

Enhanced Capitation Toolkit

Identifying complex patients and making time to support them



Do you want to be more proactive with the time you have, but struggle to see how to make space in a busy day? There are now tools and models of care available to assist practices to do just this without the need to add additional clinical resources.

How can we help?

Our research has shown that on average 30% of tasks that Practice Nurses (PNs) undertake, could be competently handled by other members of the practice team. We have devised a simple process which can help your team to identify where this task re-allocation can occur. Enabling PNs to focus on clinical rather than administrative tasks is the first step in identifying increased capacity to work more proactively.

Identify your complex patients

We are able to help you identify and colour code your complex patients using a process called 'Traffic Lighting'. This system uses data based on previous consultations and prescribing.

How is this useful?

Increased clinical capacity found from within your current resources can be used to coordinate care for your complex patients, without adding workload to an already busy day. Care Coordination has been trialled in practices over the last two years. We have learned from this process that this is a function rather than a role, and that care coordination works well when it is a shared function across a team. In this way, the relationship between the patient and the practice team is maintained and the function is sustainable because it is not reliant on one individual.

Furthermore, there is growing evidence that systematic coordination of care can reduce chronic patient episodes of care, and thereby reduce the number of times the practice is required to see the patient (*See the [case study on Travis Medical Centre](#)*). Ultimately, there is potential to apply this increased GP and PN capacity, for example to grow enrolment using existing resources; allocate more time to those patients who need it; and for all team members to have a more manageable and satisfying workload.

The IFHS Programme team is working with nursing teams to help PNs transition from the current way of working, to be confident and competent with new models of nursing, that support the nurse to work to the depth and breadth of their scope.

The underpinning principle is that the whole practice team works together, in a streamlined way, to ensure that optimal patient care is the key focus and that each task is performed by the most appropriate team member on the day.

Where to find out more

For more details please contact one of the following PHO staff involved in Health Care Home:

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Or visit the Health Care Home [page](#) on the CCN website.