Resilience in primary health care

INTRODUCTION

Recent research of UK general practice's workload shows that we are working at unprecedented levels of activity since surveys began in 1998.[1,2] It is estimated that consultations have increased by 24% since 1998 and GPs now undertake 340 million consultations per year, an increase of 40 million since 2008. Reports of GPs consulting with 60 patients per day are not unheard of. The rise in numbers of elderly patients and those with co-morbidities being cared for by primary healthcare has contributed to this increase. Statistics shows that patients over 80 years old consult 12 -14 times per year, twice the level of 1998.[3, 4] It is predicted that the number of patients over 80 will double from 2010 to 2030. The Information Statistics Division (ISD) of NHS Scotland shows that primary care consultations, including those with practice nurses, rose by 14% from 2003 to 2013.[5]

In 2015, an international survey found that only 22% of UK GPs reported that the NHS was working well - a dramatic fall from 46% in 2012.[2,6] UK GPs experienced higher rates of stress than GPs in other countries. There have been calls from various agencies and professional bodies for primary healthcare to become more resilient to meet the challenges of the future. The GMC announced in 2015 that they will be offering guidance to doctors on developing and maintaining resilience.[7]

Aims of this module:

- To define and describe resilience
- To help individuals and teams to become more resilient as workloads increase
- To help teams maintain resilience by learning to work differently from the past
- To help individuals and teams cope with serious professional difficulties such as a GMC investigation