



How can UK General Practice deliver Person Centred Care?

Prof Helen Stokes-Lampard PhD FRCGP
@HelenRCGP



Conflicts of interest

- I am Chair of RCGP & a Trustee
- I am Vice Chair of the Academy of Medical Royal Colleges
- I am GP Partner in Lichfield
- I am a Prof at University of Birmingham & visiting Prof at St George's Hosp Med School London



Plan...

- Royal College of General Practitioners
- State of the nation
- The future of UK General Practice
- Person Centred Care
- Q&A





*Cum
Scientia
Caritas*



RCGP Vision and Values

- **Vision:** *Excellence in general practice for patients worldwide*
- **Values:** We are the heart and voice of general practice, we promote the principles of holistic generalist care in partnership with other HCPs and in partnership with our patients. Committed to equitable access to and delivery of high-quality and effective primary healthcare for all. Committed to the academic and practical development of high quality general practice.



NHS General Practice



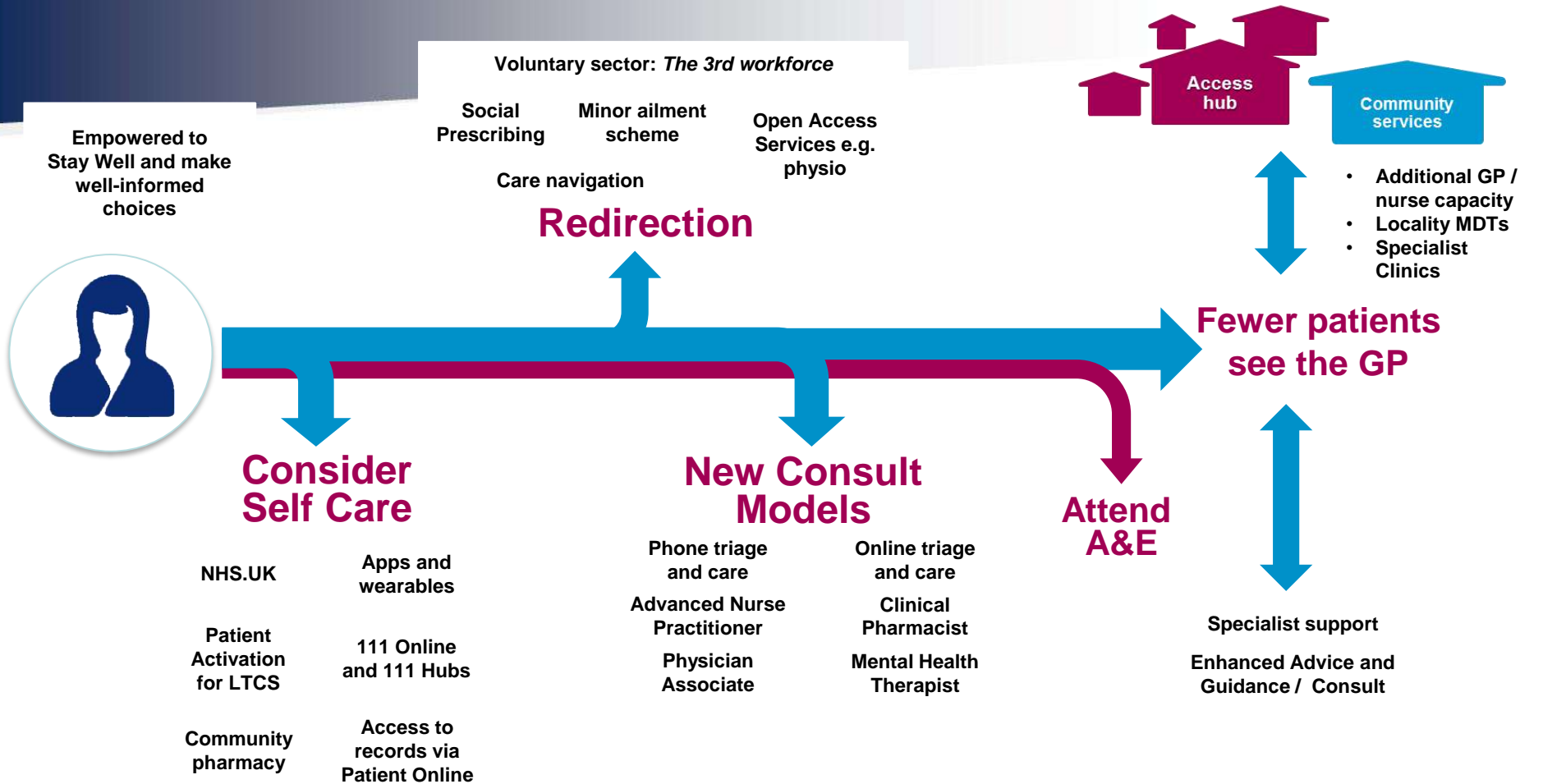
Daily, within UK General Practice:

- *> 1 million consultations take place*
- *≈ 1.5million prescriptions issued*

GPs are consultants in General Practice: *“Expert Medical Generalists, considering holistically the Physical, Social and Psychological welfare of our patients”*



Where are we going? – NHSE view



What will the future look like



- HSL predictions:
 - *Working at scale more the norm*
 - *Acute vs chronic care more differentiated*
 - *More care based in the community*
 - *More & varied HCPs in the GP team*
 - *More flexibility & inc use of technology*
 - *More time with patients who really need it*
 - *Partnerships only one of several models of delivery of general practice services*



HSL Speech – Enid shaped care



- Narrative
- Loneliness & Social isolation
- Overmedicalisation
- Over regulation and de-professionalising GPs

‘Give us enough time, enough resource, enough people and enough professional support and I, we... We will give you great General Practice...’



This is Enid's story

PP We all know Enid 99

Dr Helen Stokes-Lampard
#RCGPAC 2017

@the_littlemedic
on Twitter & Instagram



Can affect EVERYONE

RISK OF PREMATURE DEATH
WORSE THAN OBESITY

Enid is 84, she has hypertension, diet controlled diabetes and arthritis in both hips.

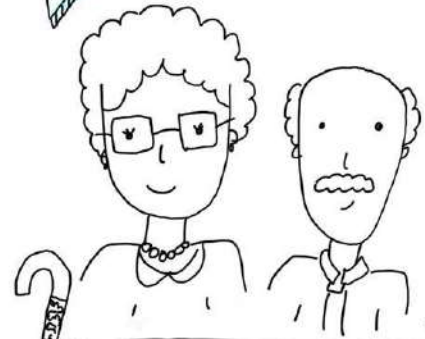
Listening
to Enid it became clear not all of her problems were medical, she was also lonely.

LONELINESS

Akin to living with a CHRONIC ILLNESS

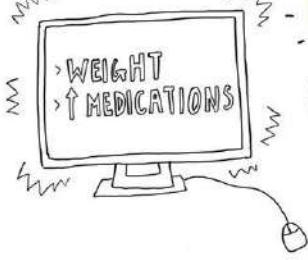


BRIAN was Enid's ROCK
After Brian passed away, Enid started to visit more often.



Enid & Brian always visit together. They chime in on each others consultations and have shared their fair share of UP'S & DOWNS

It can be difficult when the computer is flashing with many different check boxes



BUT Helping Patients make new SOCIAL CONNECTIONS IS INVALUABLE

(And the evidence shows it can improve health and well being!)

What can WE do??

Enid has connected with a community group and is doing well.



@EndLonelinessUK @RCGPAC @RCGP #nothinggeneral





Royal College of
General Practitioners

