



Royal College of
General Practitioners

What can we do to train the General Practitioners in Primary Care?

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Starfield's 4 Pillars of Primary Care

- **First-contact** care
- **Continuity** of care
- **Comprehensive** care
- **Co-ordination** of care

Starfield B . Primary care: balancing health needs, services, and technology. New York (NY) : Oxford University Press, 1998.



Compared to others...?

COUNTRY RANKINGS

Top 2*

Middle

Bottom 2*



	AUS	CAN	FRA	GER	NETH	NZ	NOR	SWE	SWIZ	UK	US
OVERALL RANKING (2013)	4	10	9	5	5	7	7	3	2	1	11
Quality Care	2	9	8	7	5	4	11	10	3	1	5
Effective Care	4	7	9	6	5	2	11	10	8	1	3
Safe Care	3	10	2	6	7	9	11	5	4	1	7
Coordinated Care	4	8	9	10	5	2	7	11	3	1	6
Patient-Centered Care	5	8	10	7	3	6	11	9	2	1	4
Access	8	9	11	2	4	7	6	4	2	1	9
Cost-Related Problem	9	5	10	4	8	6	3	1	7	1	11
Timeliness of Care	6	11	10	4	2	7	8	9	1	3	5
Efficiency	4	10	8	9	7	3	4	2	6	1	11
Equity	5	9	7	4	8	10	6	1	2	2	11
Healthy Lives	4	8	1	7	5	9	6	2	3	10	11
Health Expenditures/Capita, 2011**	\$3,800	\$4,522	\$4,118	\$4,495	\$5,099	\$3,182	\$5,669	\$3,925	\$5,643	\$3,405	\$8,508

Notes: * Includes ties. ** Expenditures shown in \$US PPP (purchasing power parity); Australian \$ data are from 2010.

Source: Calculated by The Commonwealth Fund based on 2011 International Health Policy Survey of Sicker Adults; 2012 International Health Policy Survey of Primary Care Physicians; 2013 International Health Policy Survey; Commonwealth Fund *National Scorecard 2011*; World Health Organization; and Organization for Economic Cooperation and Development, *OECD Health Data, 2013* (Paris: OECD, Nov. 2013).

RCGP - 1952



“Cum Scientiae Caritas”

What kind of doctor is a UK General Practitioner (GP)?

GPs differ from specialists in how they view the patient

- Think of the patient in family and cultural contexts
- Make diagnoses in physical, psychological and social terms
- Consider the effects of the patient's relationships, occupation and environment on illness and recovery

Visit in January 2019



What did patients say?

Comprehensiveness

- Not just for referrals

Continuity of care

- Named primary care doctor

Approach

- Valued
- More patient centred
- Patient's advocate (less combative)



What did GPs say?

- Low respect
- Low trust
- Low autonomy
- Isolated working conditions
- Lack of teamworking
- Low pay (career structure)



What did Family Physicians say?

- Passionate shared commitment to Starfield's 4Cs
- Majority delighted to be involved in delivery of a course to GPs
- Some concern that will distract from development of Family Physicians



Course to Capacitate General Doctors in Primary Care (CCMGAP)

- Significant online component
- Some face to face/virtual classroom
- Formative assessment
- Electronic portfolio
- Adult learning principles

CCMGAP

- Patient Centred Care
- Communication Skills
- Demonstrating Empathy and Compassion
- Working in Teams
- Ethics

CCMGAP

- Prevention and Health Promotion
- Chronic Disease Management (65K GPs vrs 20K Specialists)
- Mental Health
- Managing Expectations
- Professionalism

Will the CCMGAP Course Deliver?

- Will need buy-in by both the doctors and their managers (Agents of Change)
- Follow up required to ensure change has occurred
- Faculty Development (already a highly trained cadre of Family Physicians)
- Service needs to recognise the importance of General Doctors and their role
- Evaluation eg patient feedback/referral statistics
- ONGOING FURTHER PROFESSIONAL DEVELOPMENT...

Is it important that CCMGAP succeeds?

Inverse Care Law (Tudor Hart 1971)

- Availability of good medical or social care tends to vary inversely with the need of the population served.



ASCOFAME



Summary

- Large part of Colombian medical workforce are **undervalued and under-utilised**



Thank You

