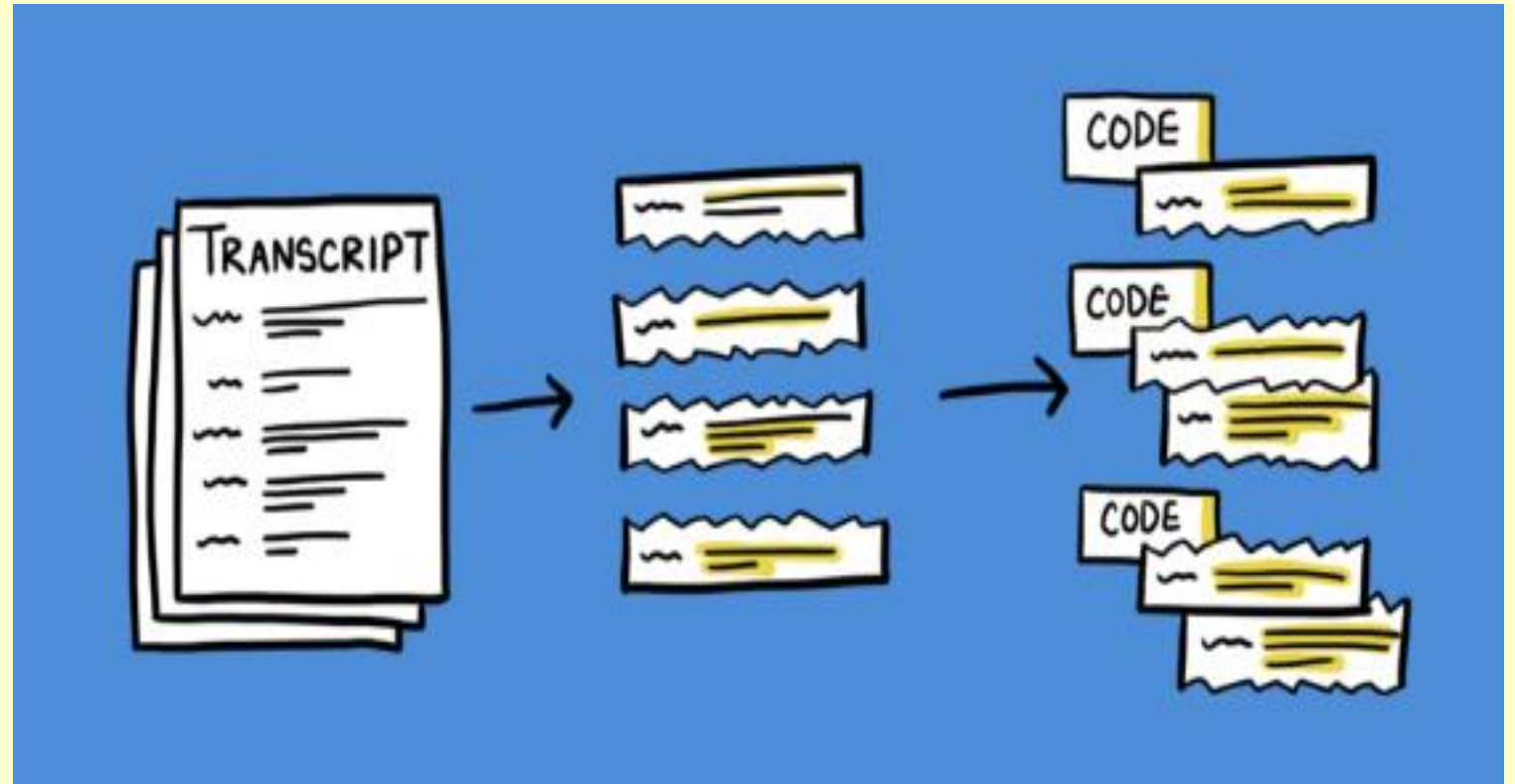


What we appreciate...



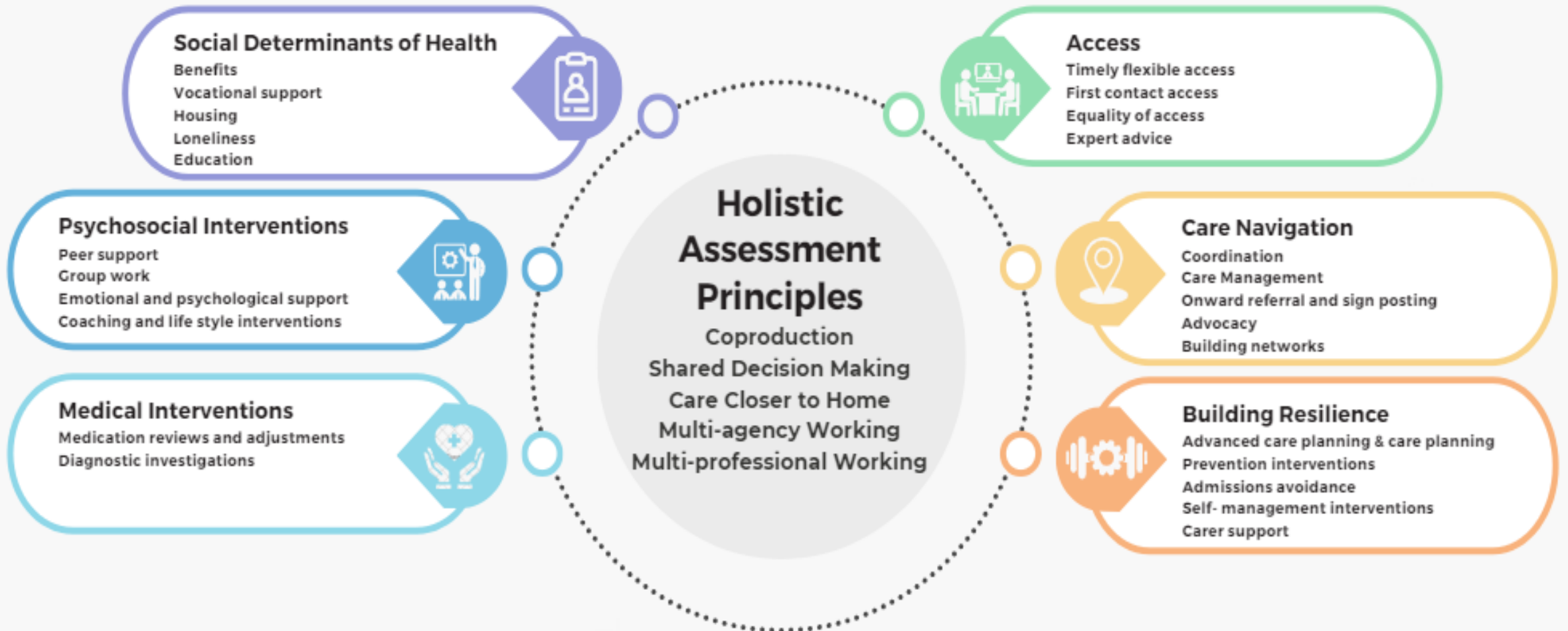
Multi-professional working and impacts

- Social determinants of health
- Psychosocial interventions
- Medical interventions
- Access
- Care navigation
- Building resilience

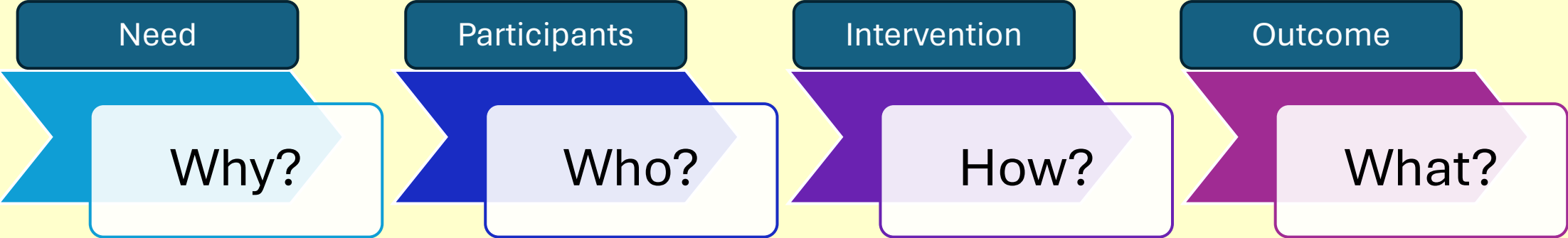


Multiple Professional Working in Primary Care

Six Domains of Impact

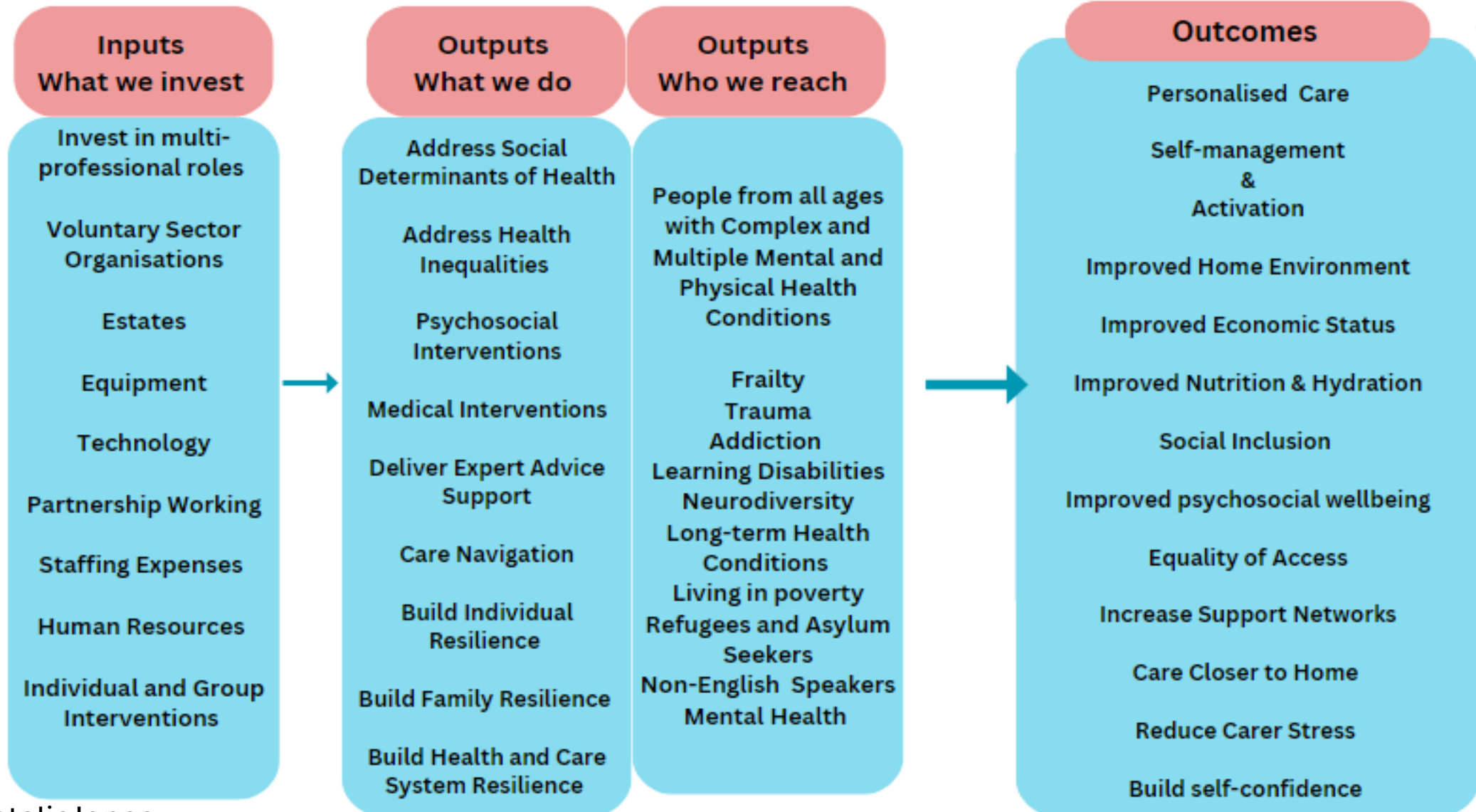


Theory of change



Multi-professional roles a theory of change...

NJ



Three take-away messages



- Lived experience data can provide rich examples of impact.
- We need to evaluate and research alongside service developments and innovation to capture the outcomes and understand the mechanisms of change.
- Although all the roles are unique, some common areas of impact exist.

Recommendations: Four Key actions



Increase awareness of multi-professional roles and their benefits



Provide clear definitions of the roles within the primary care team



Develop information and resources on these roles



Use the six domains of impact and the logic model to start exploring ways to measure change.

What's in this for me? Next session!



- 💡 Left shift
- Psychosocial models of care
- Population health approaches
- Help to build the evidence base
- Are you interested in working with me on the next stage?
- Be part of the story!



Carl Grove

John's Story

References

- Jones, N. (2022). Strengthening and mobilising ARRS roles to unlock capability and potential.
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