

## Service Development Stream

# Developing Services and Sharing Best Practice in Respiratory Primary Care Medicine



**Tracey Lonergan** *PCRS Policy Coordinator, reports on the highlights from the PCRS National Conference Service Development Stream*

Supporting our members to improve respiratory healthcare service provision continues to be at the heart of everything we do at PCRS. Our members commitment to delivering the very best care and ensuring respiratory medicine is recognised as a priority was reflected by the volume of abstracts submitted to the service development stream and by the range of sessions and presentations focused on service development at this year's conference.

Dr Daryl Freeman, our Service Development Lead, chaired a key session on 'Respiratory Service design for the hardly reached and seldom heard' that focused on exploring innovative ways to reach patients with respiratory disease who do not easily engage with health care services including the housebound, homeless, refugees and asylum seekers or those with drug and alcohol problems. Supported by four expert panellists, Mrs Sukhi Sandhu, TB clinical Nurse Specialist at Frimley Health NHS Trust, Charlotte Slaughter, Assistant Clinical Psychologist at Berkshire Health care NHS Foundation Trust (East), Tracy Pollard, Nurse Manager and Chris Allen, Consultant Clinical Psychologist at Berkshire NHS Foundation Trust, Dr Freeman highlighted the need to understand the barriers these patients face in engaging with health care services from mobility and transport issues to issues around cultural stigma and fear of authorities. The panel highlighted that taking healthcare services to the patient, in their own home or by working alongside other organisations such as homeless charities or drug addition services, is one way to overcome these barriers.

Dr Robert Stuart Shields, a GP from West Cambs GP Federation, and Dr Noel Baxter, our outgoing Chair and a GP working in Southwark, co-chaired a session on respiratory care and the NHS long term plan. Presentations from Dr Sanjeev Rana, Clinical Commissioner, GP and GP trainer, and Dr Daryl Freeman highlighted the importance of NHS Right Care in enabling the delivery of the long-term plan. They also explored how the PCRS Respiratory Framework can guide the service developments that will be needed to ensure the respiratory components for the long-term plan can be delivered. The PCRS Respiratory Service Framework covers a range of respiratory conditions including asthma, COPD, nicotine dependence, lung cancer, infections and interstitial lung disease and is designed to present best practice through a range of interactive resources. You can access more information PCRS Respiratory Service Framework and a range of resources through the PCRS website by searching for 'respiratory services framework'.

An interesting session chaired by Deborah Leese, Clinical practice Pharmacist/lead pharmacist for respiratory at Sheffield CCG and Samantha Oughton, COPD Nurse Specialist at Norfolk Community Health & Care NHS Trust, heard from allied health care professionals adding a new dimension to respiratory health care. Raj Gill shared his experience of training as a General Practice Physician Associate with a special interest in respiratory medicine. Raj is based at Swiss Cottage Surgery in North Central London where he is the asthma and COPD lead. In this role he has been able to improve

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the identification of patients misdiagnosed with asthma as well as deliver a range of educational events to colleagues to improve respiratory care across London and the South East. Mark Bilby is an advanced Emergency Care Practitioner at Watton Medical Practice and is a senior Lecturer in Medical Education at Norwich Medical School. Together, our allied health professionals offer a range of key services to patients and complementing the work of GPs.

The role of group consultations in delivering comprehensive respiratory care was the focus of a session chaired by Beverley Bostock, Nurse Practitioner at Mann Cottage Surgery in the Cotswolds, and Dominika Froehlich-Jeziorek, Clinical Pharmacist at the Fernbank Surgery in Lancashire. Alison Manson, National Training Lead, BSLM, and Katherine Hickman, GP and Respiratory Lead for Bradford and Leeds, shared their experience of the value of delivering healthcare through group consultations and the very real benefits patients can gain from the peer support and advice that emerge at such sessions.

The ongoing work of PCRS to develop a respiratory diagnostic service framework was the focus of a session chaired by Valerie Gerrard, Advanced Nurse Practitioner at a General Practice in North Norfolk, and Victoria McKelvie, NW Regional Clinical Lead & Respiratory Nurse Specialist at BOC Healthcare. Dr Noel Baxter shared the current status of this important piece of work which will ultimately provide the tools needed for making the case to

commissioners and clinical directors to support respiratory diagnostic framework and for designing such a service to suit the needs of local populations. The service framework has been developed to provide a diagnostic hub for patients presenting to primary care with respiratory symptoms beyond an acute phase or diagnosis, those with suspected asthma where the probability is low or intermediate, those diagnosed with asthma or COPD who have not responded as expected to treatment and patients identified through data analysis as potentially undiagnosed with asthma or COPD or misdiagnosed. Next steps for this project will be to develop the calculator tools to enable estimation of the expected number of patients requiring such a service at local level. You can join the conversation about this exciting project through the PCRS online platform at [pcrscommunity.forumbee.com](https://pcrscommunity.forumbee.com).

In an era of great and fundamental change, we all need to keep our attention on delivering high quality, cost effective services focused on meeting the real needs of patients. Sharing best practice and implementing what we learn from each other into our own clinical practice will ensure all our patients receive the very best care for their respiratory condition.

We thank everyone who contributed to this years' Service Development stream with presentations, posters, lively discussions and twitter conversations and look forward to hearing from you all again at PCRS Conference 2020.

**You can view the conference best practice/service development posters on pages 51-60.**