



Service delivery across primary care:

The work of Primary Care Knowledge Specialists

Ingrid Francis | Andrew Carrick | Primary Care Knowledge Specialists



Background

Resources



Goals:
To ensure the previously under-serviced primary care workforce benefits from dedicated knowledge specialists

To demonstrate the benefits to inform decision-making for a business case to provide sustainable funding to establish an embedded knowledge specialist role in each of the 42 Primary Care Training Hubs in England

Project started with digital platforms through which primary care staff could access full range of services



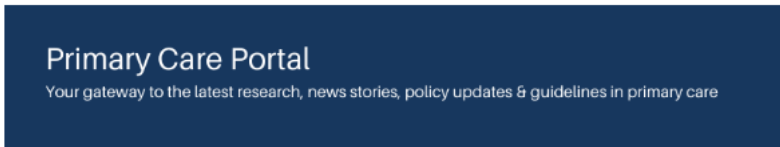
Ingrid Francis
Library and Information Specialist – Primary Care
Here for Primary Care and ICB Staff in Leeds

I can help ALL staff groups with:

- Finding articles and other e-resources
- Setting up regular bulletins/important information
- Literature searching
- Supporting students on placement
- Supporting staff who are also studying or doing CPD
- Journal clubs
- Bitesize group training sessions and 1:1
- Support practice training needs
- Help with writing for publication, study skills, starting research, or other development needs



JUST GET IN TOUCH
ingrid.francis2@nhs.net
www.leedslibraries.nhs.uk
www.twitter.com/IngridNHSLeeds



Primary Care Portal

Your gateway to the latest research, news stories, policy updates & guidelines in primary care



Welcome to the library & knowledge homepage for Primary Care staff in South Yorkshire & Bassetlaw: quick and easy access to the latest news, research, policies, e-journals, databases and more. From here you can [register with the library](#), sign up for an [OpenAthens](#) account, [submit enquiries](#) and [request training](#) through our information skills programme.

How we can help:

Here are a few examples of how your Primary Care Knowledge Specialist can help you:

- Evidence searches and summaries to support your work and learning
- Group or 1:1 training on how to make the most of information resources
- Updates on the latest research evidence tailored to your interests
- Free access to journals, reports and e-books

These services are available to all staff working in any role in primary care across South Yorkshire.

Quick links:

- [Fill in our membership form](#)
- [Request information skills training](#)
- [Request Evidence search](#)
- [Access the latest evidence](#)
- [Browse books and e-journals](#)
- [Read our primary care newsfeed](#)

Contact:



Please feel free to get in touch with any questions/enquiries you may have at:
rgb-trsypcknowledge@nhs.net



Ingrid Francis  

3,422 Tweets



Edit profile

Ingrid Francis  

@IngridNHSLeeds

Library and Information Specialist for Primary Care in Leeds, here to support all Primary Care and ICB staff across the city!

Based at [@LCH_Library](#)
(they/them)

 Leeds, UK  leedslibraries.nhs.uk/resources-for-...

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Knowledge Specialists

NHS Primary Care

NHS Knowledge & Library Services for #PrimaryCare in South Yorkshire & Bassetlaw

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<https://www.trftlibraryknowledge.com/primary-care.html>



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Integrating pharmacists into general practices

JUNE 21, 2023 – [LEAVE A COMMENT](#) – [EDIT](#)

British Journal of General Practice 2023; 73 (731): e407-e417. DOI:
<https://doi.org/10.3399/BJGP.2022.0518>

Practice-based pharmacists (PBPs) have been introduced into general practice across the UK to relieve some of the pressures within primary care. However, there is little existing UK literature that has explored healthcare professionals' (HCPs) views about PBP integration and how this role has evolved.

The aim of this study was to explore the views and experiences of GPs, PBPs, and community pharmacists (CPs) about PBPs' integration into general practice and their impact on primary healthcare delivery.

Four main themes in relation to PBPs' integration into general practices were revealed: evolution of the role; PBP attributes; collaboration and communication; and impact on care. Areas for development were identified such as patient awareness of the PBP role. Many saw PBPs as a 'central hub-middleman' between general practice and community pharmacies.

Participants reported that PBPs had integrated well and perceived a positive impact on primary healthcare delivery. Further work is needed to increase patient awareness of the PBP role.

Full paper: *GPs' and pharmacists' views of integrating pharmacists into general practices: a qualitative study*

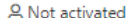
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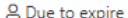
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 Not activated **2**


 Due to expire **8**


 Expired **2**




Primary care and ICB staff in South Yorkshire


North of England


 Create account

220
 Accounts

13
 Resources

 Security

 Downloads

 All organisations

Summary for the previous thirty days

↑ 6 ↓ 0
Accounts

↑ 1 ↓ 1
Users joined/left

60
User logins



Marketing & promotion



Uptake of services



BMJ Best Practice usage statistics November 2020 to December 2022

Pilot started in Leeds November 2021

The spike in usage in Feb 2022 coincides with Ingrid's TARGET appearance and promotional work

[Home](#) > Library resources for GP and practice teams

Library resources for GP and practice teams

If you're looking for knowledge and evidence to support your work, development, study and research, you've come to the right place.

Below is a whole range of resources – all available free from your NHS knowledge and library services, for anyone working or studying in England.



BMJ Best Practice Training via MS Teams

Treat the whole patient



Wednesday 18th January 9:00 – 9:45

Wednesday 22nd February 12:30 – 13:15

Friday 24th March 8:30 – 9:15

email library.enquiries@nhs.net to book on to your preferred date



Testimonials



"Health Education England's Primary Care Library and Information Specialist has provided countless support and guidance to me in relation to searching and accessing best available evidence. This has enabled the development of new and innovative practice learning pathways for students and learners across the primary care setting. We would simply be lost with them!"

Hayley Ingleson - Practice Learning Facilitator, Leeds

"The NHS Knowledge and Library Specialists are unsung heroes aiming to support those working in the NHS. They share their impressive knowledge about advancing library resources, get us the latest evidence papers and raise awareness about critical topical books.

With their help we are provided with personal or professional literature at our fingertips. They save us time and open up possibilities. Their input allows us to focus on what matters the most which is direct patient care. They should continue the movement with the unlimited vigour that I have seen."

Dr Mohammed Sattar - GP Partner & Chapeltown PCN Clinical Director, Leeds



I have found my Library and Information Specialist for Primary Care to be an invaluable resource and is a key member of the team. I have received excellent support with resources and advanced searches, things that would have otherwise taken me a huge amount of time.

Hannah Beba - Senior Clinical Pharmacist, West Yorkshire ICB



How are we improving access to, and use of, research evidence for staff working in primary care?

Mobilising evidence and knowledge activity



September 2021 - December 2022



Evidence searches and summaries



September 2021 - December 2022





Investment made in each successful vanguard site was **50k** per annum



If apply [Value Proposition: The Gift of Time](#) this presents an economic net benefit of **70K** per annum



Net economic benefit of entire Vanguard across the 2 years: **£1,050,000**

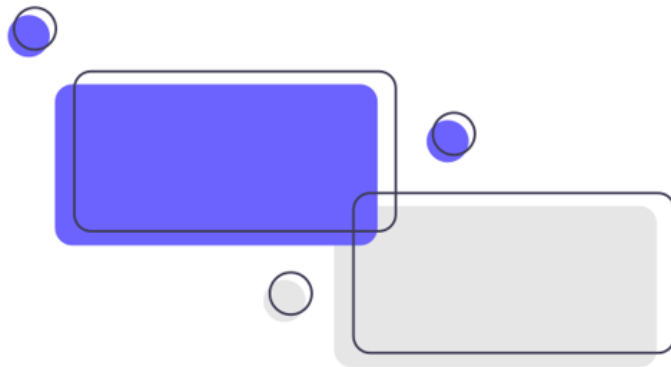


If the embedded roles were expanded to each of the 42 Training Hubs you would get a net economic benefit of **£2,940,000** per annum



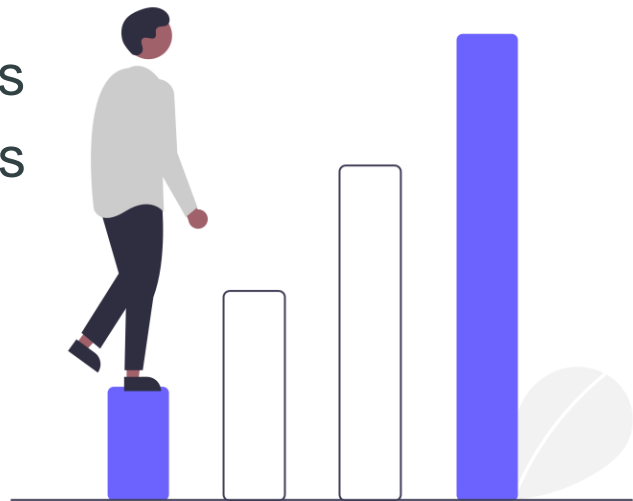
Challenges

- Comprehensive nature of role
- Geographical size of area
- Awareness of primary care workforce
- Capacity: what to prioritise
- Fixed term pilot & gathering of evidence



Next steps

- Build on contacts made and new opportunities
- Continued promotion of service and resources
- User feedback/evidence of impact
- Business case



Any questions?
