Caring for our Community
Compassion and Resilience –
Two Sides of a Coin

Will McConnell
Concepts that have resonated...

• Katrina Percy:
  – Walk in other peoples’ shoes
  – Everyone is a leader
  – Learned helplessness
  – Cut bureaucracy

• Fellows
  – From GP burnout, indoor smoke pollution, hyperemesis and talking about sex to people with learning difficulties
Concepts that have resonated...

• Simon Gregory
  – Scrap curricula, assessments and ARCPs
  – Follow the patient’s agenda – we serve people, not targets
  – The only thing necessary for the triumph of evil is for good men to do nothing
More concepts that have resonated...

• Liz Donovan
  – “Keep Calm” “Moan zone”
  – Mindfulness

• Bev Harden
  – Schwartz Round

• Julia Parfitt
  – Induction scenario discussions

• Journal Club
  – Reification
Why do I keep thinking of...

• Who put the sex in Wessex?
• Grade 8 in at least 3 musical instruments played from at least 4 bodily orifices
• You are hideous-ly busy
• Jo Mountfield felt that there was a need for psychological therapies
• The Breathlessnessness Doctor
More concepts....

• MCPs and PACS
• Merge organisations that could control the healthcare provision and funding for a whole locality
• Area Health Authority, anyone?
• Specialists working in the community – domiciliaries, anyone?
• GPs running community hospitals – cottage hospitals, anyone?
Are we preparing our trainees for the changing healthcare landscape?
Would my ancestors recognise today’s NHS hierarchy?
Were systems and processes the biggest stressors at work for my ancestors?
Technology

I hate e-learning
Am I the only one?
But 2 things are changing my mind...
Medical apps
D-dimers
Wessex Notable Practice Awards
Evidence for improved patient care

- D-dimers introduced into primary care about 8 years ago in West Dorset
- Perception that they are overused and lead to inappropriate subsequent investigation of VTE
- What to do about it?
  - GP refresher week at Dorset County Hospital December 2012
  - 41 GPs attended
Number of d-dimers requested by GPs in West Dorset before and after teaching.
• GPs tend to be consistent in their practice
• 41 GPs attended the teaching
• But only 7 of the 41 had requested a d-dimer in the previous years
• The other d-dimers had been requested by 102 other GPs
Number of d-dimer tests requested per GP annually before and after teaching

Blue points attended teaching
Number of d-dimers requested by GPs in West Dorset before and after teaching

Blue column attended teaching; orange column did not

<table>
<thead>
<tr>
<th></th>
<th>Pre No Teaching</th>
<th>Post No Teaching</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of d-dimers requested</td>
<td>506</td>
<td>651</td>
</tr>
</tbody>
</table>
Number of d-dimers requested per GP

http://www.youtube.com/watch?v=yO5gUpZJY18
Subject: D-dimers

To: emstanley@doctors.org.uk

Cc:

Bcc:

Dear Dr Stanley,

I recently conducted an audit of your use of d-dimers and it turns out that you are one of the highest users in West Dorset. Please click below for a quick e-learning package about d-dimers

Ddimer elearning package

Best wishes,

Will McConnell
• https://www.youtube.com/watch?v=yO5gUpZJY18
• http://www.pathologystudent.com/?p=10225
Five year forward view
3 gaps to close

• The health and wellbeing gap
  – Prevention
  – Empowering
  – Engaging communities

• The care and quality gap
  – MCPs
  – PACS

• The funding and efficiency gap
  – Demand
  – Efficiency
  – Funding
Healthy lifestyles

• Mrs Jenkins of Sturminister Newton
• Mrs Win Langley of Croydon
Five year forward view
3 gaps to close

• The health and wellbeing gap
  – Prevention
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  – PACS

• The funding and efficiency gap
  – Demand
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  – Funding
Patient Choice
Five year forward view
3 gaps to close

• The health and wellbeing gap
  – Prevention
  – Empowering
  – Engaging communities

• The care and quality gap
  – MCPs
  – PACS

• The funding and efficiency gap
  – Demand
  – Efficiency
  – Funding
GP manpower - Perfect Storm
The changing shape of the UK

Age structure of the UK population

- **Males 2009**: 30.37 million males in mid 2009
- **Females 2009**: 33.51 million males by mid 2033
- **Males 2033**: 31.42 million females in mid 2009
- **Females 2033**: 36.11 million females by mid 2033

- **1.4 million men aged 85 or over by mid 2033**
- **1.94 million women aged 85 or over by mid 2033**

SOURCES: ONS, OECD
GP consultations per patient per year
Falling applications to GP training....

enter GP training. The number of applications has dropped from 6,031 to 5,100 since 2013 and there is considerable variation in the supply of trained GPs across different parts of the UK. While take-up of training places is as low as 62% in the East Midlands and a little over 70% in large parts of the north of England, Northern Ireland has filled 98% of its training posts, Scotland has filled 89% and Wales has filled 90%.
If we don’t do something now, next year’s crisis will be worse...
Can we teach compassion?

Simon Gregory
Was there a golden age for compassion?

– The Hippocratic Oath

• I swear by Esculapius, Hygeia, and Panacea, and I take to witness all the gods, all the goddesses, to keep according to my ability and my judgement, the following Oath.
The Hippocratic Oath

- To consider dear to me as my parents him who taught me this art;
- To live in common with him and if necessary to share my goods with him;
- To look upon his children as my own brothers, to teach them this art if they so desire without fee or written promise;
- To impart to my sons and the sons of the master who taught me and the disciples who have enrolled themselves and have agreed to the rules of the profession, but to these alone the precepts and the instruction.
Teaching Professionalism
Medical Professionalism Programme for F2s

• Started in 2006 – collaboration between Poole, Bournemouth, Dorchester with Bournemouth University

• 6 days – delivered by BU non medic, GP, consultant
What would you do if you weren’t a doctor?

You are at a party and someone asks what you do – what do you say?

When you tell people that you are a doctor, what does it say about you?
CLARE
ALEX
DONALD
SARA
KATIE
STELIOS
GRASBY
LILY
HANNAH
MATT
MATT
MACKENZIE
JANE
KARA
DEE
MATT
SALAD
FELICITY
EMILY
PERI
ROCK

GARDENER
LAW
PHYSICIAN
ENGINEER
JOURNALIST
HISTORIAN
MUSICIAN
TRAVELLER
ARCHITECT
ARCHITECT
LAW
Bakery
NATURAL ENTREPRENEUR
ARCHITECT
AGRI-BUSINESS
TEACHER
MILITARY
GOOGLE
CHILDREN'S TV
FLORIST
NIGHT WATCHMAN

EDUCATED
CLEVER
POMPUS
BORING
STUDIOUS
EGOTISTICAL
MONEY
LEADER
BORED
LEADER
FAMILY
GENDER
DISTINGUISHED
CROWN
CLEAN
RUST
MONEY
MATURE GIRLS
CARING
SENSIBLE
FUN
REVERE
KELMORE
CONFIDENTIAL

CLARE
ALEX
DONALD
SARA
KATIE
STELIOS
GRASBY
LILY
HANNAH
MATT
MATT
MACKENZIE
JANE
KARA
DEE
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SENSIBLE
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REVERE
KELMORE
CONFIDENTIAL
What would you do if you weren’t a doctor?

Alternative Careers

- Law
- Architect
- Teacher
- Musician
- Engineer
- Scientist
- Journalist
- Gardener
- Traveller
- Ski instructor
- Nurse
- Banker
- Airline Pilot
- Water sports
- Astronaut
- Military
- Florist
- Physiotherapist
- Businessman
- Historian
- Baker
- Children's TV presenter

[Bar chart showing the popularity of alternative career choices]
At a party, do you admit to being a doctor?
If you do admit to being a doctor, what does that say about you?
Q9-24 I am going to read out some different types of people. For each, please tell me if you would generally trust them to tell the truth or not.

*Base: 1,018 British adults 18+

<table>
<thead>
<tr>
<th></th>
<th>Trust to tell the truth</th>
<th>Do not trust to tell the truth</th>
<th>Don’t know</th>
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<tbody>
<tr>
<td>Doctors</td>
<td>89%</td>
<td>9%</td>
<td>2%</td>
</tr>
<tr>
<td>Teachers</td>
<td>86%</td>
<td>11%</td>
<td>3%</td>
</tr>
<tr>
<td>Scientists</td>
<td>83%</td>
<td>11%</td>
<td>7%</td>
</tr>
<tr>
<td>Judges</td>
<td>82%</td>
<td>13%</td>
<td>5%</td>
</tr>
<tr>
<td>Television news readers</td>
<td>69%</td>
<td>24%</td>
<td>7%</td>
</tr>
<tr>
<td>Clergy/priests</td>
<td>66%</td>
<td>27%</td>
<td>7%</td>
</tr>
<tr>
<td>Police</td>
<td>65%</td>
<td>28%</td>
<td>7%</td>
</tr>
<tr>
<td>The ordinary man/woman in the street</td>
<td>64%</td>
<td>26%</td>
<td>10%</td>
</tr>
<tr>
<td>Civil Servants</td>
<td>53%</td>
<td>38%</td>
<td>9%</td>
</tr>
<tr>
<td>Pollsters</td>
<td>50%</td>
<td>34%</td>
<td>16%</td>
</tr>
<tr>
<td>Trade union officials</td>
<td>41%</td>
<td>47%</td>
<td>13%</td>
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<tr>
<td>Business leaders</td>
<td>34%</td>
<td>57%</td>
<td>9%</td>
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<tr>
<td>Estate agents</td>
<td>24%</td>
<td>70%</td>
<td>6%</td>
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<tr>
<td>MPs in general (508)</td>
<td>23%</td>
<td>70%</td>
<td>8%</td>
</tr>
<tr>
<td>Bankers</td>
<td>21%</td>
<td>75%</td>
<td>4%</td>
</tr>
<tr>
<td>Journalists</td>
<td>21%</td>
<td>72%</td>
<td>7%</td>
</tr>
<tr>
<td>Politicians generally (510)</td>
<td>18%</td>
<td>77%</td>
<td>4%</td>
</tr>
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</table>

IPSOS/MORI poll Feb 2013
How do we make people trust us?

Professionalism
The components of professionalism

- Judgement: Dealing with uncertainty, Ethical Issues
- Excellence & Continuous Improvement: Learning, Teaching, CPD
- Relationship with society: NHS structures, Professional bodies
- Relationship with patients: Appropriate behaviours, Communication skills, Bad news breaking, Confidentiality
- Accountability: Clinical Governance, Appraisal, Revalidation
- Teamworking & Leadership: Individual, Team, Organisational

Professionalism
Are you a good role model?
NHS Heroes