

# Shared Care Planning - A guide to identification of vulnerable patients in general practice.

For clinician use in the creation of the Acute Plan (AP) and the Personalised Care Plan (PCP)

<p><b>Practice system/technology</b></p> <ul style="list-style-type: none"> <li>• Query builds around specific condition/diagnosis. Pegasus - GP view other practices - Dr Info             <ul style="list-style-type: none"> <li>- Conditions include COPD, other respiratory, CVD, diabetes, mental health, complex social issues and age. Previous CarePlus, high user card</li> </ul> </li> <li>• Flu vac lists, COVID risk lists, elderly and isolated lists</li> <li>• Frequent attenders to the practice, criteria set by practice for example: 6 visits in 6 months</li> </ul>	<p><b>Provider referrals</b></p> <ul style="list-style-type: none"> <li>• St John – identify patients and phone or email the practice</li> <li>• Maori health providers including Te Puawaitanga ki Ōtautahi Trust identify patients and phone or email practice</li> <li>• Community pharmacy referrals for patients on multiple medicines therefore multi complex conditions</li> <li>• Community providers e.g. CREST</li> <li>• Mental Health NGO 's e.g. community support workers</li> </ul>
<p><b>CDHB Connections / Data Informed</b></p> <ul style="list-style-type: none"> <li>• Lists of patients with Chronic Obstructive Pulmonary Disease</li> <li>• Lists of patients at risk of inappropriate polypharmacy - 10 or more medications matched to ED admissions</li> <li>• Palliative leads – make direct contact when a new patient is referred into their service</li> <li>• ED daily presentations, summaries and discharge reports</li> </ul>	<p><b>In practice identification by the Practice team</b></p> <ul style="list-style-type: none"> <li>• Doctor identifies patients in consultation based on formed relationship.</li> <li>• Nurses identify patients via triage, working on the floor and in nurse clinic.</li> <li>• Spouse of partner with dementia or in care.</li> <li>• Patients with cognitive or intellectual impairment or disability (eg hearing or speech) which impairs their ability to communicate effectively</li> <li>• Patients that display difficult or challenging behaviour, have recurrent behaviour tending towards aggression</li> <li>• Patients who present with self harm</li> <li>• Patients who present as drug seekers</li> <li>• Patients who present with recurrent falls</li> <li>• Patients with rare conditions who need appropriate management in a crisis</li> <li>• Patients requesting a plan as part of complaints resolution</li> </ul>