

UCLPartners Proactive Care Frameworks Implementation Workbook

What are the Frameworks?



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Welcome



This is the first step in your journey of implementing the UCLPartners Proactive Care Frameworks (the Frameworks). The Frameworks have been created by UCLPartners to support primary care in response to the COVID-19 pandemic and the increased workload that disrupts routine care for people with long term conditions. The Frameworks have been designed to help improve care and release clinical capacity by doing things differently.

Throughout these modules, we intend to supply you with the understanding, tools and resources to implement the Frameworks successfully. These modules are designed for those who will be implementing the Frameworks and will cover the basic principles of these tools, risk stratification, team roles and understanding the data.

Dr Matt Kearney

Executive Clinical Director for Cardiovascular Health, UCLPartners



About Module 1



Getting the most out of this document



Time to complete module:
30-60 minutes

Take notes as you progress

Review the additional content

Be curious and explore

Think about how this could work in your local practice

Voice your opinion on the discussion forum

Note: You can either print this document out and complete the sections by hand or you can type directly into the pdf and save.



FutureNHS

You can talk to other users of the workbook in our discussion forums on the FutureNHS platform. To access these discussion forums, you will need to visit future.nhs.uk and register with your email address. Once logged in, search for the **Primary Care discussion forum: Proactive Care Frameworks** or scan the QR code and request to join the forum. Once approved, you will be able to share your experiences of these resources with your peers.



 **FutureNHS**



Learning objectives

- Describe the context in which the UCLPartners Proactive Care Frameworks were created
- Recognise the benefit of adopting the Frameworks into your practice
- State the basic principles of the Frameworks

By the end of this module, you should be able to...

Explain what the UCLPartners Proactive Care Frameworks are to your team.



Key terms

Cardiovascular Disease

A general term for conditions affecting the heart or blood vessels.

Proactive Care

Proactive care involves listening, asking questions, providing information and intervening early to prevent deterioration and promote continuous care.

UCLPartners

A health innovation partnership that developed this workbook and resources. UCLPartners works in partnership across three pillars of research, innovation and education to improve population health for more than six million people served by our NHS partners.

UCLPartners Proactive Care Frameworks (the Frameworks)

The collection of resources developed and collated by UCLPartners to support primary care to identify, prioritise and optimise care of patients with long term health conditions.

Key to link buttons

The workbook is intended for use as a digital guide to reduce the impact on the environment. The buttons below will direct you to the relevant external documents.



Video



Option



Document



Discussion



Feedback



Sign up



Contact us

If you have any questions regarding this workbook, please contact us at: primarycare@uclpartners.com

We'd love to hear your views on the content in this module, please do provide feedback via the link at the end of this document.

The Proactive Care Frameworks



Coming out of the pandemic

The COVID-19 pandemic displaced the routine in primary care. It led to significant disruption in care for people living with long-term conditions, such as atrial fibrillation, type 2 diabetes, hypertension, high cholesterol, COPD, asthma, and severe mental illness, leading to increased risk of exacerbations and complications in these conditions. This could add further waves of demand for unscheduled care in primary care, emergency settings and hospital admissions. The pandemic gave primary care an opportunity to rethink and reset how care is delivered to patients and to optimise the management of cardiovascular disease and other conditions.

To help primary care with this challenge, UCLPartners developed a series of Proactive Care Frameworks for the management of long-term conditions. These Frameworks focus on how to do things differently and at scale; they enable Primary Care Networks and individual GP practices to prioritise clinical activity by stratifying patients who are at risk; they deploy the wider workforce to release GP capacity; and they can improve the personalised care offer for patients.



What is proactive care?

Proactive care keeps people well and focuses on prevention and self management in addition to clinical treatment. It includes those activities and interventions, which contribute to improving health and wellbeing by increasing self-reliance, capacity and resilience in patients.

General practice is the most accessible part of the health system – it is therefore uniquely placed to become the hub for proactive care.

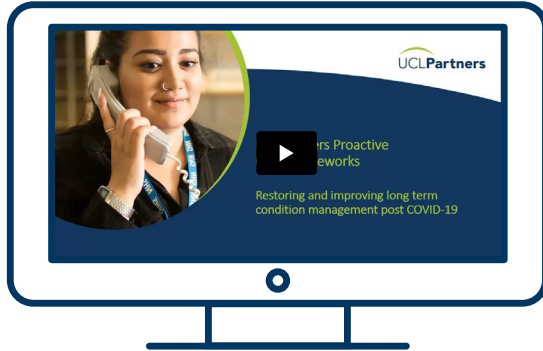
Source: HealthyLondon.org

The principles of proactive care have aided in creating a framework that not only supports clinicians by providing evidence-based medical interventions but also supports patients with accessing tools, knowledge and technologies to help them manage their illnesses. Therefore, the UCLPartners Proactive Care Frameworks provide a 360-degree tool to support both patients and clinicians in identification and treatment of long-term conditions.



An introduction to the UCLPartners Proactive Care Frameworks

Watch Dr Matt Kearney give an overview to the Frameworks. To access the video, click the icon, the image below or scan the QR code. Record your questions and reflections as you watch the video in the box below.



Enter text here:





Benefits of using the Frameworks

1. The Frameworks and resources are designed to help clinicians do things differently in the real world of modern, complex general practice where patients have multimorbidity and consultations are time pressured.
2. Using the stratification tools to prioritise patients who are at highest risk or poorly controlled helps practices achieve Quality Outcomes Framework (QOF) metrics and local incentive targets as well as new indicators in the Directed Enhanced Service (DES) and the Investment and Impact Fund (IIF).
3. The Framework resources include pathways and protocols for local adaptation together with training and implementation guides, case studies and digital tools. These will help staff such as health care assistants, wellbeing coaches and other additional roles to provide proactive care for patients – with structured support for education, self-management and behaviour change.
4. Overall, the clinical prioritisation and systematic use of the wider workforce helps teams to optimise patient care, safely manage workflow, free up GP capacity and increase job satisfaction for staff.

How can the Proactive Care Frameworks help primary care?

“ Proactive care is on the personalised care agenda. In practice teams everybody has a role to play. We all are now trying to think about things in a different way and actually looking to see what we can do in the aftermath of the COVID-19 pandemic. What lessons can we learn about using technology, communicating in different ways, how we build resilience in our communities, considering that 90% of our patients are seen in primary care. These Frameworks are very much adaptable at local level to enable patients to think differently about their health.

Dr Julia Reynolds, Associate Director for Transformation at the Innovation Agency



The Frameworks

UCLPartners has developed a suite of Proactive Care Frameworks covering a range of long term conditions. Click the boxes below or scan the QR code for more information and to access the complete set from the UCLPartners [website](#).

**Atrial
fibrillation**

Hypertension

**Lipid
management**

**Type 2
diabetes**

Asthma

**Chronic
Obstructive
Pulmonary
Disease**

**Severe Mental
Illness**

To access all the supporting resources, visit:
uclpartners.com/proactive-care or scan the QR code.



There are 4 core principles to the Proactive Care Frameworks:

1

Virtual where appropriate and face to face when needed



2

Mobilising and supporting the wider workforce (including pharmacists, health care assistants and non-clinical staff)



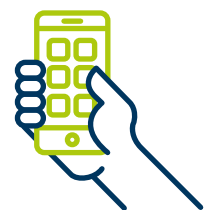
3

Step change in support for self-management



4

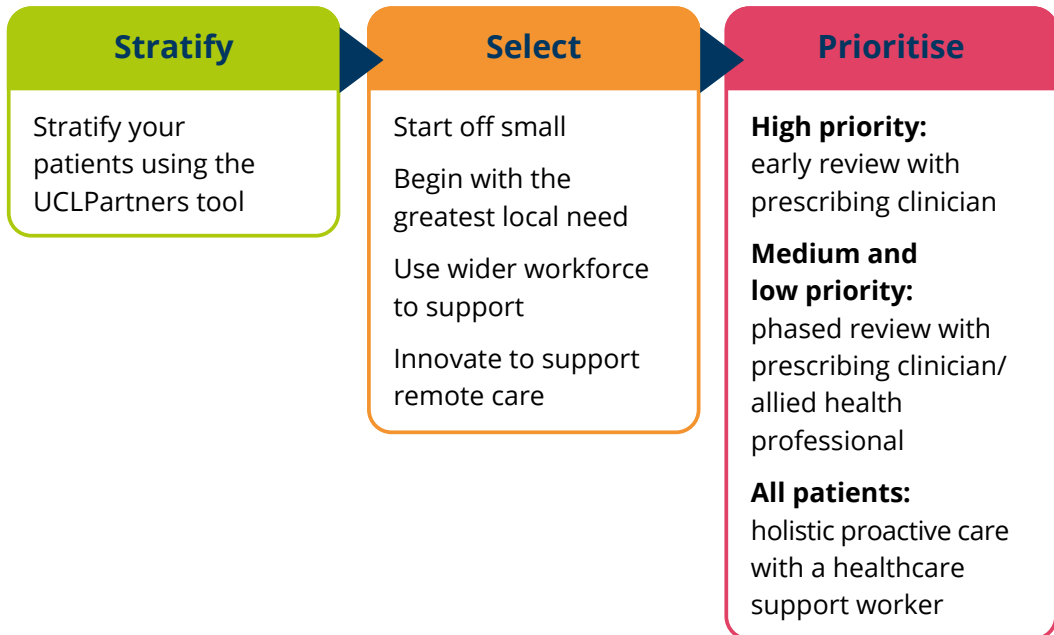
Digital innovation including apps for self-management and technology for remote monitoring





The tasks involved in the Frameworks

The Proactive Care Frameworks can be utilised with the series of steps outlined below:



Reflect on: Have you been involved with an improvement project before? What were the challenges? What made it a success?

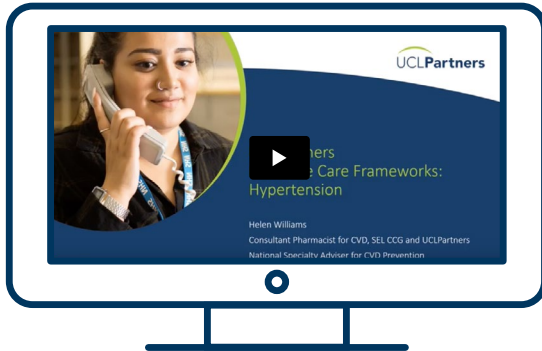
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Let's take a closer look at the Frameworks – Hypertension

We have a series of videos that give an overview to each of the Proactive Care Frameworks. We'd recommend starting with the video below by Helen Williams, a consultant pharmacist, as she gives us an overview of the hypertension Proactive Care Framework.

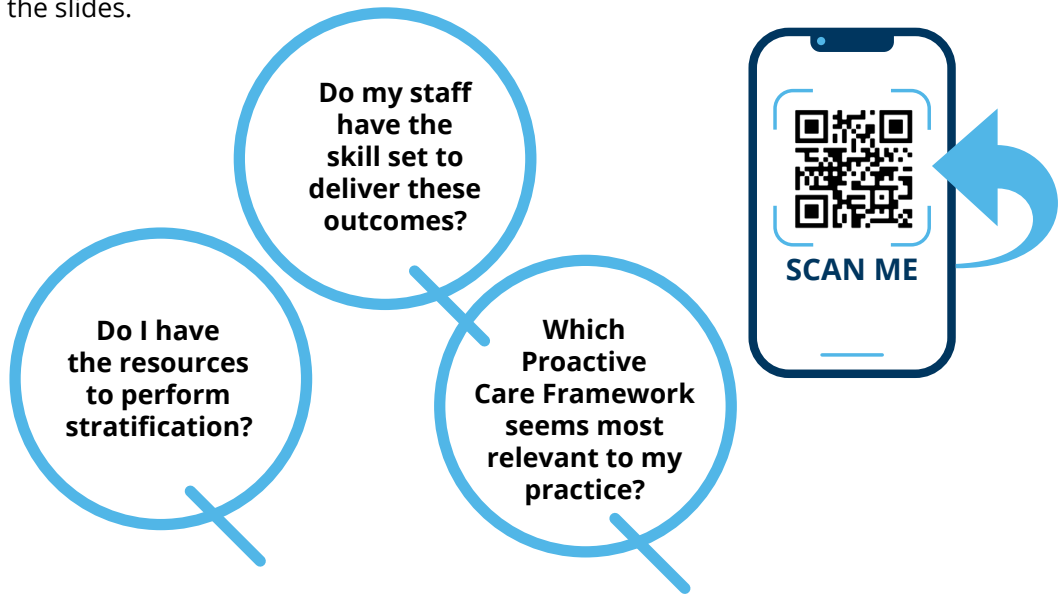


Optional: Explore the Frameworks in more detail. We have a catalogue of videos detailing each of the Frameworks, these can be accessed from the UCLPartners [YouTube](#) page.





Click the link in this document icon or scan the QR code to download a slide set that summarises all of the Frameworks. Consider these questions as you look through the slides.



Activity

Think about your understanding of the Frameworks. Write in the space below explaining what you think they are:

The UCLPartners Proactive Care Frameworks are:





Discussion exercise: What is in it for me?

Utilising elements of the Frameworks can provide numerous benefits to your practice such as improvements to workforce morale, patient care and financial incentives.

How can you see these Frameworks benefiting your practice?

Share your thoughts in the discussion forum.
Click on the icon or scan the QR code.



The workbook curriculum

Module 2:
Risk stratification

Module 3:
Team roles

Module 4:
Taking a Quality Improvement approach

Additional modules

Coming soon!

Summary



Congratulations on completing the first module in the UCLPartners Proactive Care Frameworks implementation workbook. We hope that you have found it useful and informative. We have covered how the Frameworks have been created to optimise the skills of the primary care workforce and how the Frameworks give a structured approach of stratification, selection and prioritisation which will benefit your practice. The Frameworks can be adapted to your local context which is dependent on your patient mix, staff resources, technology and existing pathways.

When you are ready, take a look at **Module 2**, where we will be introducing risk stratification and how you can use the resources in the Frameworks to prioritise patient care. We would recommend that you check back regularly into the discussion forums on the FutureNHS discussion page to see how other implementors are progressing.

Feedback



We're keen to hear your feedback! Click the icon or scan the QR code to complete this quick (4 minute) online survey to help us to continually improve these modules.



Receive module updates



Sign up to receive the UCLPartners Proactive Care Newsletter to find out when new modules are released. Click on the icon or scan the QR code.



Additional notes

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