



UCLPartners Proactive Care Framework:

COPD Management

# The Challenge: COVID-19 disruption and historical lack of capacity in primary care





### Real world primary care:

- Complexity, multimorbidity and time pressures
- Soaring demand and shifting priorities
- Winter pressures



### **Pandemic impact:**

- Disruption of routine care in long term conditions
- Risk of poorer outcomes for patients and health inequalities
- An increase in health care demand



### Historical challenge in long term condition care:

- Late diagnosis, suboptimal treatment, unwarranted variation
- Lack of self management support
- Holistic care not always provided

## UCLPartners Proactive Care: A framework to address critical challenges in primary care



#### Aim

To improve care and free up capacity.

#### Objectives

- 1. Identify patients whose care needs optimising
- 2. Optimise care in clinical priority order, starting with those at highest risk
- 3. Standardise delivery of holistic proactive care by primary care teams including ARRS\* roles
- 4. Support GPs to safely manage workflow and release capacity
  - Stratify and prioritise
  - Task shift to the wider team

#### Framework components

- 1. Systematic risk stratification tools
- Resources to guide real world management of long-term conditions
- 3. Resources to support wider primary care team (including ARRS\* roles) to deliver:
  - structured proactive care
  - structured support for education, self management and behaviour change

Atrial Fibrillation, Blood Pressure, Cholesterol, Chronic Kidney Disease, Non-Diabetic Hyperglycaemia, Diabetes

#### **UCLPartners Proactive Care Frameworks**



UCLPartners has developed <u>a series of frameworks</u> for local adaptation to support proactive management of Long-Term Conditions (LTC) in post-COVID primary care.

- Led by clinical team of GPs and pharmacists.
- Supported by patient and public insight.
- Working with local clinicians and training hubs to adapt and deliver.

#### **Core principles:**

- 1. Virtual where appropriate
- 2. Mobilising and supporting the wider workforce (including Additional Role Reimbursement Scheme roles and other appropriately trained roles)
- 3. Step change in support for self-management
- 4. Digital innovation including apps for self management and technology for remote monitoring









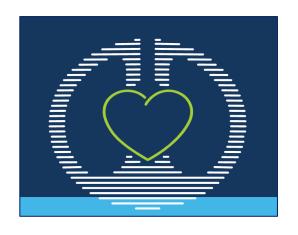
### UCLPartners Proactive Care Frameworks: Supporting primary care to do things differently ... at scale



#### Core Elements of the Frameworks:

- ✓ Stratification and prioritisation
- ✓ Greater use of ARRS\* roles
- ✓ Support for self-management
- Significant national uptake
- 12,000 downloads of search tools
- Adopted into NHSE @home programme for LTC recovery (14 ICSs)
- National BP Optimisation programme (15 AHSNs all ICSs)





AF, Blood Pressure, Cholesterol, Type 2 Diabetes, Asthma, COPD, Severe Mental Illness

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#### Patient and Clinician Feedback



"First time I have not felt dismissed or judged" – Patient feedback

"... the stratification tools are wonderful...super-easy to upload and already in a few days making a difference to patient care and staff resilience in my PCN..."

Dr Hannah Morgan, Clinical Director Hayling Island & South Emsworth PCN

"The UCLP Proactive Care Frameworks are a great resource for primary care that can help transform our approach to targeting health inequalities."

Dr Bola Owolabi, Director Health Inequalities, NHS England

### UCLPartners Proactive Care Frameworks for Local Adaptation

### **UCLPartners**

#### **Principles**:

- Virtual where appropriate
- Wider primary care workforce
- Step change in self management
- Digital technologies

**Stratify** (clinical, ethnicity, social factors)

Low priority Medium priority High priority

- 1. Begin with highest priority
- 2. Use wider workforce to share delivery of care
- 3. Innovation to support remote care and self care

**High priority – early review** 

Prescribing clinician

Medium priority – phased review

Prescribing clinician

Low priority – holistic proactive care

E.g ARRS\* roles/

other appropriately trained roles

ARRS\* roles /
other
appropriately
trained roles
Structured support

Structured support for education, self management and lifestyle change.

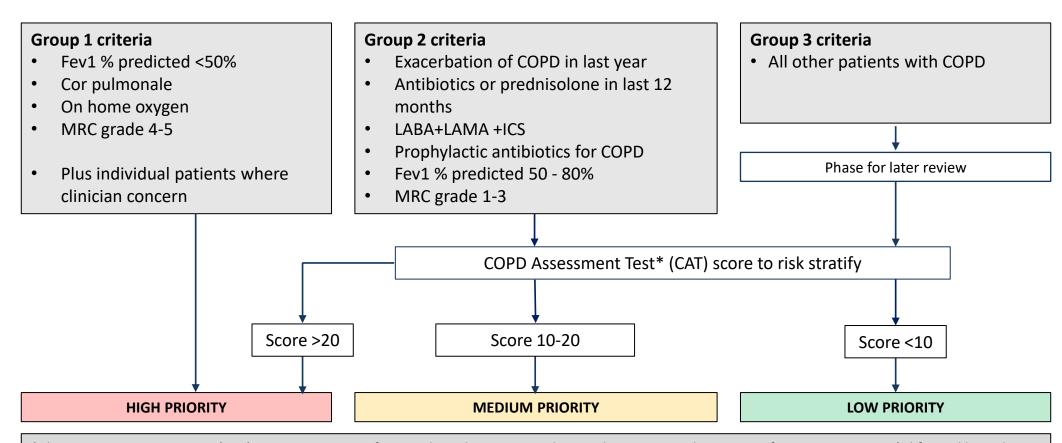
Arrange bloods, collate data to inform risk assessment.

### Long Term Condition Pathway: COPD



1 Identify & 2 Stratify

Search tool identifies patients with COPD. These patients are stratified into 3 groups depending on clinical characteristics, and then further stratified into high, medium and low priority using the COPD Assessment Test score.



\*The COPD Assessment Test (CAT) is a questionnaire for people with COPD. It is designed to measure the impact of COPD on a person's life, and how this changes over time. Available here <a href="https://www.catestonline.org/">www.catestonline.org/</a>

### Long Term Condition Pathway: COPD





**ARRS\* role** undertake initial contact for all risk groups to provide smoking cessation advice, inhaler technique, check medication supplies and signpost to resources

#### **High priority**

GP/ Nurse Specialist/ Specialist Respiratory Pharmacist

- Titrate therapy if appropriate
- Ensure action plan in place
- Check adherence & inhaler technique
- Spacer advice
- Rescue packs prescribe if needed
- Exacerbation safety netting
- Offer Pulmonary Rehab if meets criteria

#### **Medium priority**

Nurse/ Clinical Pharmacist/ Physician Associate

- Check optimal therapy; titrate if appropriate
- Check adherence & inhaler technique
- Spacer advice
- Exacerbation management advice
- Repeat CAT test at 4 weeks and escalate to GP/Nurse if red or amber
- Offer Pulmonary Rehab if meets criteria

#### **Low priority**

ARRS\* roles/ other appropriately trained staff

- Check medication compliance regular inhaler usage. Signpost to education
- Spacer advice
- Lifestyle info/ stress management/ exercise
- Smoking Cessation advice
- Exacerbation management advice
- Signpost to British Lung Foundation and other resources
- Offer Pulmonary Rehab if meets criteria



#### **Digital Support Tools to support patient self-management**

MyCOPD app offering patient information & education, inhaler technique, online pulmonary rehab classes, smoking cessation support, self-management plan.

Overview of COPD – diagnosis, treatment, and managing flare ups: <a href="www.blf.org.uk/support-for-you/copd">www.blf.org.uk/support-for-you/copd</a>

Step-by-step guidance on physical activity: <a href="https://movingmedicine.ac.uk/disease/copd/#start">https://movingmedicine.ac.uk/disease/copd/#start</a>

When prescribing or reviewing inhalers, consider inhalers with least impact on the environment, see here for more information.

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### COPD Pathway: Medium and High Risk COPD



The Primary Care Respiratory Society has published a helpful guide to Clinical Review in COPD.



#### Four key components:

- 1. Assessment of severity, risk of exacerbations and impact of the disease
- 2. Reinforcement of smoking cessation advice
- 3. Step-up of management in response to increasing need
- 4. Review of self-management advice

### Digital Resources to support self management: COPD





#### **Understanding COPD**

- What is COPD
- How is COPD diagnosed
- Treatments for COPD
- How to manage a flare-up
- Living with COPD

#### **COPD Management**

You can take advantage of the <u>myCOPD app</u> if your CCG/region has licenses:

myCOPD is an integrated online education, self-management, symptom reporting and pulmonary rehabilitation (PR) system. It helps patients to manage their condition by providing:

- A self-management plan
- Inhaler diary
- A COPD Assessment Test (CAT)
- Pulmonary rehabilitation programme
- Online education tutorials
- Weather and pollution forecasts
- Symptom reporting

NB: this is a paid for app and access will depend on whether your local CCG/region has purchased licenses.

#### Inhaler technique

Videos showing how to get the best out of your inhalers

### Digital Resources to support self management: COPD





#### Diet

NHS information on how to eat well

#### **Exercise**

- Better Health website Get active
- Getting active around the home: tips, advice and guidance on how to keep or get active in and around the home from Sport England, access for free.
- Dance to health: Online dance programme especially tailored to people over 55 years old.

#### **Smoking cessation**

Support, stop smoking aids, tools and practical tips

#### **Mental Health**

Better Health website – Be kind to your mind

#### **Peer support**

Communities of people living with COPD

### Proactive Care Frameworks: implementation & support package



Implementation Support is critical to enable sustainable and consistent spread. UCLPartners has developed a support package for the Integrated Care Systems within our geography covering the following components. Contact your local <u>Academic Health</u> <u>Science Network</u> to enquire about available support in your geography.

**Search and stratify** 

**Comprehensive search tools** for EMIS and SystmOne to stratify patients.

- Pre-recorded webinar as to how to use the searches.
- Online FAQs to troubleshoot challenges with delivery of the search tools.

Workforce training and support

Training tailored to each staff grouping (e.g. some ARRS\* roles) and level of experience.

- Delivery: Scripts provided as well as training on how to use these underpinned with motivational interviewing/ health coaching training to enable adult-to-adult conversations.
- **Practical support**: Recommended training e.g. correct inhaler technique; correct BP technique, Very Brief Advice for smoking cessation, physical activity etc.
- Digital implementation support: how to get patients set up with appropriate digital.
- Education sessions on conditions.
- Communities of Practice.

**Digital support tools** 

**Digital resources** to support remote management and self-management in each condition. **Implementation** toolkits available where required, e.g. MyCOPD. Support available from UCLP's commercial and innovation team for implementation.



## Thank you

For more information please contact:

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### Version tracker

Version	Edition	Changes Made	Date amended	Review due
2	2.0	Slide templates amended	August 2021	February 2022
2	2.1	<ul> <li>Wording amended to reflect priority groups not risk groups.</li> <li>Pulmonary rehab added to Long Term Condition pathway</li> <li>Introduction slides updated</li> <li>HCA roles amended to ARRS roles</li> <li>Information added on use of inhalers with least impact on the environment</li> </ul>	December 2022	December 2023