“Our vision is for a Scotland where people who are disabled or living with long term conditions and unpaid carers have a strong voice and enjoy their right to live well.”
Scotland’s National Links Worker Programme
Mitigating negative impacts of social determinants of health through community connected general practice

Mark Kelvin
Programme Director
Health & Social Care Alliance (Scotland)
@markmakeslinks
Why integrate?
For the practice population
Why integrate?

For the practice population

Average life expectancy at birth, 1999-2000 to 2009-10
Average life expectancy has increased but people in the least deprived areas still live longer than people living in the most deprived areas, and the gap has increased for women.

Females

Males

Source: Scottish Public Health Observatory, 2012
Why integrate?
For the practice population
Why integrate?
For the practice population
Why integrate?
For the practice population

What can NHS Scotland do to prevent and reduce health inequalities?

Proposals from General Practitioners at the Deep End

March 2013
Why integrate?
For the practice population

1: The Core Statement
1.00 Being a General Practitioner

2: The Professional Modules
2.01 The GP Consultation in Practice
2.02 Patient Safety and Quality of Care
2.03 The GP in the Wider Professional Environment
2.04 Enhancing Professional Knowledge

3: The Clinical Modules
3.01 Healthy People: promoting health and preventing disease
3.02 Genetics in Primary Care
3.03 Care of Acutely Ill People
3.04 Care of Children and Young People
3.05 Care of Older Adults
3.06 Women’s Health
3.07 Men’s Health
3.08 Sexual Health
3.09 End-of-Life Care
3.10 Care of People with Mental Health Problems
3.11 Care of People with Intellectual Disability
3.12 Cardiovascular Health
3.13 Digestive Health
3.14 Care of People who Misuse Drugs and Alcohol
3.15 Care of People with ENT, Oral and Facial Problems
3.16 Care of People with Eye Problems
3.17 Care of People with Metabolic Problems
3.18 Care of People with Neurological Problems
3.19 Respiratory Health
3.20 Care of People with Musculoskeletal Problems
3.21 Care of People with Skin Problems

Adapted with permission from an original figure by Dr Chantal Simon for InnovAit (2013), based on an original concept by Professor Justin Allen and RCGP Curriculum Development Group.
Why integrate?
For the practice staff
Why integrate?
For the practice staff

Doctors warn GP recruitment crisis threatens patient care

6 Mar 2014 / Helen Puttick, Health Correspondent

DOCTORS are warning a recruitment crisis is threatening services in GP surgeries and out-of-hours medical centres in Scotland.

Concern that it is becoming increasingly difficult to fill vacancies are to be raised by GPs from many different parts of the country at a major medical conference for family doctors in Glasgow.

Delegates attending next week’s conference are expected to agree the workload shouldered by GPs is unsustainable, and demand more resources from the Scottish Government to help them cope.
Why integrate?
For the practice staff

Aberdeen GP practice to close due to lack of doctors

15 April 2015 | NE Scotland, Orkney & Shetland

The Brimmond Medical Group in Bucksburn has more than 8,000 patients

An Aberdeen medical practice is to be dissolved, in part due to a shortage of doctors.
GP job dissatisfaction and stress at highest levels for a decade – survey

Survey finds more than a third of GPs expect to quit in five years, providing evidence to back up BMA's warnings of crisis

Stress and job dissatisfaction among English GPs are at their highest levels for over a decade, with more than a third expecting to quit the profession within the next five years, a report has found.
Why integrate?
For the practice staff

Call for action as GP numbers fall in Scotland

14 June 2016  Scotland

The number of GPs working in Scotland has fallen and one in five practices has a vacancy, according to official statistics.
600 GP practices at risk of closure, says RCGP

Around 600 practices are at risk of closure by 2020 due to problems recruiting GPs, the RCGP has claimed.

These practices all have at least 75% of their GPs aged 55 and over, the college says, which will lead to a shortfall of almost 10,000 GPs across the UK within four years.

It comes as the RCGP has launched a new video campaign aimed at foundation doctors, medical students and sixth-form students.

The campaign is designed to show that general practice is ‘exciting and challenging’, and address the myth that ‘the role of a GP is somehow run-of-the-mill, with family doctors simply treating coughs and colds’.
Why integrate?
For community resources
Why integrate?
For community resources
Why integrate?
For community resources
The Links Approach
The Links Approach

Practice population

GP Practice team

Community resources

Strengthen the voice of people and communities

Better lives for people and communities
The Links Approach

Practice population
The Links Approach
The Links Approach

**Figure 1. Links Worker Programme April 2014 – 30 February 2017 inclusive**

<table>
<thead>
<tr>
<th>People ‘referred’</th>
<th>People worked with</th>
</tr>
</thead>
<tbody>
<tr>
<td>2993</td>
<td>2137</td>
</tr>
</tbody>
</table>

Aggregate rolling conversion rate 71.4%

*Cross practices range - referral/seen: highest–lowest*
The Links Approach

Practice population

Keywords: boredom, employment, conditions, abuse, new, family, social, financial, isolation, health, anxiety, care, carer, long, violence, transport, debt, housing, benefits, mental, legal, support, school, pain, relationships, exercise, physical, childcare, parenting, learning, education.
The Links Approach

GP Practice team
The Links Approach

- Team wellbeing
- Shared learning
- Awareness
- Intelligence (information management)
- Signposting
- Problem solving
- Network building
The Links Approach

Record of Learning
Series 2

Implementing the Links Approach
practice development activities in adopting a links approach

Other available series 2 modules:
- "Links Worker" Roles
- Social Determinants in Primary Care
- In Our Words: Stories from the National Links Worker Programme
- Team Wellbeing in General Practice
- Defining the Links Approach

@markmakeslinks
The Links Approach

Community resources
The Links Approach
The Links Approach

Community resources

Dr Rosegaull, Duffy and Morley GP Practice

Bringing the Community to you

Every Wednesday 9.30am - 11.30am
Community Resource will be here to tell you about their health and wellbeing service.

This week we have:

If you have any questions relating to this service
Get in touch with
Dr Rosegaull, Duffy and Morley GP Practice
The Impact: ‘The Links Effect’?
‘The Links effect…’
Research

...will be known June 2017
‘The Links effect...’
Research
‘The Links effect…’
Practice population

An analysis of the first 253 people referred to CLP
‘The Links effect...’
Practice population

Patient audit
(April 2014 – February 2015)
‘The Links effect...’
Practice population

Patient audit
(April 2014 – February 2015)
‘The Links effect...’
Practice population

Patient audit
(April 2014 – February 2015)
‘The Links effect…’
Practice population

Patient audit
(April 2014 – February 2015)
‘The Links effect...’
Practice team

I didn’t become a GP to spend my life prescribing pills

I feel much more equipped in my clinical practice, in dealing with many of the issues our patient group, in an area like this, experience.

I have stopped looking through the job sections in the paper when I get home

I no longer want to leave general practice
‘The Links effect...’
Practice team

The Links Effect? Percentage change in collated average Safequest Safety Climate Survey results for Links practices and all Scottish practices for 2015 compared to 2013 baseline

<table>
<thead>
<tr>
<th>Category</th>
<th>All Scottish Practices</th>
<th>Links Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>-1.87%</td>
<td>5.87%</td>
</tr>
<tr>
<td>Workload</td>
<td>0.00%</td>
<td>2.95%</td>
</tr>
<tr>
<td>Leadership</td>
<td>0.46%</td>
<td>1.00%</td>
</tr>
<tr>
<td>Teamwork</td>
<td>2.64%</td>
<td>3.31%</td>
</tr>
<tr>
<td>Safety Systems &amp; Learning</td>
<td>0.25%</td>
<td></td>
</tr>
</tbody>
</table>
‘The Links effect...’
Community resources

- Increased relationships
- Increased referrals
- More appropriate referral
'The Links effect…’
Community resources

‘So the warmth is coming from the relationships that the community links practitioner is able to develop because she’s there in a position to actually understand the dynamics of a surgery, which are really full-on. I mean, it’s high pressure. But the Community Links Practitioner is in there to get an understanding of the inside workings and also the external needs. And bring them together.’

Community resource staff
‘The Links effect…’
What have we learned?

Links.alliance-scotland.org.uk
‘The Links effect…’
Transferability

• Scottish Government commitment of 250 ‘links workers’

‘Key characteristics’ likely* to be?:
• Third sector led
• Take ‘all comers’
• Relational (not limited)
• Person-centred
• Highly skilled and supported
Thank You
@markmakeslinks