

Academi Academy

How perseverance is key in primary care - Can we recruit them? Yes we can!

Lucie Parry, Advanced Nurse Practitioner
Stella Wright, Lead Research Office



EXCLUSIVE: 'My mum was let down by the health service': Grieving daughter says mother who killed herself after phone appointment with GP should have been seen face-to-face

GP appointments in Wales: People facing crisis, says watchdog

By Chris Dearden
BBC Wales News

News ▶ North Wales News ▶ Health

Misdiagnosis fears as North Wales patients still experiencing lack of face to face GP appointments

Over than 1,100 people responded to our survey asking what they thought of their GP practice

Claims First Minister is 'in denial' over GP shortages in North Wales

By Aaliyah Rugg | [@Aaliyahrugg1](#)
Reporter

News

7th October

GP surgeries not taking part in booster vaccine programme due to 'unprecedented demand'

By Aaliyah Rugg | [@Aaliyahrugg1](#)

News ▶ North Wales News ▶ NHS

Are you satisfied with your North Wales GP service? Tell us what you think in our survey

News ▶ Latest Wales News ▶ Ceredigion

'The ship is sinking': Wales' GP staffing crisis as surgery set to close if it can't recruit new doctors

Borth Surgery says it is facing closure if it is unable to recruit GPs

GP TERMINATES NHS CONTRACT

By Suzanne Kendrick
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ANOTHER GP surgery has revealed it is terminating its contract with the health board.

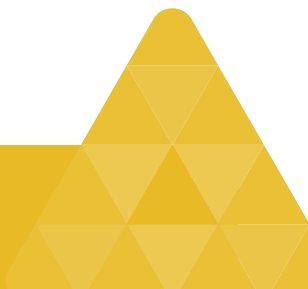
valued by patients." Clwyd West MS Darren Millar had "deep concerns" about yet another GP surgery handing in its notice to end its NHS contract. "This has sadly become common practice across

GP services. "We are pleased to say that there has been a significant increase in GP training recruitment figures for a number of years. North Wales in particular has benefited from a higher



Put patients first

- **Engagement** – In own care and service delivery
- **Commitment** – Time and resources
- **Involvement** – Patients and the wider public
- **Education** – Roles and responsibilities within the team
- **Choice** – Members of the MDT
- **Accessible care**
- **Achievable wins**
- **Measurement** - Patient experience to enable IMPROVEMENT





Developing the research team

- Baseline data collection
- Involvement
- Opportunities to lead
- Training and development for staff
- Access to service





Acknowledgements



Ymchwil Iechyd
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Research **Wales**



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Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

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Achievements

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





Barriers to establishing and embedding clinical research

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



Onwards and Upwards!

- Re-evaluate the staff feedback
- Aim to achieve 100% patient feedback
- Pump-priming
- Commercial study
-and getting a colour printer!



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Questions?





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