

Q&A: PCN/Practice Level Common Questions

A comprehensive list of FAQs can be found [here](#)

There are some key questions that come up all the time.

Q What are the benefits of using the Proactive Care Frameworks in your PCN or Practice?

A Some of the immediate benefits are that your high risk patients will get reviewed early which should prevent deterioration of their LTC, allowing you to phase your lower risk patients for later review. This approach will allow for a targeted approach with more experienced clinicians managing more complex patients. The risk stratification and proactive reviews will allow you to complete QoF for your patients early reducing burden during particularly busy time periods such as during winter. The multimorbidity approach should reduce overall number of LTC reviews.

We expect to see improved job satisfaction and development, potentially helping staff engagement and retention as a medium term benefit. This would be a result of training HCAs, Care Coordinators and other similar roles in providing information on wider determinants of health and supporting them to work to the top of their competencies. PCNs and practices will also gain improved CVD morbidity and mortality outcomes.

These interventions should improve patients' self-management of their LTC through increased emphasis on education, self-management and behaviour change. There will be reduced long term burden of cardiovascular and respiratory disease. The number of patients in high risk groups should reduce over time. PCNs and practices should expect to see improved engagement with patients as well as staff efficiencies and cost savings in staff time.

Q How could this tool benefit your patient care and patient outcomes?

A A targeted approach with risk stratification ensures earlier reviews of high risk patients. This should reduce the risk of complications and deterioration. Better controlled patients can be phased in for later review with an emphasis on education, self management and behaviour change.

Q How can this tool support you to streamline resources and patient care?

A The Proactive Care Frameworks will allow you to carry out LTC reviews with a view to managing patients with multi morbidity in an efficient and holistic manner. Complimenting lifestyle interventions can be discussed and sign posted to in a single consultation. Clinical primary care staff can focus on supporting patients who require medicines review and optimisation.

Q Would I need to purchase additional resources such as digital tools?

A The reviews are designed to be carried out either face to face or virtually depending on local resources and circumstances. Wave 1 pilot sites have found the use of digital tools such as AccuRx and AccuRx Florey useful. Data entry can be standardised using primary care system templates such as Ardens. We recommend a discussion about your local needs with your Digital First Lead.

This is a link for digital resources for hypertension.