

Sharing care between specialist health services and primary health care using interactive e-care plans

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Aim

Improve communication and collaboration between health services and primary health care using a shared e-care plan for people with long term conditions.

Targeting Cancer Services for follow up care and Mental Health Services for physical health and clozapine management

Methods

Qualitative interviews for the colorectal cancer shared follow-up care feasibility study (SESLHD)

Implementation observations from a RCT (SLHD) focusing on the physical health of people living with severe mental illness; and a feasibility study (SESLHD) for clozapine shared care.

Results

In cancer follow-up, patient and GP satisfaction with specialist communication varied.

Specialists found it hard to change routine care.

Implementation in mental health has proven more challenging.

Processes for care and communication between services is complex and demanding.

Resources are limited. Patients are infrequent users of general practice and have multiple GPs.



Communication

They always keep close contact with each other, my GP and the specialist, as well as my surgeon. They really care about me, and they came up together with a complete plan to examine and track my condition. It is pretty good. (Patient)

No not much communication even though we are doing the paperworks about the care plan so far there is no input from the specialist yet. (GP)



Collaboration

...now I know what's planning ahead and also Dr (Specialist name) is going to make some changes or some new actions and I can see it immediately. (GP)

I can see that the GP's written, um, you know, extra, um, goals, ah, for lifestyle, um, ah, with the patient in mind. Ah, I think, um, it depends again on how engaged the patient is, we've mentioned that if there's one patient that's quite engaged then I think that would be quite beneficial for them (specialist)

Conclusions

There are common pathways for implementation of interactive e-care plans in sharing care between specialist health services and GPs. Solutions are needed to improve relational coordination within and between health services and additional resources to introduce and support these processes.