



CVD Prevention

Health
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Driving Innovation and
Improvement in CVD Care



July 2024

Proactive Care Frameworks

‘Top tips’ to help you implement Proactive Care Frameworks

The [Proactive Care Frameworks](#) were created by UCLPartners (the Health Innovation Network for the northeast and north-central London) and were designed to support the management of long-term conditions in primary care post-pandemic. The frameworks focus on how to do things differently at scale: they enable practices to prioritise clinical activity by stratifying patients who are at highest risk; they deploy the wider workforce to reduce the workload for GPs; and they improve the personalised care offer for patients.

The frameworks cover five cardiovascular conditions (atrial fibrillation, high blood pressure, high cholesterol – including familial hypercholesterolaemia, type 2 diabetes and heart failure), two respiratory conditions (asthma and COPD) and Serious Mental Health (UCLP-Primrose).

The key elements of the frameworks are:

1. **Comprehensive search tools to risk stratify patients** – built for EMIS and SystmOne.
2. **Pathways that prioritise patients** for follow up, support remote delivery of care, and identify what elements of long-term condition care can be delivered by staff such as healthcare assistants and link workers.
3. **Scripts and protocols** to guide healthcare assistants and others in their consultations.
4. **Training** for staff to deliver education, self-management support and brief interventions. Training includes health coaching and motivational interviewing.
5. **Digital and other resources** that support remote management and self-management.

Health Innovation East Midlands, as part of the 2021 – 2023 [Blood Pressure Optimisation programme](#), supported Primary Care Networks (PCNs) and practices across the East Midlands to implement the Hypertension Proactive Care Framework. This document includes some of the system top tips for implementation of the Proactive Care Frameworks.

If you would like to know more about the Proactive Care Frameworks (or other long-term condition management or detection resources) and what support Health Innovation East Midlands can offer, please contact us at healthinnovation-em@nottingham.ac.uk.





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“The education tools, protocols and scripts are particularly valuable to upskill and build confidence to mobilise wider workforce roles to deliver proactive care; these tools are strengthening our systems’ approach to LTC management. As a digital lead in LLR, I also particularly like the remote monitoring pathways and resources to support patients that can remote monitor to enable them to feel more in control of their conditions. Implementation of the Frameworks has fuelled the impetus in LLR around remote monitoring.”

Dr Rowan Sil - GP Partner Ibstock & Barlestone Surgeries and Leicester Leicestershire and Rutland Integrated Care Board Long Term Condition Lead

Local learning and top tips: Practices and PCNs

Engagement

- It is important to maximise buy-in at all levels. Find the right clinical and / or operational lead(s) within your Integrated Care System (ICS), Primary Care Network (PCN), and GP practice to champion and lead this work.
- Communication and engagement is key: Brief staff about the Proactive Care Frameworks and inform patients of any changes to their clinical condition reviews, for example that reviews will be carried out by healthcare assistants or social prescribers.

Mobilisation

- Don't underestimate the planning needed for implementation of the Proactive Care Frameworks – it does take time and resource to plan and implement effectively. However, this is an investment in better business and patient outcomes: It can help with workforce efficiency, support recruitment, and improve proactive and personalised patient care.
- Consider thinking about how the Proactive Care Frameworks can help to deliver local or national initiatives, such as Quality Outcomes Framework, locally commissioned services, Direct Enhanced Service, or Impact Investment Fund, leading to more efficient ways of working.
- Map existing staff training which aligns with the Proactive Care Framework conditions to support the rapid upskilling and mobilisation of the wider primary care workforce to deliver the Framework/s. Use a mapping exercise to identify any condition-specific training gaps. UCLPartners also has several training resources on the website for health care professionals for training purposes.

Implementation

- Run the risk stratification searches to guide the workforce numbers required to implement the selected condition/s Proactive Care Framework/s. High-risk lists are likely to have fewer patients and it means you are prioritising those patients at highest risk of a CVD / Respiratory event, and so are a good place to start.
- Within your practice or PCN, decide on the templates/coding that you will use to document the proactive care reviews that have taken place by the healthcare assistants/social prescribers etc. Look for any coding that is not routinely used in your



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region, for example 'lifestyle advice regarding hypertension' or 'provision of proactive care'.

- Ensure that everyone in the practice and PCN understands the Framework/s and how they work. Patients may call and ask reception staff about the new way things are being done, so a consistent message is vital.

For more information about the Health Innovation Network's Blood Pressure Optimisation programme and the impact of implementing the Hypertension and wider Proactive Care Frameworks on a larger scale, please read the [Blood Pressure Optimisation Programme Impact Report](#) (see pages 41-42 for a case study on Leicester, Leicestershire & Rutland's approach to implementation of the Frameworks), visit the [UCLPartners website](#) or the [Health Innovation East Midlands website](#). If you would like to know how Health Innovation East Midlands can support your Integrated Care Board, PCN, or practice, then please contact us at healthinnovation-em@nottingham.ac.uk.

Please note *information above is for the purpose of sharing collated learning from others' approaches, successes and learning to benefit wider adoption and spread of the Proactive Care Frameworks or other similar resources. Not all elements will be applicable or appropriate to all practices or PCNs.*

Readers are advised to follow the latest national and local clinical guidelines for their geographical area per clinical condition. Clinical advice and guidelines change – please take note that this material has been published on in July 2024, and any guidance referred to in this document may be superseded in the future.