



How perseverance is key in Primary Care Can we recruit them? Yes we can!

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Background

West End Medical Centre is a Health Board practice in north Wales serving a population of over 18,000 patients. The practice has undergone a number of changes in recent years including a merger of two practices to become West End Medical Centre in December 2022. It is staffed by a multi-disciplinary team of health professionals including GP, Consultant Nurse, Advanced Nurse Practitioner (ANP) / Nurse Practitioner (NP), Practice Nurses, Physiotherapists, Audiologist, Health Care Assistants, Pharmacists and Occupational Therapists. In 2021, Lucie Parry (ANP) and Charlie Rutter (NP) joined the practice. Both had previously worked in research roles in secondary care. This poster shares the journey from being research naïve, to recruiting the first patients!

Developing the research team

Developing the skills and knowledge of the practice team has been vital to establishing a research culture. This has been done by:

- Involving staff, offering opportunities to lead, and research training and development such as GCP and study specific learning.
- A baseline questionnaire circulated to the practice team indicated a high level of confidence amongst practice staff involved with research (73% respondents confident or very confident across all questions).

72%

of staff were confident or very confident taking part in research as part of their role

77%

of staff were confident or very confident talking about research with patients



"Research should underpin all of our clinical practice. It is essential to ensuring we are delivering the best possible care to patients now and in the future."

"Research results in happier, healthier patients who do not require too many appointments! It also enables the practice to learn new research techniques and how to apply them to patients."



Onwards and Upwards!

- Plan to re-run the staff questionnaire and identify and changes from baseline
- Aim to achieve 100% patient feedback
- Pump-priming
- Open commercial research study in the practice
-and get a colour printer!

2021



ANP & NP join the Practice

2022



Research group established

2023



First patients recruited

Putting patients first

Patients have been at the heart of the clinical research agenda.

- Engagement – in own care and service delivery
- Commitment – time and resources
- Involvement – patients and the wider public
- Education – about roles and responsibilities within the team
- Choice – members of the MDT
- Accessible care
- Achievable wins
- Measurement patient experience to enable improvement

Achievements

- Two studies (one CTIMP) open, six studies in EOI or setup stage
- Eight GCP trained staff including GPs, Advanced Nurse Practitioner and Nursing staff
- Monthly research group and plans for a journal club
- Research newsletter
- Patient feedback captured
- A research culture!

Practice staff independently requesting to undertake GCP and get involved with clinical research

Barriers to establishing and embedding clinical research

- Lack of time
- Clinic rooms/space
- Document storage

Working together

