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Newsletter

CHSS
University of Kent

Centre for Health Services Studies

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CHSS Annual Open Lecture 2016 – is this the future for Primary Care?

We are delighted to announce our third CHSS Annual Open Lecture will be given by Trisha Greenhalgh, Professor of Primary Health Care Sciences at The University of Oxford. *'Remote video consultations: Expectation, hubris, hype and evidence'* will take place on 6 October 2016 at 6pm at the University of Kent. Trisha will discuss remote video consulting between patients and their doctors and nurses.

(See page 5 for more details)



Excellence in health research

CHSS events report

CHSS researchers honoured guests at humanitarian event

CHSS Researchers Kate Hamilton-West and Tracy Pellatt-Higgins were recently guests of honour at an event held at the Royal Albert Hall with humanitarian and spiritual leader Sri Sri Ravi Shankar, founder of the International Association for Human Values (IAHV).

Sri Sri Ravi Shankar's vision for a stress-free, violence-free world has inspired initiatives across the globe focusing on common human values above the boundaries of race, nationality and religion.

Kate and Tracy have been working with Dr Farnaaz Sharief, GP and project lead for local IAHV initiative *Manage Your Mind* which teaches practical techniques to help people manage stress. Their service evaluation of the *Manage Your Mind* programme will be submitted for publication later this year.

KAPCU seminar

Exploring the role of Physician Associates within general practice



2016 International Collaboration for Community Health Nursing Research (ICCHNR)

Registration open until 31 August 2016

International Symposium: 'Changing populations, changing needs: Directions and models for community orientated primary care'



Thursday 15 and Friday 16 September 2016
University of Kent, Canterbury, UK

Find out more on the ICCHNR website www.icchnr.org

Dr Vari Drennan is Professor of Health Care and Policy Research at Kingston University and St George's University of London.

In June she delivered a fascinating seminar in the CHSS Knowledge Management Centre. The large audience heard findings from research into the role of 'Physician Associates' (formerly Physician Assistants) in England, a new group of primary care health professionals.

Vari outlined the history of PAs from first inception in the United States. In 2014 the UK Government pledged 1000 PAs by 2020 to ease the burden on general practice.

Funded by the NIHR Health Services and Delivery Research programme, the project studied the impact of PAs in selected surgeries in terms of effectiveness, quality, cost and acceptability.

It found that PAs are effective and efficient in complementing GPs' work and may provide an acceptable and flexible addition to the workforce.

More information about this research is available in the NIHR journals library. www.journalslibrary.nihr.ac.uk/hsdr/volume-2/issue-16#abstract

For future KAPCU seminar details, visit our events page or contact Helen Wooldridge: h.l.wooldridge@kent.ac.uk



Look out for all future CHSS events on our calendar www.kent.ac.uk/chss/events/events.html and on Twitter @CHSS_Kent

Research news

SUSTAINable TAllored INtegrated care for older people in Europe (SUSTAIN)



SUSTAIN is a four year project (2015-19) funded by the European Commission's Horizon 2020 programme. It aims to improve integrated care for older people living at home with multiple health and social care needs.

Working in partnership are seven European countries (UK, The Netherlands, Norway, Austria, Spain, Germany and Estonia). Each one will evaluate two partially-implemented integrated care initiatives and work to improve and adapt them. SUSTAIN will ensure that improvements can be applied and adapted to other European health and care systems. The project focuses on four key domains – patient-centredness, prevention orientation, safety and efficiency.

The SUSTAIN team:

- Conducted baseline assessments using quantitative and qualitative approaches to examine the four domains
- Using information from the assessments, work with the team and local stakeholders over 18-months to co-design and implement tailored improvements
- Evaluate improvements to the integrated care initiatives after implementation.



Benefits:

- Better outcomes of integrated care delivery through tailored improvements which have been implemented and evaluated
- a set of tried and tested practical measures and indicators for future evaluations and performance monitoring
- a toolbox of information to carry out evidence-based integrated care
- a 'roadmap' to design, establish and maintain models of integrated care focused on older people with complex needs.

The SUSTAIN team have now completed the baseline assessment and written both national reports and an overall European report which will shortly be available on the project website.

SUSTAIN partners have held workshops and steering groups with key stakeholders to develop the tailored improvements and implementation plan.

For more information visit the project website and sign up for monthly newsletters: www.sustain-eu.org



CHSS team joins international colleagues at Ukraine public health workshop

On June 29-30, 2016, CHSS (University of Kent) and Kyiv Economic Institute at Kyiv School of Economics (KEI-KSE) held a Workshop in Kyiv 'Methods for Public Health Programs' Analysis and Evaluation in Ukraine.

The workshop attracted over 60 participants from the Ukrainian healthcare system and the emerging Public Health profession. There were presentations of findings from the CHSS/KEI project 'Feasibility Study: Effectiveness of Public Health System (Programmes/Policies) in Combating Severe Population Health Crisis in Ukraine'.

CHSS Director Professor Stephen Peckham and Professor Olena Hankivsky (Simon Fraser University, Canada) gave a comparative analysis of UK and Canadian public health. They also led stimulating discussion on perspectives for the development of the Ukraine system.

Dr Erica Gadsby (CHSS) and Anna Kvit (KEI-KSE) presented an evaluability assessment of the Ukraine national diabetes programme. Dr Olena Nizalova (CHSS) led a training module on public health funding prioritisation, and presented results of two studies; 'Evaluation of the Mother and Infant Health Project in Ukraine' and 'Impact of TB Epidemics of Productivity'.



International news

CHSS welcomes international visitors

Professor Ryozo Matsuda

Professor Ryozo Matsuda arrived at CHSS in June this year from Ritsumeikan University in Kyoto. He received a warm UK welcome. In October 2013, CHSS Director, Stephen Peckham and Research Fellow Erica Gadsby went to Japan as part of a UK delegation to a Japanese public health conference where they met Ryozo. He is now returning the visit, working in CHSS with Stephen as well as pursuing his own research on health system governance.

Ryozo is a leading health policy researcher from Japan with interests in health services research and public health research. CHSS is supporting his stay in the UK which is funded by a grant from his employing University for his current sabbatical. Before coming to CHSS, he spent time at the Institute for Research and Information in Health Economics (IRDES) Paris, France.

Ryozo first came to the UK as a student at University of London, then LSE health 2008.

He and his wife have enjoyed seeing Canterbury Cathedral and walking to Whitstable. He loves the University's hill-top campus location and is currently enjoying the good UK summer weather (at the time of writing anyway!)

www.ritsumeihuman.com/en/members/read/id/25

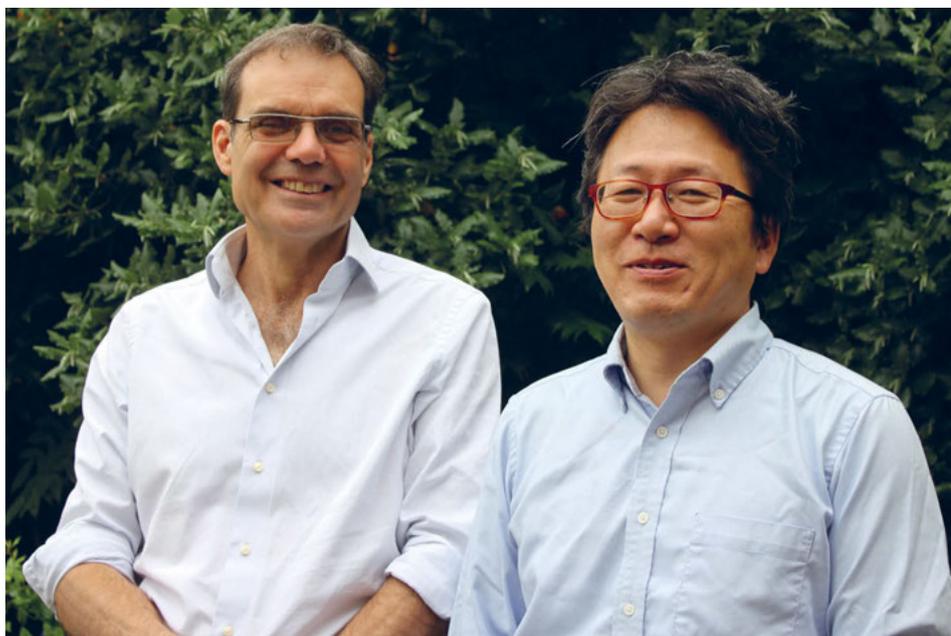
Dr Silvia Garcia Mayor

Dr Silvia Garcia Mayor is a post-doctoral researcher at the University of Malaga.

She will be working with CHSS Professor Patricia Wilson in Kent Academic Primary Care Unit (KAPCU).

Her work provides an opportunity of cross comparison between Spain and England of integrated care for older people.

She will be linked into active CHSS projects and evaluations and will be involved in the ICCHNR Symposium on future primary and community care workforce models (see p2).



Jenny's friendly welcome in Europe

In June, Professor Jenny Billings contributed to a Friends of Europe Roundtable discussion 'Disruptive models of healthcare for Europe', in Brussels. Disruptive in this context refers to the type of innovation urgently needed to shake up healthcare systems, relieve suffering and extend European health.

A series of three high-level roundtable discussions will examine the steps needed to create 'disruptive models' to overhaul and improve healthcare systems. Friends of Europe is a leading think tank that connects people, stimulates debate and triggers change to create a more inclusive, sustainable and forward-looking Europe.

Find out more at:
www.friendsofeurope.org/event/disruptive-models-of-healthcare-for-europe-building-value-networks-for-change



CHSS Open Lecture 2016

Is this the future for Primary Care?

Continued from front cover



CHSS Director, Professor Stephen Peckham says 'CHSS is delighted and honoured that Professor Trisha Greenhalgh has agreed to give our third annual open lecture. Trisha is Professor of Primary Care Health in the Nuffield Department of Primary Care Health Sciences at The University of Oxford and her lecture will discuss whether remote video consultations are the part of the future of Primary Care in the UK'.

Politicians are currently fond of the futuristic image of patients consulting their doctors and nurses using remote technology. Remote video consulting (using Skype, Facetime or comparable software) is commonplace in parts of the world where some citizens live in truly remote areas (eg Australia).

Ironically, remote consulting may also have potential in cities clogged by traffic (as, for example, it becomes less and less feasible for clinicians to drive to 'house calls'). In this country, policy discourse envisages a proximate future in which remote technology produces more efficient services, less stressed staff and more satisfied patients. Some clinicians are enthusiastic; others not so sure. Likewise with patients. As always, the devil is likely to be in the detail!

This lecture will review the evidence base on what is known, what is not known and what is inherently uncertain about remote video consulting. In particular, Professor Greenhalgh will present preliminary data from the NIHR-funded VOCAL (Virtual Online Consultations – Advantages and Limitations) study of remote video consulting in the NHS (www.nets.nihr.ac.uk/projects/hsdr/135926).

Darwin Conference Suite at the University of Kent is the venue for our annual open lecture this year and will be held on 06 October at 6pm. There's a free drinks reception from 5.30pm. Why not join us for a very interesting evening?

See www.kent.ac.uk/chss/news/?view=1083 for full details.



Open Lecture to highlight challenges for future of general practice

Stephen Peckham, Professor of Health Policy, CHSS Director:

'Trish's talk for this year's annual lecture comes at a time when there are major concerns about the workload and future of general practice.'



'Here in CHSS we have been working with local primary care organisations and GPs to support current practice and develop new ways of working. The use of new technology may offer one way of addressing an increasing workload.'

'Professor Greenhalgh's talk is therefore very timely'.

Patricia Wilson, CHSS Professor of Primary and Community Care:

'There is no doubt that demand on general practice and primary care has never been greater. The exact reasons for this are unclear, it is most likely a mix of factors including the changing age profile and associated long term conditions, plus changing public expectations of the health service including a desire for easier access to clinicians.'



'We look forward to hearing Trisha Greenhalgh's insight on this, and in particular her thoughts on whether remote video consultations are part of the answer for sustainable primary care. We can see that it may meet the needs of those tied to the home (for example with caring commitments), or those who want a consultation without having to leave the workplace.'

'But what is the experience for patients and clinicians? What effect might it have on the patient-clinician relationship? And will it actually have any positive benefit in terms of workload for all those concerned? And I include patients and the public here whose workload may include hours of trying to get through to their practice to arrange a convenient appointment.'

'I am really looking forward to Professor Greenhalgh's lecture – as one of the most eminent in her field this is a presentation not to be missed'.

CHSS people

Annette King

Annette's research is focused on evaluating health service and social care interventions and policy. She is a qualitative researcher with a wide range of experience in applied health research and an eclectic project portfolio. Annette is Academic Lead for the Kent Team of the NIHR Research Design Service South East.



Annette what brought you to the UK?

I came to England in my twenties to learn the language, and liked it here. So after studying first in Germany, I came back, started another degree course, met my husband and have been here since.

Where did you grow up and what is your background?

My wider family, which is huge – more a clan – comes from North Western Germany not far from the Dutch border – flat country, pretty rural, although coal mining was a mainstay of industry. We still have a large and loud presence there. When I was six my parents moved from the village to Essen, in the traditional industrial German heartland, the Ruhr valley. Much heavy industry had gone by then, but the heritage still remains. I am very fond of Essen, it was a good place to grow up and I still have friends there. I went to Grammar school – I loved school – and left with my Abitur Qualification. A year later I went to study language and literature at Muenster University and eventually moved permanently to the UK.

Tell us about your journey to CHSS

I have worked in various research settings; in academia at the University of East London and London School of Hygiene and Tropical Medicine. I was a social researcher in the Cabinet Office and then joined the NHS as a research Programme Manager. I linked with CHSS through a colleague at East Kent Hospitals and in 2007 joined as Business Development Manager.

So you've been with CHSS for nine years – what do you like about it?

It's a very friendly and supportive environment. There are really good skills in CHSS. It's great to be part of the University and in particular the School (Sociology, Social Policy and Social Research) with all the opportunities for academic linkage that offers. It was a real bonus to work with Kent Business School during my MBA and the School of European Culture and Languages through the Archaeology degree. And the setting of the University is very nice – when the sun shines!

You've been involved in many interesting projects – any highlights?

I've enjoyed collaborating with colleagues from other universities and the NHS. I've built up a big network and been involved in a diverse range of topics across disciplines. There have been a lot of highlights, but I would mention projects on the postural care needs of children with physical disabilities, evaluation of a new hospice community service, research on long-term stroke, and GP practice training.

Your role with the RDS SE must offer a lot of variety

Yes, and it's a great team. We have a lot to offer the local research community. As Academic Lead in Kent I manage the team and we work to take the service forward. The RDS provides design and methods advice to health professionals and academics who are developing research funding proposals. I've been involved since 2008 when RDS began, and it's been good to see it evolve. It's exciting to see projects we supported get funded and develop successfully. We are proud to play our part in this. I love seeing people's research careers blossom from getting their first grant; taking it further each time. I find that we are always learning in the RDS SE, because there's always something interesting and new. (See more about the RDS below).

Speaking of learning, you have built up a large academic knowledge base, but do you have any unrealised academic or career ambitions?

In the UK, I studied Sociology and Political Economy at City University, have a Post-graduate Diploma in Health and Social Care Management (de Montfort). I am also an alumna of the University of Kent Business School MBA (Merit) and the Ashridge NIHR leadership programme. I'm always keen to learn new things though.

What are you most proud of in your career or outside of it?

It is rewarding to test yourself with new challenges. Working in research is a new challenge each time and I love developing and carrying out new projects. Personally and outside work, this year I finally completed my BSc Archaeology at Kent. It has been a long haul and hard work, but worth it!

It is a skill to be able to write fluently in a second language!

When it comes to my English, I think of myself as just about 'good enough', I wasn't a 'language person' at school and still see myself as learning and improving. When you're tired or under pressure is it harder to do it well. I do regret that I've lost the German a bit. Ironically, when I go to Germany, I seem to have acquired a British accent and I get praised for 'being fluent in German'. It is certainly difficult to manage two languages at once – I couldn't be an interpreter!

How do you like to relax – do you have any hobbies?

I enjoy running but just for fun, I don't do marathons or anything. I do like the arts; museums and theatre. I love travelling – it's time out. My dream trip would be South America. From an archaeology perspective, I'd love to visit Machu Picchu in South America. I recently became a Practitioner of Archaeology and have joined a group who are involved in digging.

Speaking of digging, this year I created my first vegetable garden. I've really enjoyed it and am happy to report remarkable success with my broad beans! Beginner's luck!

Find out more about Annette's research on her Staff Profile page.

NIHR Research Design Service South East

RDS SE – FREE advice and support on all aspects of research design

Since 2008 CHSS has hosted the RDS SE at the University Kent. The service also operates from Brighton and Surrey Universities. Funded by the National Institute for Health Research (NIHR) the RDS supports teams and individuals preparing applications for health and social care research funding. See more at: www.rds-se.nihr.ac.uk

Other news...

Older patients taking antihypertensive medication despite having low blood pressure



A new study published in *Age and Ageing* finds that a significant proportion of patients over 70 stay on on antihypertensive medication, despite having low blood pressure. This can have a significant effect on mortality rates and admissions to hospital.

After analysing results of 11,167 patients over 70, the researchers found that hypotension was independently associated with increased mortality and hospital admissions. Of the 1899 people with some degree of low blood pressure, 1246 were on antihypertensive medication (lowering blood pressure).

Lead author, CHSS Professor Chris Farmer, explained: 'Treating hypertension in old age reduces strokes and other cardiovascular events. However in elderly patients with multiple risks, there is a trade-off between using antihypertensives to reduce the risk of future disease and increased risk due to adverse effects of medication.'

'Once medication is initiated', Professor Farmer continued, 'it is not always regularly reviewed to adjust for physiological changes associated with ageing and the effects of additional drugs.'

When analysing the patients with the lowest level blood pressure, almost 70 per cent were taking antihypertensives. The number taken was not significantly associated with mortality. The study did stress that it is not known whether the hypotension resulted from severe illness which was the primary cause of hospital admissions or whether it was the hypotension itself. Despite this, the authors argued the importance of their finding: a clinically significant proportion of elderly people on antihypertensive drugs are hypotensive.



They concluded that the consequences of hypotension due to drugs are potentially costly to the NHS and have a negative effect on the quality of life of older patients. They have recommended that treatment must be regularly reviewed to balance the risk and benefits, and further trials are needed to establish which older people are most likely to derive more benefit than harm from treatment.

Congratulations

Warm congratulations to our students on the CHSS iBSc Management in Primary Care, who graduated on 15 July in Canterbury Cathedral. A small tea party was held afterwards in CHSS to toast the successful graduates. We wish them all the very best for their future careers. Do keep in touch!

MSc Applied Health Research

The MSc Applied Health Research equips you with skills to design, carry out and publish research in health care.

For further information contact
Dr Kate Hamilton-West
E: K.E.Hamilton-West@kent.ac.uk
www.kent.ac.uk/courses/postgraduate/754/applied-health-research

New selected CHSS publications 2016

Peckham S (2016) Decentralisation – A Portmanteau Concept that Promises Much but Fails to Deliver? Comment on 'Decentralisation of Health Services in Fiji: A Decision Space Analysis'. *International Journal of Health Policy and Management* ISSN 2322-5939 E-ISSN 2322-5939 (In press)

Niksik M, Racht B, Warburton F G and **Forbes L J L** (2016) Ethnic differences in cancer symptom awareness and barriers to seeking medical help in England. *British Journal of Cancer* 115 pp136-144 ISSN 0007-0920 E-ISSN 1532-1827

Abrahamson V, Jensen J, Springett K and Sakel M (2016) Experiences of patients with traumatic brain injury and their carers during transition from in-patient rehabilitation to the community: a qualitative study. In *Committing to Excellence: A Celebration of Interdisciplinary Practice*, East Kent Hospitals University NHS Foundation Trust

Yang W, Jingwei He A, Fang L and Mossialos E (2016) Financing institutional long-term care for the elderly in China: a policy evaluation of new models. *Health Policy and Planning* ISSN 0268-1080 E-ISSN 1460-2237 (doi:10.1093/heapol/czw081)

Coleman A, Dhese S and **Peckham S** (2016) Health and Wellbeing Boards: The new System stewards? In Exworthy M, Mannion R and Powell M (Eds) *Dismantling the NHS? Evaluating the Impact of Health Reforms*, Bristol: Policy Press, pp279-300

Checkland K, Coleman A, McDermott I and **Peckham S** (2016) Clinically-led Commissioning: past, present and future? In Exworthy M, Mannion R and Powell M (Eds) *Dismantling the NHS? Evaluating the Impact of Health Reforms* Bristol: Policy Press pp149-170

Jenkins L, Bramwell D, Coleman A, **Gadsby E**, Ogilvie J, **Peckham S** and Segar J (2016) Findings from Surveys of Directors of Public Health and Elected Members in English Local Authorities 2014 & 2015; Second Survey Report April 2016, Policy Research Unit in Commissioning and the Healthcare System

Details of all CHSS current and past research is available on our website:
www.kent.ac.uk/chss/research/current.html

Staff news

Information about all CHSS staff can be found on our website: www.kent.ac.uk/chss/staff/index.html

CHSS 2016 Awayday



CHSS' 2016 Awayday took place on 18 May in the impressive Canterbury Cathedral Lodge.

It was a chance for the whole team to get together to exchange ideas and discuss strategy towards 2020.

Director Stephen Peckham and Administrator Di Arthurs led the morning's activities. After lunch and a walk round the gardens, staff worked in groups on a strategic plan for CHSS.

Thanks to Cathedral Lodge staff for their warm welcome and hospitality.

Welcome to new staff...

Dr Rebecca Cassidy Research Associate

Rebecca's interests include patient experience, long-term medication and HIV/AIDS. She is working on the project; Kent Medicine Support in Stroke and TIA (KeMiST).

Dr Eirini-Christina Saloniki Research Associate

Eirini's post is a joint one between CHSS and PSSRU. She is a health economist with interests in the economics of disability, economics of discrimination, applied microeconometrics and labour economics.

Katie Saxby RDS SE Data Support and Information Officer

Katie's role includes producing information from the RDS SE database to inform service development.

Congratulations!

Annette King

On gaining first-class honours in her BSc Archaeology. Very well done Annette!

Diane Arthurs

On well-deserved promotion to School Administration Manager for Politics and International Relations.

About CHSS

CHSS is a centre of research excellence which undertakes high quality research into a wide range of health systems and health services issues at local, national and international levels. CHSS also supports and advises health care staff to develop and undertake research projects. CHSS collaborates with a wide range of partners in Kent, the UK and in other countries to improve the links between research, policy and practice.

Please see the CHSS website for details of current and previous research and publications.

Details of current CHSS vacancies and studentships can be found at: www.kent.ac.uk/chss/vacancies.html

