

UNSW research centre for **primary health care and equity**

## Chronic disease management in the UK

APHCRI 7 Travel Fellowship

Dr Sarah Dennis

Senior Research Fellow

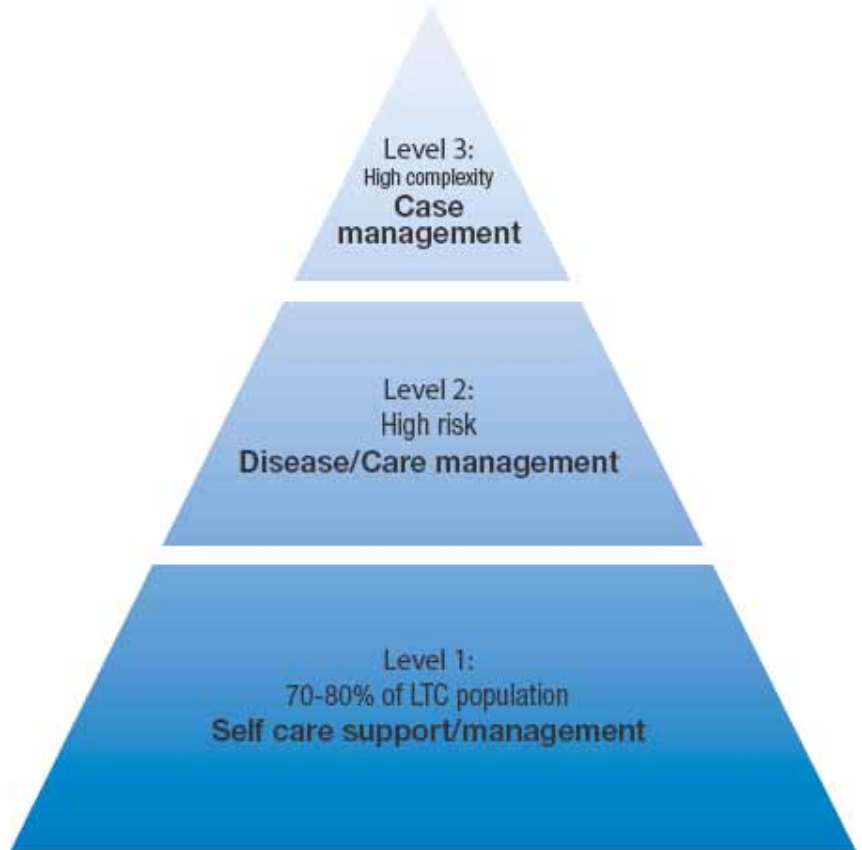
*This fellowship was funded by the Australian Primary Health Care Research Institute, which is supported by the Commonwealth Department of Health and Ageing*



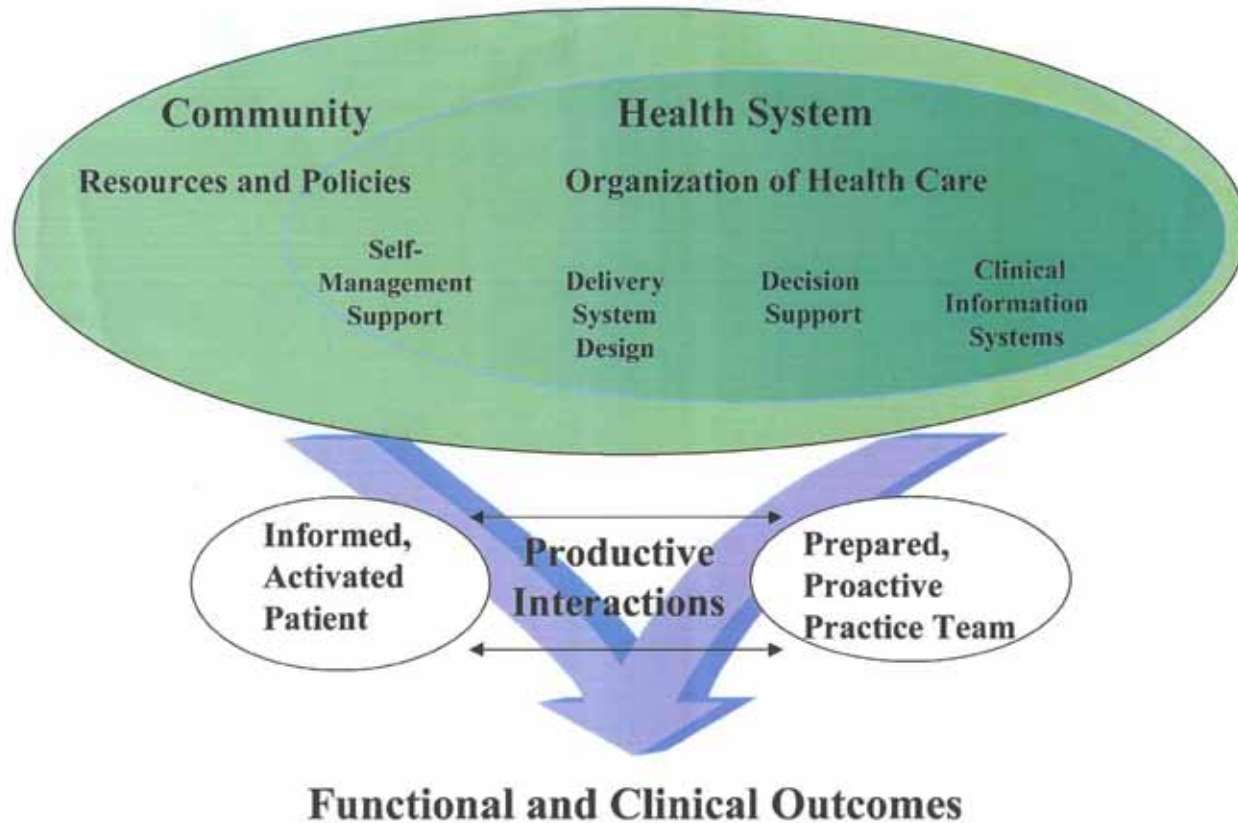
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# NHS and Social Care Model

- Health and social care
- Systematic and integrated care
- Multidisciplinary team care
- Primary care
- Prevent hospital admission



# Chronic Care Model



*Figure from Wagner EH. Chronic Disease Management: What will it take to improve care for chronic illness. Effective Clinical Practice 1998;1:2-4.*

# Multidisciplinary Team Care

- 2006/7 GP workload survey (UK)
  - Average practice size
    - 4.7 GP, 5.2 other clinical staff
  - Patient contacts
    - 60% GP
    - 40% other staff (~28% practice nurse)
- Role of PCTs
- Partners in Health Centres
- Embed in primary care
- Avoid duplication

# Self-management support

## **Expert Patients Programme (EPP)**

EPP improved self-efficacy and QoL

Delivered by PCT

Need to embed in general practice

Need to reach disadvantaged people

Engage clinicians and patients in shared care

Consistent information / education

# Decision support/clinical information

- Quality and Outcomes Framework
  - Benchmarks for GPs
  - Payments to GPs increased
  - Nurses important
  - Focus on process outcomes (box ticking)

Benchmarks should be piloted as may not lead to improved patient outcomes

Review of indicators
- Practice data / risk tools (PCT)

# Implications for Australia

- Engage primary care – especially GPs in self management
- Facilitate team care
  - Within practice
  - Between practice and other health services
- Health professional education
- Consistent information
- High quality practice level data

# Further information

## Multidisciplinary Team-Link and Teamwork Studies

Professor Mark Harris - [m.f.harris@unsw.edu.au](mailto:m.f.harris@unsw.edu.au)

Dr Bibiana Chan - [bibi.chan@unsw.edu.au](mailto:bibi.chan@unsw.edu.au)

## Systematic review of chronic disease management

Dr Sarah Dennis - [s.dennis@unsw.edu.au](mailto:s.dennis@unsw.edu.au)

## Care Plans for Diabetes and COPD

Professor Nick Zwar - [n.zwar@unsw.edu.au](mailto:n.zwar@unsw.edu.au)

## Moving On Arthritis Self-Management Evaluation

Anna Williams - [a.williams@unsw.edu.au](mailto:a.williams@unsw.edu.au)

[www.cphce.unsw.edu.au](http://www.cphce.unsw.edu.au): Ph: (02) 9385 1547