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

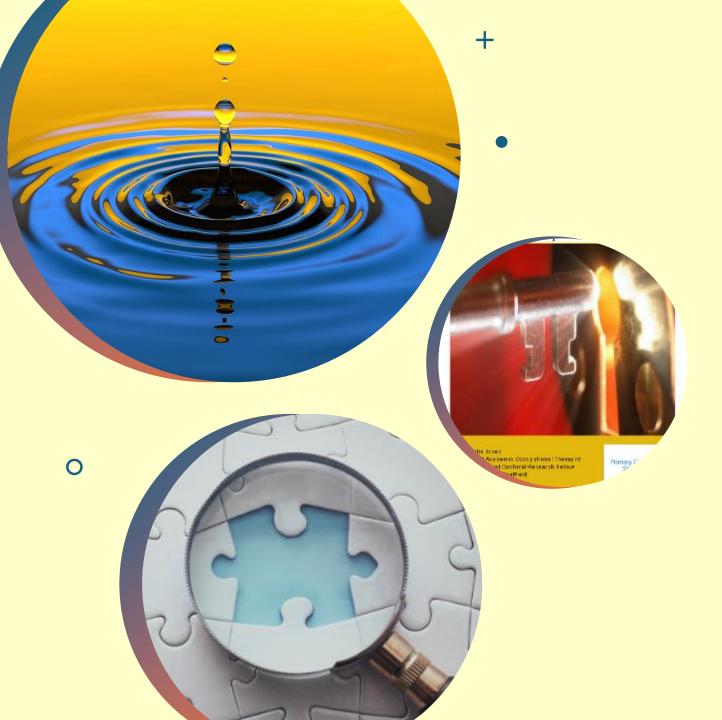
Dr Natalie Jones

ARRS Project Lead Sheffield Place

Clinical Academic Occupational Therapist

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



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 30-minute in person or telephone interviews

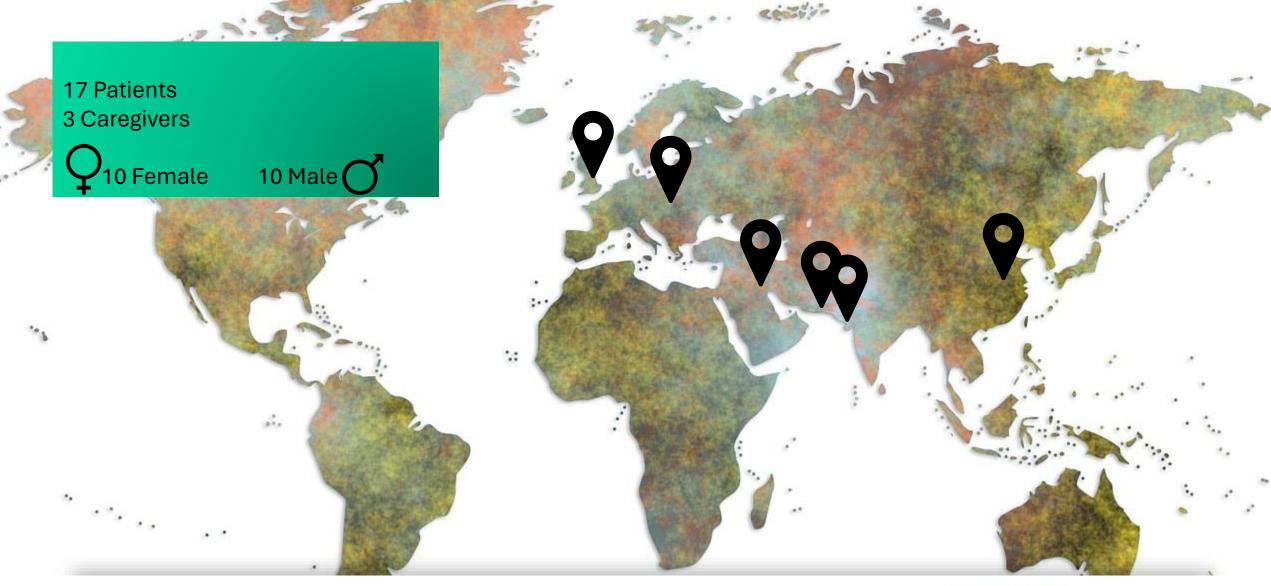
Who?

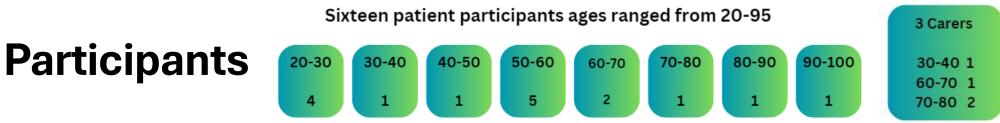
Nine roles included

- 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







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

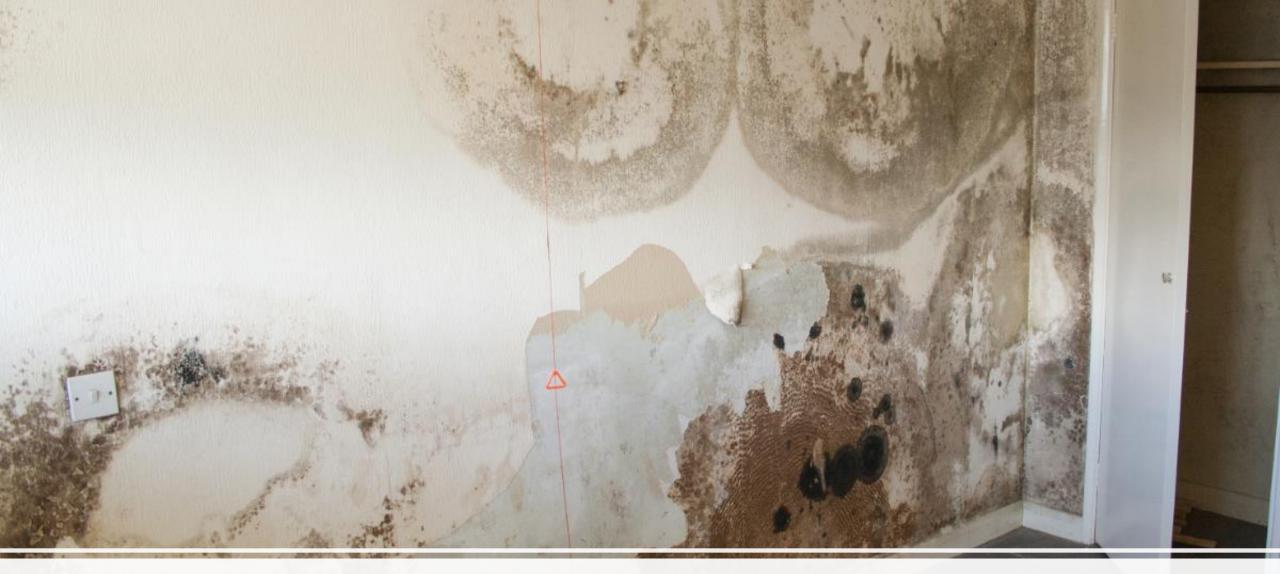


Six types of intervention being deployed





Emma's Story



Hamza's Story



Neil's Story



Carrie's Story



Jake's Story



Melissa's Story

What we appreciate...



Timely Access Direct access to the individual Flexibility of access Available in a crisis

Continuity of Care

Consistently seeing the same person for support over time

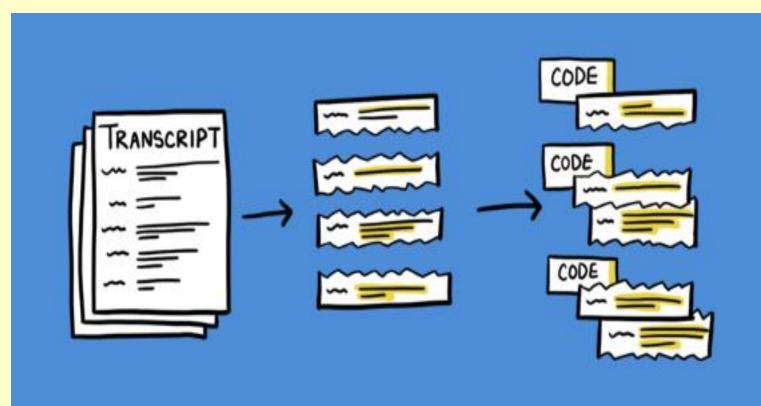
Group Interventions

Opportunity to connect with other patients and local communities Interventions to reduce social isolation

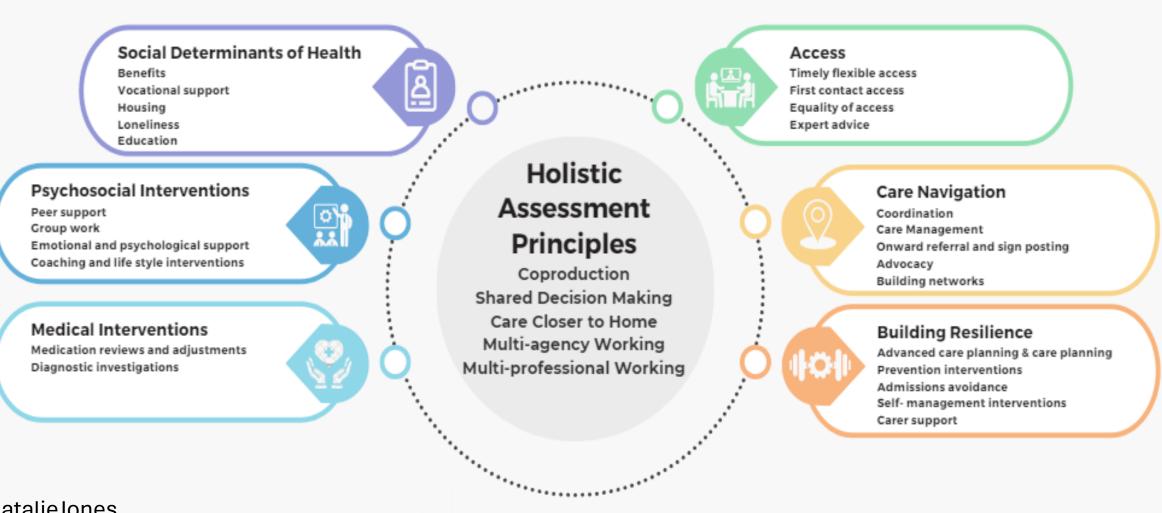
©NatalieJones

Multi-professional working and impacts

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

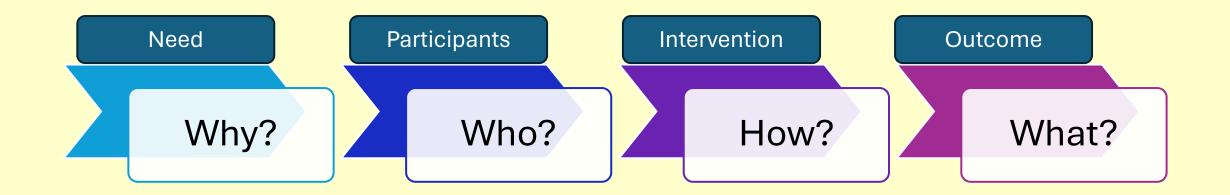


Multiple Professional Working in Primary Care Six Domains of Impact



©NatalieJones

Theory of change



Multi-professional roles a theory of change...

Voluntary Sector Organisations Estates Equipment Technology Partnership Working Staffing Expenses Human Resources	Outputs	Outputs	Outcomes
professional roles Description Voluntary Sector Organisations States Estates Image: Comparison of the sector of the	What we do	Who we reach	Personalised Care
Voluntary Sector Organisations Estates Equipment Technology Partnership Working Staffing Expenses Human Resources	Address Social Determinants of Health		Self-management
Organisations Estates Equipment Technology Partnership Working Staffing Expenses Human Resources	Address Health	People from all ages with Complex and	& Activation
Equipment M Technology D Partnership Working Staffing Expenses Human Resources	Inequalities	Multiple Mental and Physical Health	Improved Home Environment
Technology Deartnership Working Staffing Expenses Human Resources	Psychosocial Interventions	Conditions	Improved Economic Status
Technology Partnership Working Staffing Expenses Human Resources	Medical Interventions	Frailty Trauma	Improved Nutrition & Hydration
Partnership Working Staffing Expenses Human Resources		Addiction	Social Inclusion
Human Resources	Deliver Expert Advice Support	Learning Disabilities Neurodiversity	Improved psychosocial wellbeing
Individual and Crown	Care Navigation	Long-term Health Conditions	Equality of Access
Individual and Group	Build Individual Resilience	Living in poverty Refugees and Asylum	Increase Support Networks
· DI	Build Family Resilience	Seekers Non-English Speakers	Care Closer to Home
Interventions	-	Mental Health	Reduce Carer Stress
В	Build Health and Care System Resilience		Build self-confidence



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!



- Question
 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!

John's Story

ń

References

- Jones, N. (2022). Strengthening and mobilising ARRS roles to unlock capability and potential. <u>http://www.primarycaresheffield.org.uk</u> /wp-content/uploads/2022/10/ARRS-Report-PCS-Final-Version-September-2022-PDF.pdf
- Fuller, C. (2022). Next steps for integrating primary care: Fuller Stocktake report. <u>https://www.england.nhs.uk/wpcontent/uploads/2022/05/next-steps-</u>

<u>for-integrating-primary-care-fuller-</u> <u>stocktake-report.pdf</u>

