Changing cultures in primary care through new relationships with people and communities

Alvanley Family Practice – doing things differently

Alyson McGregor, National Director Altogether Better, Kay Keane, Practice Manager & Dave Chorlton, Practice Health Champion, Alvanley Family Practice
About Altogether Better

NHS hosted organisation with diverse skills and experience

Worked with over 130 GP practices in 23 CCG areas to develop collaborative practice

We work with pioneers in primary care to create the conditions for adaptive change

Practices and local people find new, collaborative ways of working together, making life better for everyone
The national context

- NHS facing **unprecedented challenges**
- The nature of disease has changed
- New demands require **new ways of doing things**
- Primary care no longer sustainable – **biggest cost to NHS is failure demand**
- The solution lies with **people**, not a technical fix
- Collaborative Practice supports practice teams to make **adaptive change**, seeing the practice list as an asset, not a drain
“I estimate that 40-55% of patients I see every week could be supported by someone else…they don’t need to see someone with 5 degrees. Patients need people, not pills”

Dr Niall Macleod
GP, Exeter
What happens?

- Collaborative Practice deals with the generators not the symptoms
- Collaborative Practice changes the nature of the response and reduces demand
- A new, collaborative relationship develops with local people
- ‘Frequent attenders’ are identified and invited
- Patients better understand how to use services
- Clinical consultations go down
- Patients are supported to live well with LTCs
- Culture and mindset changes
- Clinicians are able to spend time on what they do best
- This is about changing the way primary care is organised it is not health promotion
- Above all, Collaborative Practice is fun and makes life better for everyone!
“coming along has turned the lights back on for me”
How we work

We coach and guide **the circle** who will lead this work

We provide simple tools to help **collect data** that will underpin the work

**Citizens are invited** to gift their time to collaborate with the team

We support the circle to **prototype, embed and sustain** Collaborative Practice
Collaborative Practice is a new way of organising...
Doing things differently in primary care

Not consulting, co-production, co-design or assets

Not between citizens and services but with

Citizens become part of a new delivery team – a new way of organising

Citizens and the practice are together in liminal space
Balanced between two world views: language & liminal space

**The life world**
- People – myriad and unique skills, interests, values, beliefs, needs
- Multiple and fluid identities
- Human interaction
- Flexibility, improvisation
- Stories
- Relationships
- Non-monetary exchange and reward
- Emergent order

**The formal world**
- Roles, qualifications, titles
- Fixed and legitimised identities
- Processes and structured interaction
- Protocols and pathways
- Fixed definitions
- Data
- Hierarchy, authority
- Monetary economy
- Planned order

Collaborative Practice
Finding enthusiastic local people though invitation
The whole practice meeting
Collaborating to turn ideas into action
Connecting people to new offers
A change in culture to “simply how we do things around here”
The relationship determines the outcome

1 + 1 = 2
Talk to us:

Alyson McGregor: 07780593409
e: alyson.mcgregor@swyt.nhs.uk
@al2getherbetter

altogetherbetter.org.uk