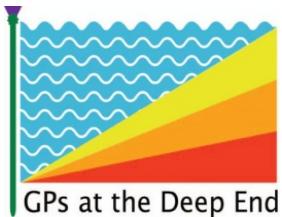


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“Our vision is for a Scotland where people who are disabled or living with long term conditions and unpaid carers have a strong voice and enjoy their right to live well.”



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

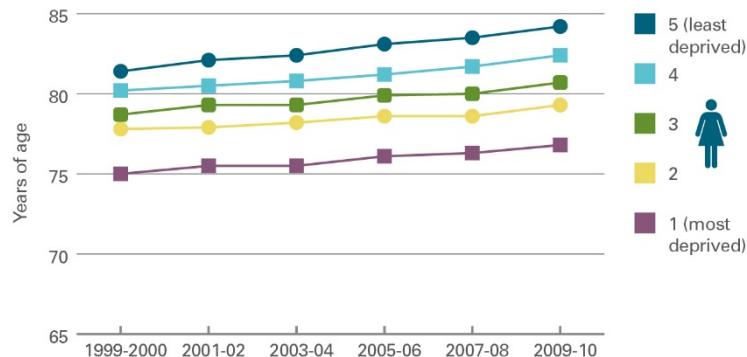


Why integrate? For the practice population

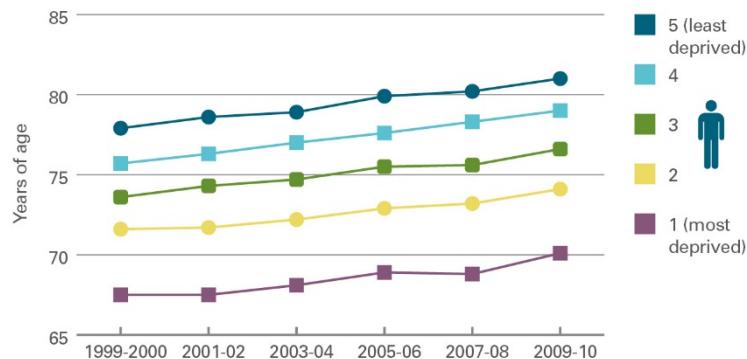
Average life expectancy at birth, 1999-2000 to 2009-10

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



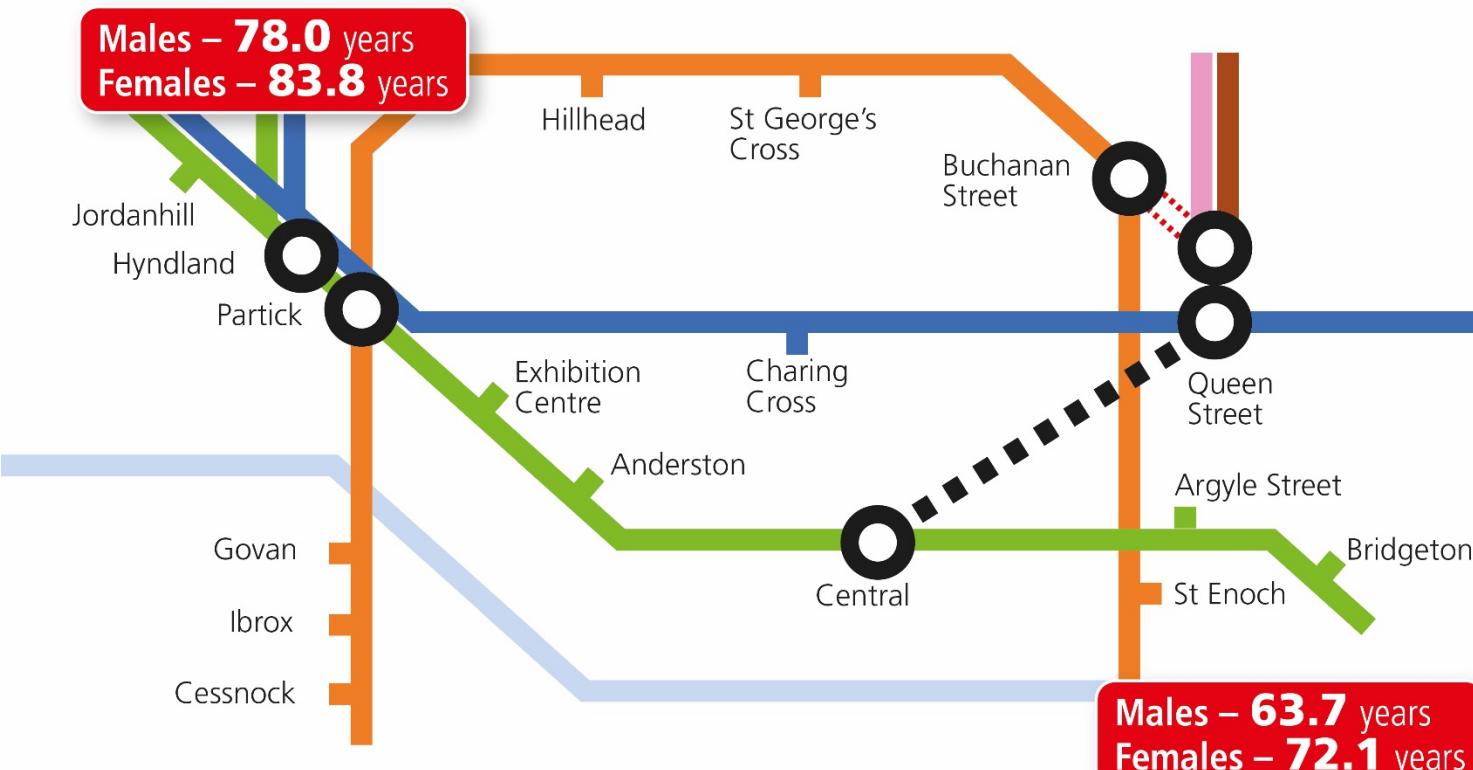
Males



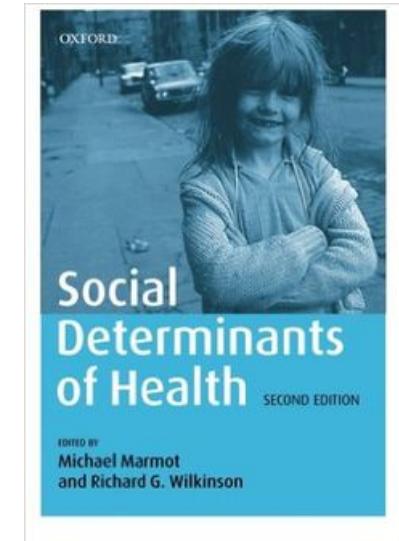
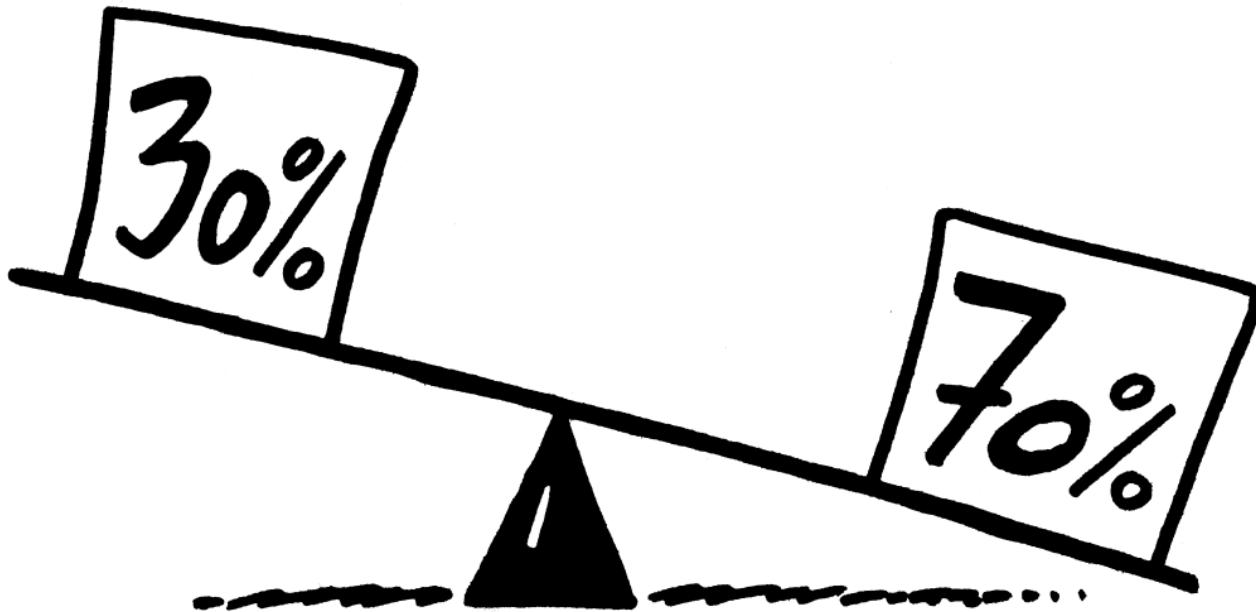
Source: Scottish Public Health Observatory, 2012



Why integrate? For the practice population

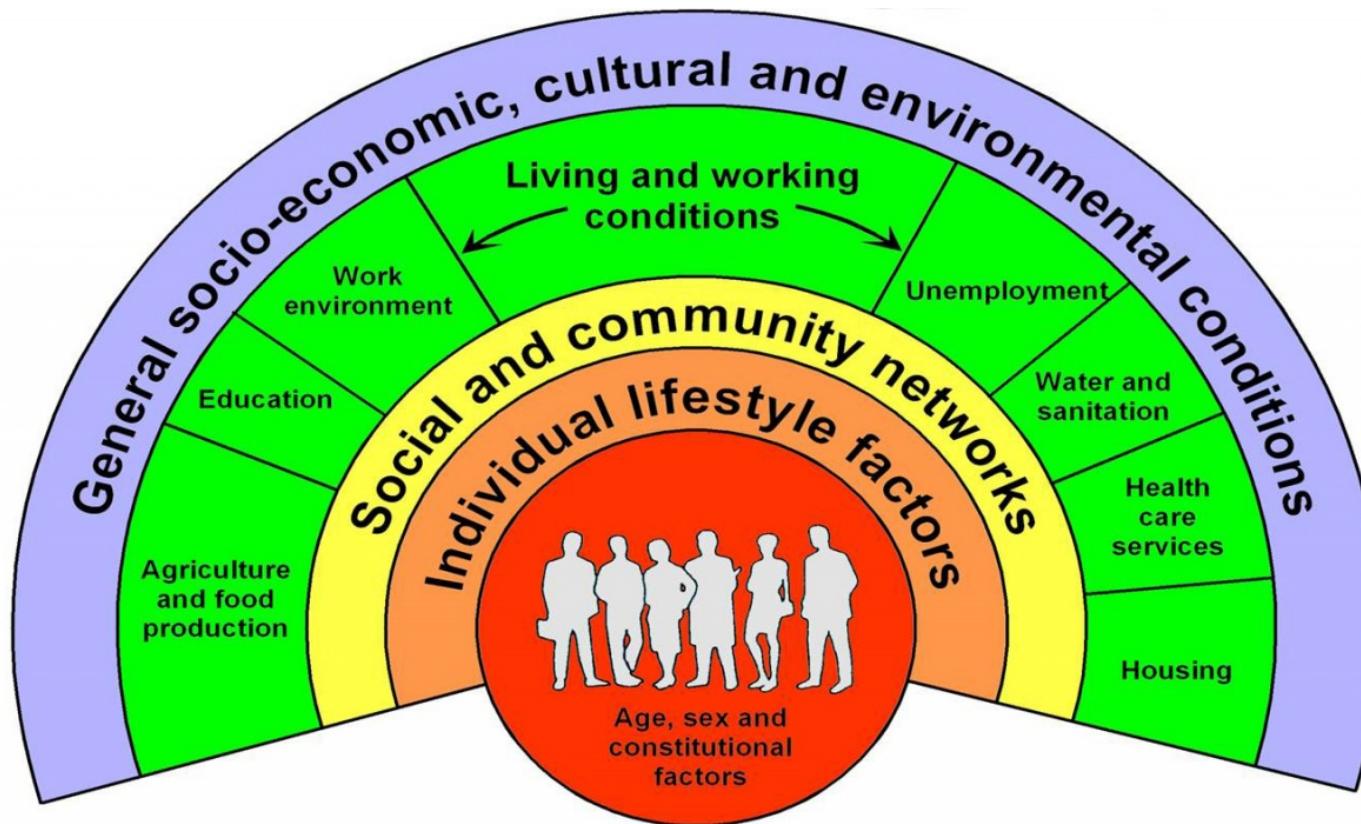


Why integrate? For the practice population



Why integrate?

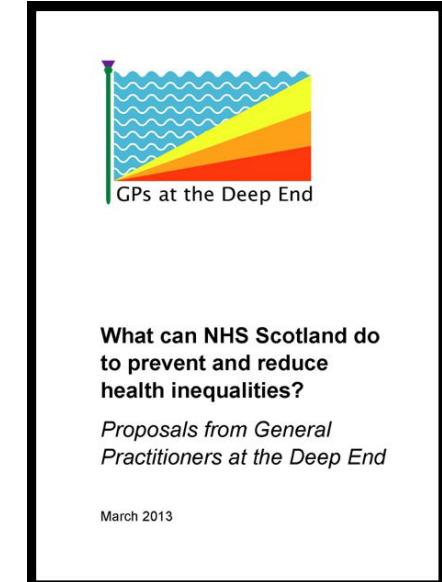
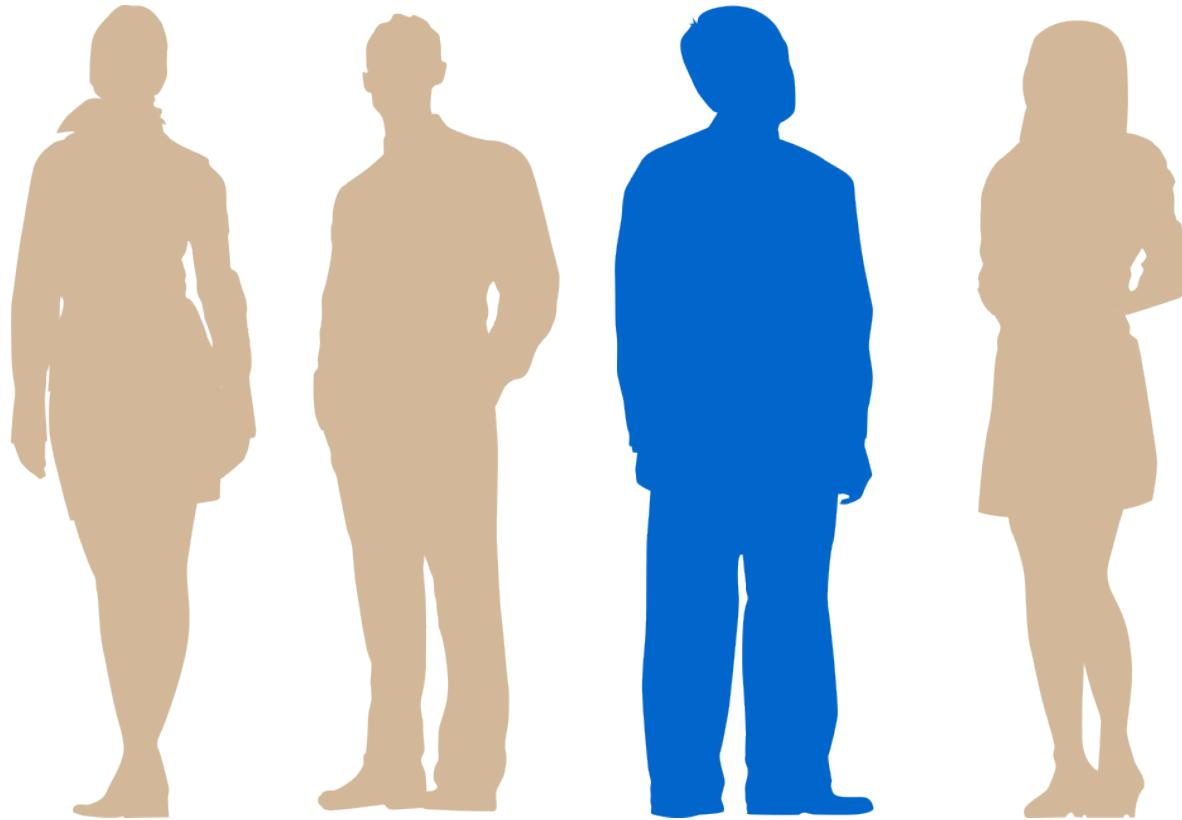
For the practice population



Source: Dahlgren and Whitehead, 1991

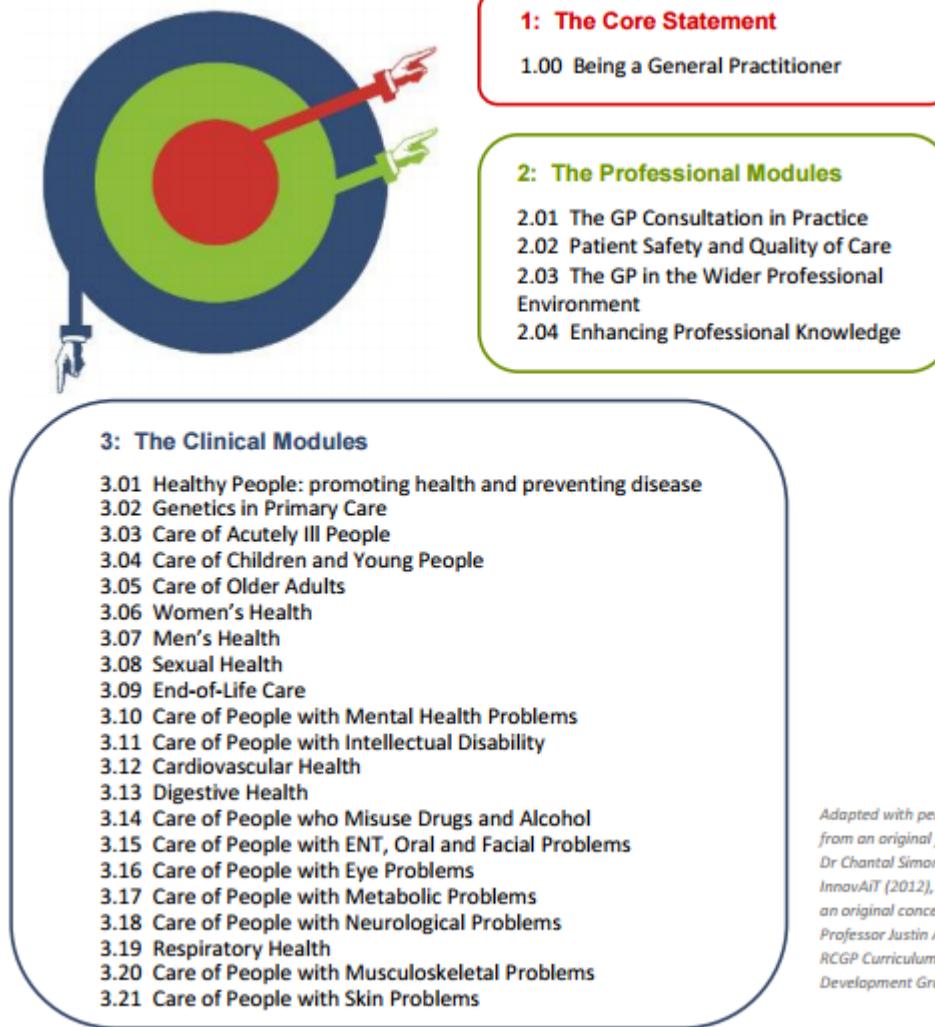


Why integrate? For the practice population



Why integrate?

For the practice population



Why integrate? For the practice staff



Why integrate? For the practice staff

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Doctors warn GP recruitment crisis threatens patient care

6 Mar 2014 / [Helen Puttick](#), Health Correspondent



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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

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An Aberdeen medical practice is to be dissolved, in part due to a shortage of doctors.



Why integrate? For the practice staff

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



A GP checking a patient's blood pressure. The survey found that reported levels of GP stress were at their highest since the first survey was conducted in 1998. Photograph: Anthony Devlin/PA

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.

Haroon Siddique

Thursday 1 October 2015 12.58 BST



This article is 1 year old

47 37



Why integrate? For the practice staff

Call for action as GP numbers fall in Scotland

© 14 June 2016 | Scotland

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The number of GPs working in Scotland has fallen and one in five practices has a vacancy, according to official statistics.



Why integrate? For the practice staff

600 GP practices at risk of closure, says RCGP

19 September 2016 | By Jaimie Kaffash



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[GP trainee numbers on the rise, but targets still missed](#)

21 Oct 2016

[New housing will overburden general](#)

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

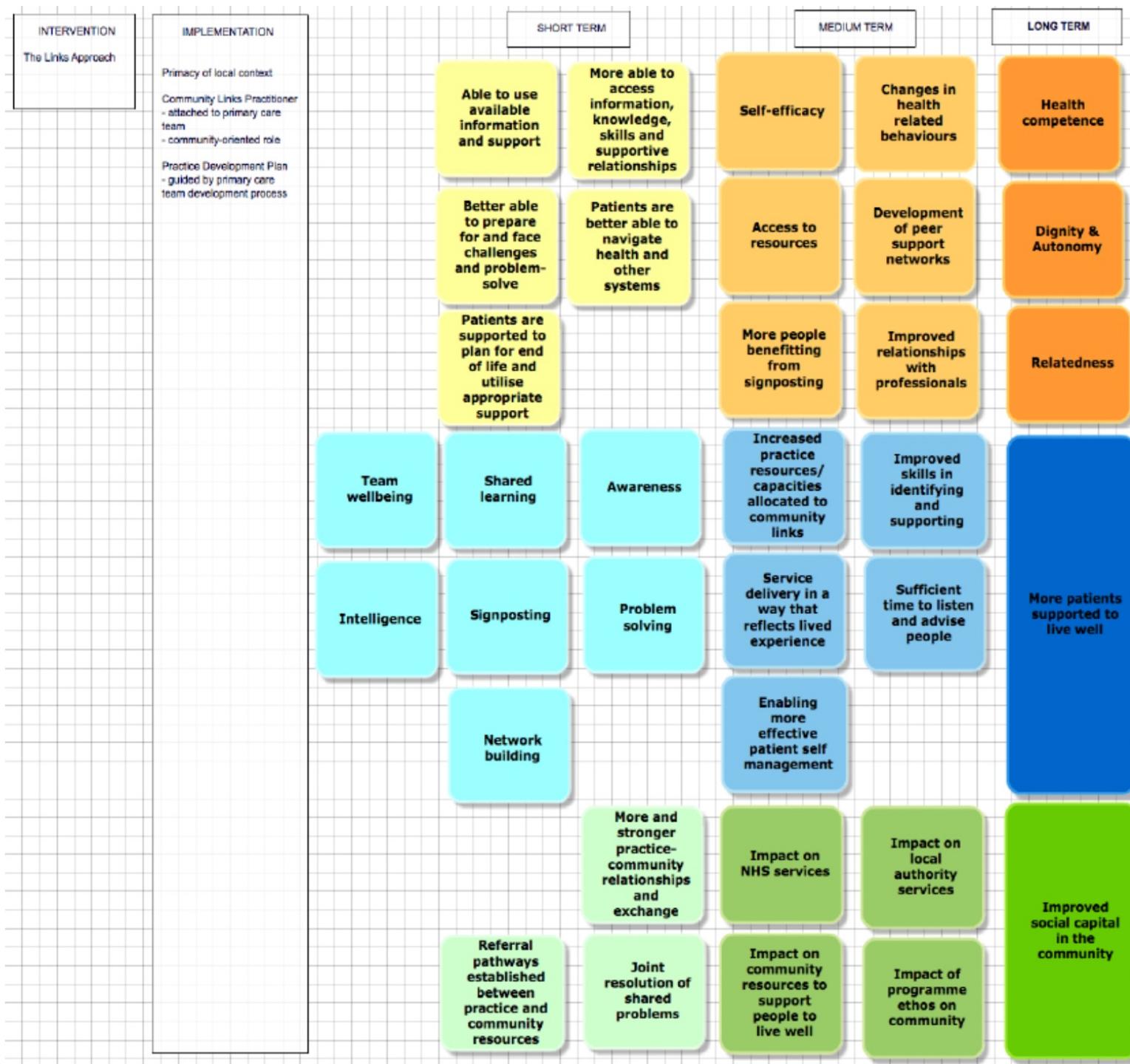


Why integrate? For community resources



The Links Approach

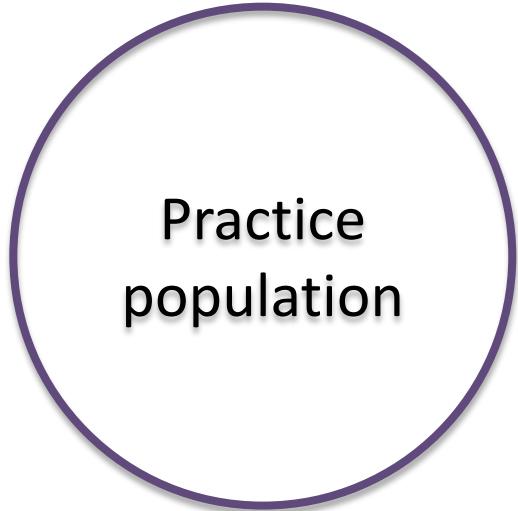




The Links Approach



The Links Approach



The Links Approach



Practice
population



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The Links Approach

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

People 'referred'	People worked with
2993	2137

*Aggregate rolling conversion rate 71.4%
Cross practices range - referral/seen: highest– lowest*



The Links Approach



boredom issues conditions
employment abuse new
family social financial
isolation health
anxiety carer long
housing benefits debt
pain term mental legal
relationships exercise physical

angerrage adaptations sons wife cancer cooking smoking
diet garden travel issues deaf behaviour safety disability memory
sexual angerrage garden travel issues deaf behaviour safety disability memory
care stress chronic divorce parental concerns
stress chronic divorce parental concerns
care school support english anger
stress school support english anger
housing benefits debt
benefits debt
pain term mental legal
term mental legal
relationships exercise physical

Practice population



The Links Approach



The Links Approach

GP
Practice
Team

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



The Links Approach



@markmakeslinks



The Links Approach



The Links Approach



Community
resources



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The Links Approach

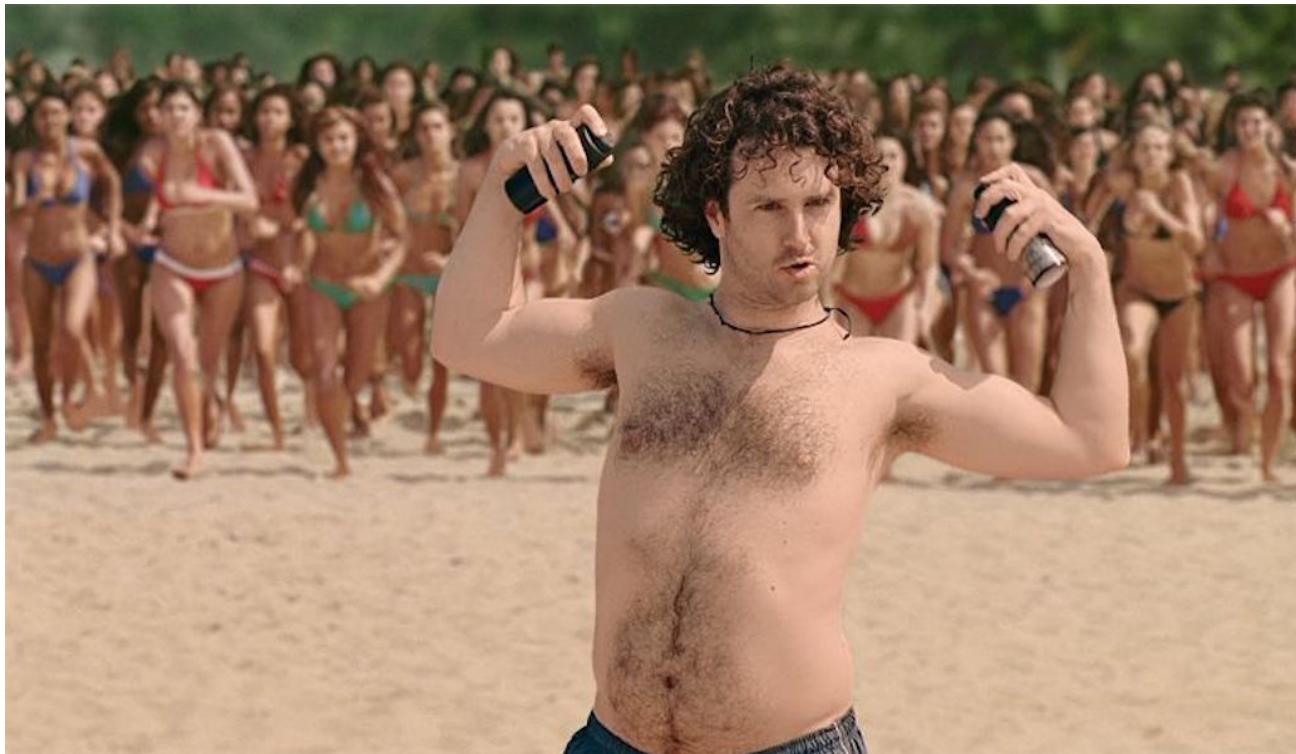


The Impact: ‘The Links Effect’?



'The Links effect...'

Research

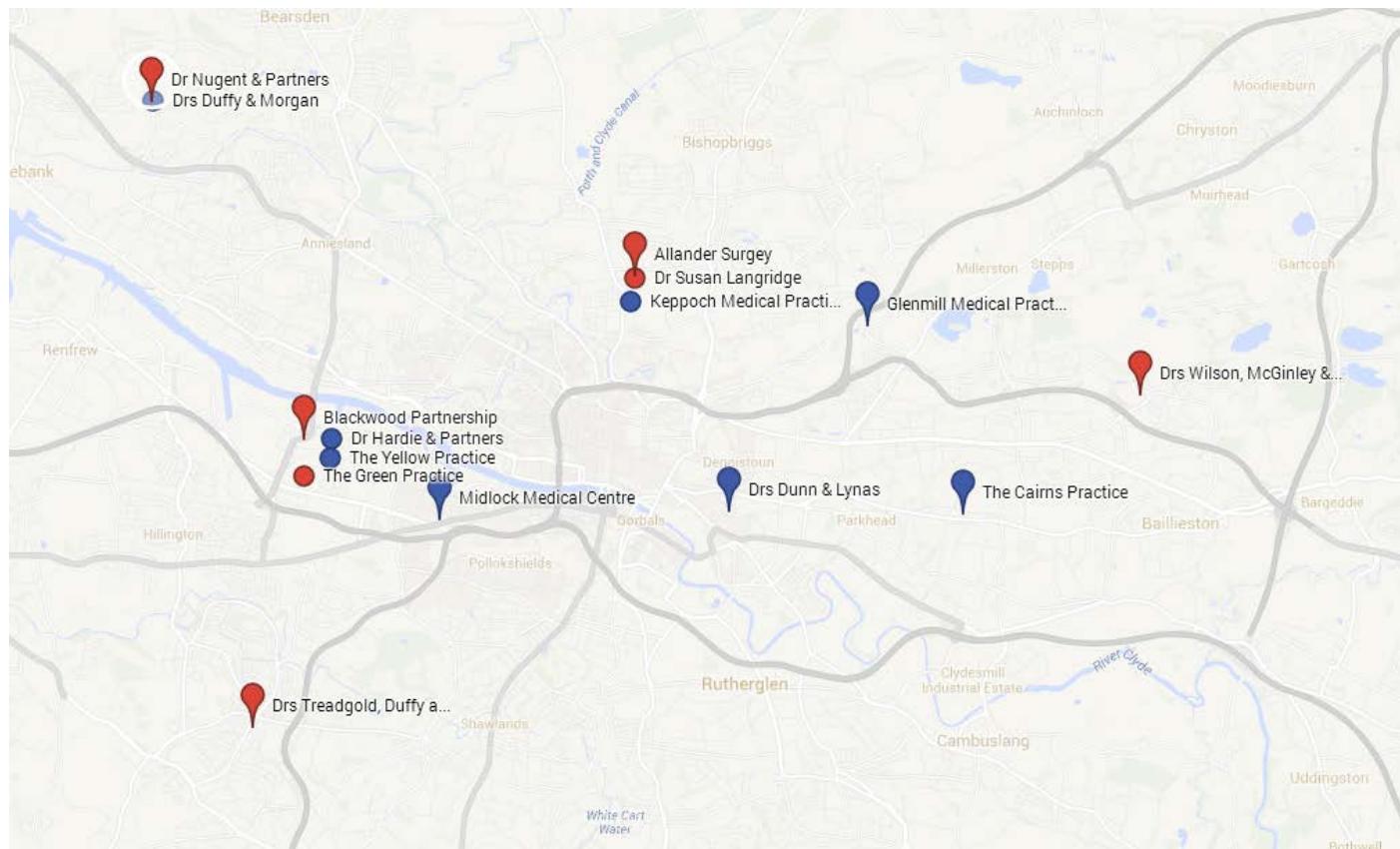


...will be
known June
2017

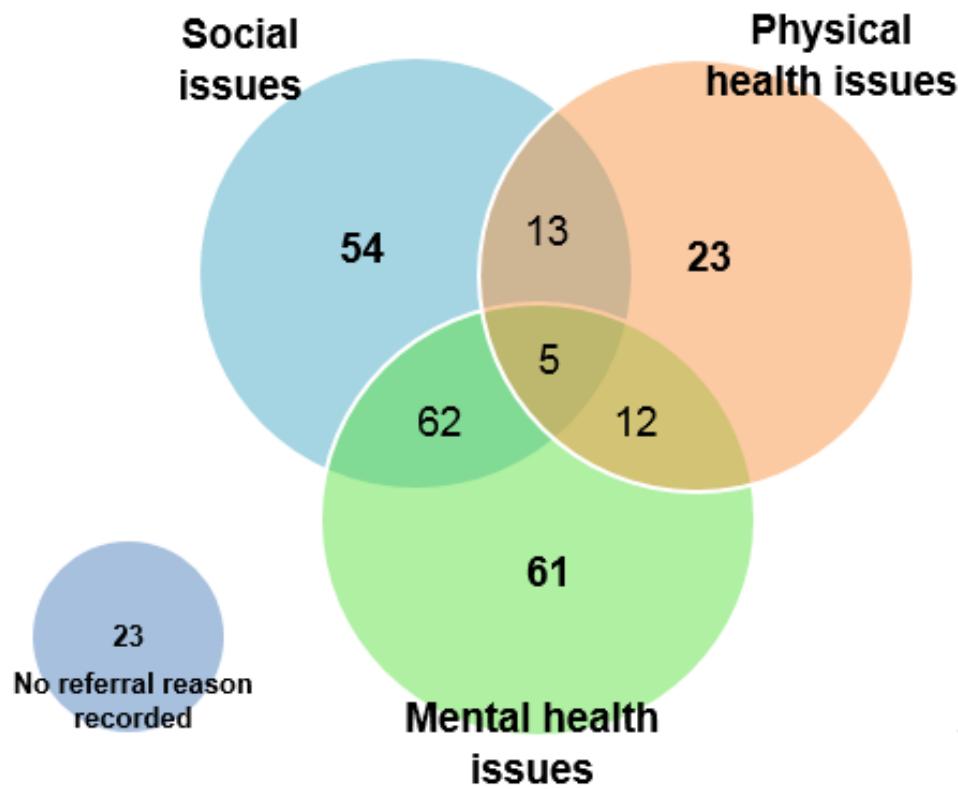


'The Links effect...'

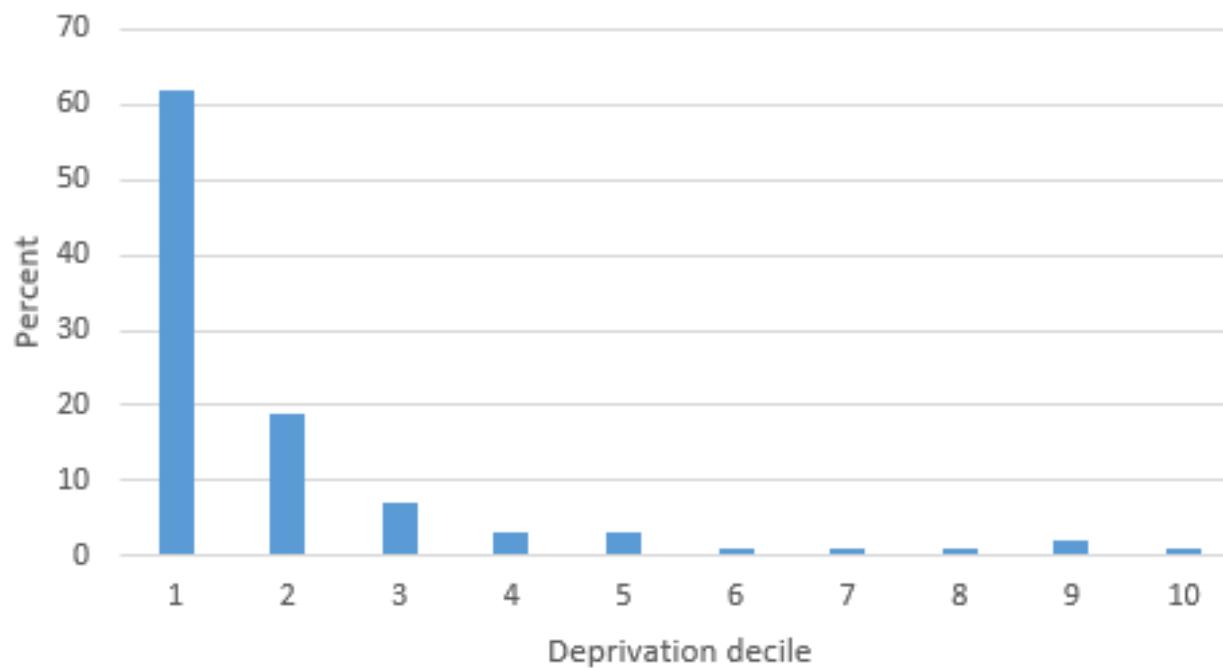
Research



‘The Links effect...’ Practice population



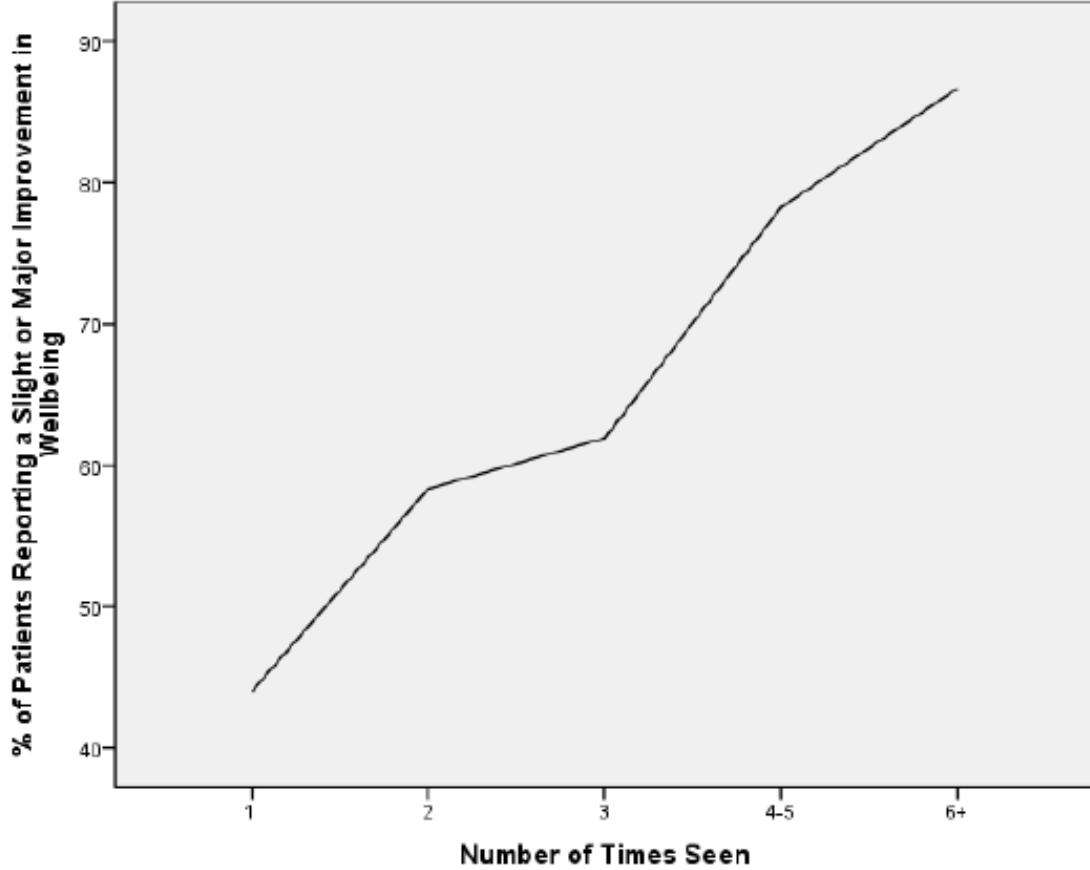
‘The Links effect...’ Practice population



Patient audit
(April 2014 –
February 2015)



‘The Links effect...’ Practice population



Patient audit
(April 2014 –
February 2015)



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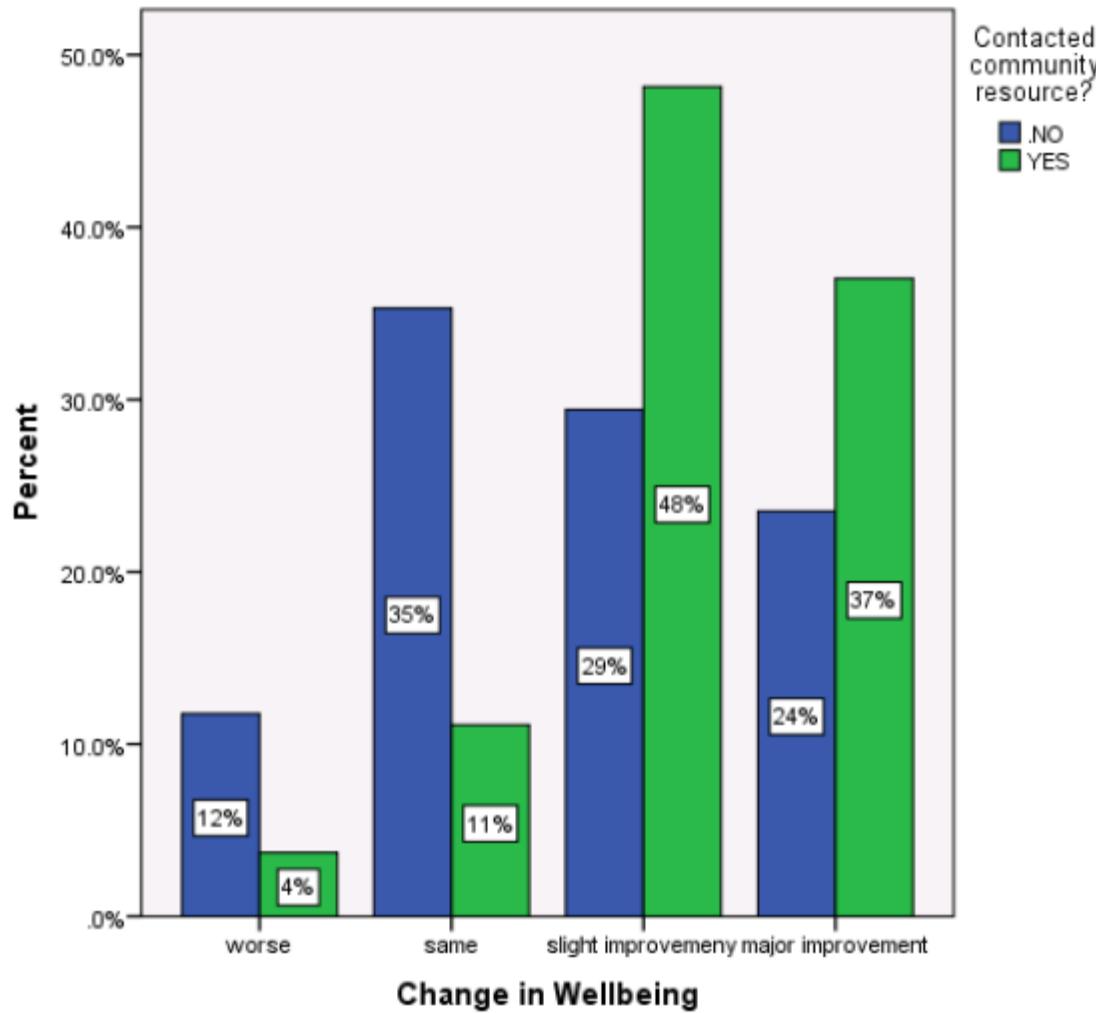
‘The Links effect...’ Practice population



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

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 no longer want to leave general practice

'The Links effect...'

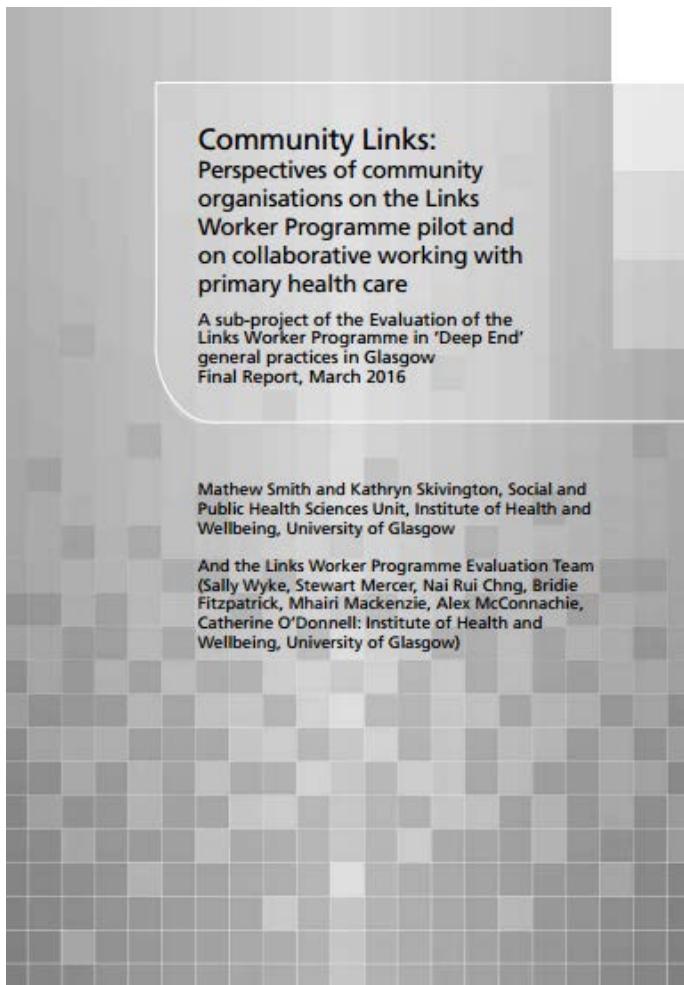
Practice team

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



‘The Links effect...’

Community resources



- Increased relationships
- Increased referrals
- More appropriate referral



‘The Links effect...’

Community resources

Community Links:
Perspectives of community organisations on the Links Worker Programme pilot and on collaborative working with primary health care

A sub-project of the Evaluation of the Links Worker Programme in ‘Deep End’ general practices in Glasgow
Final Report, March 2016

Matthew Smith and Kathryn Skivington, Social and Public Health Sciences Unit, Institute of Health and Wellbeing, University of Glasgow

And the Links Worker Programme Evaluation Team (Sally Wyke, Stewart Mercer, Nai Rui Chng, Bridie Fitzpatrick, Mhairi Mackenzie, Alex McConnachie, Catherine O’Donnell: Institute of Health and Wellbeing, University of Glasgow)

‘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



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