

Personal doctors: inspiration, lessons and recommendations



N.A.P.P.

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for Patient Participation

Walter: First encounters



N.A.P.P.

Cheery demeanour

Shook hands!

Investigations thorough

Questions relevant

Demonstrated an interest in a 17-year-old schoolgirl

Paid home visit: Got the picture

Treated successfully

Walter: 20 years later



N.A.P.P.

Now GP in grim housing estate in city
Accompanied Huntington disease family member
Wanted to learn from patient of 2 HD offspring
Ran seminar for all practice staff
Encouraged colleagues to visit family
Ensured named GPs and continuity
Understood implications of life-long conditions with stigma and no cure
Dixie band

Walter: why inspirational



N.A.P.P.

- Respected patients as people
- Thorough diagnosis and investigation
- Importance of continuity
- Wanted to learn from families with chronic illness
- Involved colleagues in care
- Holistic approach to patient wellbeing
- Accepted patients wishes

Sam and Julius



N.A.P.P.

Practice in established city east end also serving university

Most thorough investigations

“Best” referral letters shared with patient

Liked to get to know families

Encouraged self care: Shared notes with patients

Worked in partnership with patients

Explored options before referring

Sam and Julius: Why inspirational



N.A.P.P.

Worked with patients discussing problems
Knew patients and liked them as people
Provided continuity
Clinically outstanding
Respected by patients and colleagues
Encouraged and supported self care
Discussed evidence
Shared notes with patients

The Personal Doctor



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Everyone needs a personal doctor

General practice has provided personal and continuing care

Continuing care allows the possibility of knowing the person who has the disease

GPs best placed to help patients “live with their human condition”

The Personal Doctor



N.A.P.P.

GPs can help patients as autonomous human beings, to reach wise decisions

GPs can help patients to interpret the advice of specialist colleagues

GPs can protect patients from the enthusiastic and incompetent

GPs can help patients to come to terms with pain and the fear and fact of death

Theodore Fox (1960) Lancet 1 743-760

Theodore Fox again



N.A.P.P.

“GPs need help and should be able to have the support of a wide range of skilled staff. But if GP leaves all the dressings to the nurse, sympathy to the receptionist, messages to the secretary and solutions of home problems to the social worker, GPs personal contact will be reduced to a minimum: and if this happens the patient might just as well go to hospital.”

Messages: Continuity



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Patients like continuity (*Cowie et al 2009, Journal Health Service Research and Policy*)

Patients benefit through better quality of care (*Campbell et al, BMJ 2001*)

Reduces emergency hospital admissions (*Menec et al 2006 Journal Health Service Research*)

GPs benefit

Continuity enables better uptake of preventive medicine and fewer hospital admissions (*Denis Pereira Gray, 2017 BJGP Open*)

Working with the patient



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Patients have more to offer doctors than their illnesses (*Joan Mant founder member N.A.P.P.*)

Satisfying for doctors

Successful outcomes for patients, GPs and NHS

Learning from each other: Respecting each other

Helping self management and self care

Cost effective: much more than a tick box

Development of trust

Importance of quality of referral for patient



N.A.P.P.

1 in 20 GP consultations result in referral to another service. These referrals have very direct consequences for patients experience of care

Appropriate investigations and tests should be performed prior to referral

BMJ 2001: 322, Quality of referral letters

Referral letters



N.A.P.P.

Contain necessary information in accessible format

Patients are involved in decision making around referral

Everyone understands the purpose and expectations of the referral

The Kings Fund 2010 and BMJ 2001: 322,
Quality of referral letters

Recommendations



N.A.P.P.

GP patient relationship and quality of consultation are crucial for high quality diagnosis and referral

Longer consultations needed

More emphasis on importance and benefit of personal doctoring

More emphasis on working with patients in consultations and at organisational levels

And Finally ---Dr McGregor



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The national voice for patient participation in primary care

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