



Pioneer Scheme Half-day Learning programme

Wednesday 10th July 2019

KNOWLEDGE EXCHANGE

Lessons from Links Worker Programme

With Dr Peter Cawston, GP Partner, Drumchapel HC

1) What were the key learning points from this session?

- Take the opportunities available to shape the future of general practice, otherwise it will be decided for you by people with other values or agendas.
- Recognise the importance of taking time out to discuss what people in your practice want from the practice and their work, it's likely your colleagues want similar things to you.
- The importance of recognising practice wellbeing as a fundamental foundation of practice development/change.
- 7 aspects of community facing practice
 - Practice Wellbeing
 - Shared Learning
 - Awareness, be aware you might not have the full picture, be open, be willing to learn.
 - Intelligence, know how to access, store, process the huge amount of info we have
 - Signposting, access services more efficiently
 - Problem Solving, use of link workers, patient groups
 - Networking, Community Orientated Primary Care

2) What changes to practice might you consider?

- Consider introducing practice wellbeing initiatives such as practice wellbeing board in the waiting room, on which different members of the team take turns to take the lead to produce content related to wellbeing for patients and staff.
- Consider having more protected learning time in practice and shared learning time, as demonstrated by regular shared learning events arranged by Dr Cawston's practice where they even invite other practices to be involved.
- Encourage group physical activity among staff and group celebrations to aid physical and mental wellbeing.

3) Any useful resources to share?

- ALISS website www.aliss.org find local organisations/support
- Health Improvement desktop app
- Outside the box <https://otbds.org/> setting up networks/groups