

# FROM EVIDENCE TO PRACTICE: IMPLEMENTING CHANGE IN PRIMARY CARE

## Workshop Programme

9 October 2014 (9.30-16.30)

9.30-10.00	Registration and coffee		
Chair: Professor Bie Nio (Pauline) Ong			
10.00-10.15	Welcome and introduction, Professor Bie Nio (Pauline) Ong		
10.15-10.45	Barriers and facilitators of implementing complex interventions in primary care Speaker: Professor Elizabeth Murray		
10.45-11.00	Discussion, led by Professor Carl May		
11.00-11.30	Coffee and refreshments		
Chair: Professor Krysia Dziedzic			
11.30-12.00	Effectiveness of strategies for changing professional practice Speaker: Ms Rosa Lau		
12.00-12.30	Discussion, led by Professor David Haslam		
12.30-13.00	Making sense of the Normalization Process Theory toolkit in practice Speakers: Professor Bie Nio (Pauline) Ong and Dr Tim Rapley		
13.00-14.00	Lunch		
14.00-15.00	Workshop* session 1 – Using a toolkit to:		
	a: Develop a complex intervention	b: Evaluate a complex intervention	c: Implement a complex intervention
15.00-15.15	Coffee and refreshments		
15.15-16.15	Workshop* session 2 - Using a toolkit to:		
	a: Develop a complex intervention	b: Evaluate a complex intervention	c: Implement a complex intervention
16.15-16.30	Final Plenary: Reflections and next steps Speaker: Professor Carl May		



### **\*Workshop Details:**

Using a toolkit to:

Workshop a. Develop a complex intervention.

This workshop is aimed at individuals involved in developing new ways of working. Examples could include development of a new practice guideline for a specific condition, changing referral pathways across a CCG, or developing a new model of care. Participants will learn to apply the toolkit during the development and design process to ensure that the new way of working has the best likelihood of being implemented.

Workshop b. Evaluate a complex intervention.

Running research in primary care can be challenging, particularly in terms of recruiting participants and adherence to research protocols. However, some of these problems are foreseeable and avoidable. This workshop will help individuals use a toolkit to think through the design of their research, to ensure that the research procedures can run smoothly in primary care.

Workshop c. Implement a complex intervention.

This workshop will help individuals use the toolkit to plan a specific implementation in their organisation. Examples of potential implementations include the roll-out of a new care pathway, reducing prescribing costs, or introducing a new IT programme.

## Brief biographies of speakers/chairs

### Professor Elizabeth Murray PhD FPCGP FRCPE



Elizabeth Murray is a GP and Professor of e-Health and Primary Care. She established the e-Health Unit at UCL in 2003 to focus on the use of new technologies, such as the Internet and mobile phones, to improve health and health care. The Unit has grown rapidly and now has around 20 staff, including 8 PhD students.

### Professor Bie Nio (Pauline) Ong PhD



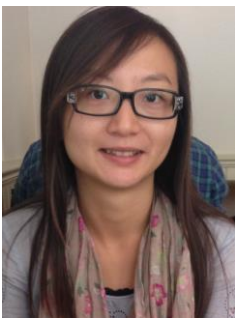
Bie Nio (Pauline) Ong is Emerita Professor of Health Services Research. She has carried out research in areas such as implementation of complex interventions in primary care, patients' experiences of living with chronic illness and pain. She has been a non-executive director and Chair of NHS Trusts, and currently chairs the End of Life Partnership. She is a member of the National Advisory Group for Clinical Audit and Enquiries.

### Professor Krysia Dzedzic PhD



Krysia Dzedzic qualified as a physiotherapist at Manchester Royal Infirmary in 1982. Her clinical career was combined with a research career when she completed her PhD at Keele University in 1997. Krysia then became a Senior Research Fellow at Keele and West Midlands Physiotherapy Clinical Trialist. In 2000 she was appointed Arthritis Research UK Senior Lecturer in Physiotherapy, and in 2010 was awarded a personal Chair by Keele, as Arthritis Research UK Professor of Musculoskeletal Therapies.

### Ms Rosa Lau MSc



Rosa Lau is a PhD student at the e-Health Unit, UCL. After obtaining a BSc and MSc at the LSHTM, she worked as a data manager/ trial coordinator in Phase III clinical trials at the Institute of Cancer Research. Following this, she was appointed as research assistant at Imperial College London. She then went on to work as research fellow at the Royal College of Physicians (National Clinical Guideline Centre) and was involved in the development of NICE clinical guidance.

### Dr Tim Rapley PhD



Tim Rapley is a Lecturer in Medical Sociology at the Institute of Health and Society, Newcastle University. He has carried out research into the implementation and evaluation of complex interventions in secondary care and into patient, family and professional experience of paediatric, adolescent and adult rheumatological care.

## Brief biographies of discussants

### Professor David Haslam CBE FRCP FRCGP FAcadMed



David Haslam is Chair Designate of the National Institute for Health and Care Excellence, and will become Chair in April 2013. He is also National Clinical Adviser to the Care Quality Commission, immediate past-President of the British Medical Association, immediate past-President of the Royal College of General Practitioners, and visiting Professor in Primary Health Care at de Montfort University, Leicester. He was a GP in Ramsey, Cambridgeshire, for many years and is also chair of the NHS Evidence Advisory Committee, co-chair of the NHS Future Forum Information subgroup, a member of the NHS National Quality Board and chair of the NQB Quality Information Committee, a Fellow of the Royal College of GPs, a Fellow of the Faculty of Public Health, a Fellow of the Academy of Medical Educators, and a Fellow of the Royal College of Physicians. David was Chairman of the RCGP from 2001 to 2004, and was a member of the NHS Modernisation Board, vice chairman of the Academy of Medical Royal Colleges, a member of the Postgraduate Medical Education Training Board, a member of NHS MEE, and co-chair of the MMC Programme Board from 2006-9. He has written 13 books, mainly on health topics for the lay public and translated into 13 languages, and well over a thousand articles for the medical and lay press. He was awarded the CBE in 2004 for services to Medicine and Health Care.

### Professor Carl May



Professor Carl May, Associate Director of Research at Southampton University Faculty of Health Sciences, is a social scientist with longstanding interests in professional knowledge and practice, implementation studies of complex healthcare interventions and health technologies using organisational ethnography and discourse analysis, and theory building and testing.

Carl's own research over the next few years will focus on the changing dynamics of professional-patient interactions, socio-technical changes in healthcare, ways of implementing, embedding and integrating interventions, technologies and practices in everyday life and how healthcare can be delivered in minimally disruptive ways.

Carl joined Southampton in 2010 from Newcastle University.

## List of Delegates

Name	Institution	e-mail address
Agarwal, Shona	University of Leicester	Sa144@le.ac.uk
Armstrong, Natalie	University of Leicester	na144@le.ac.uk
Bailey, Simon	University of Manchester	Simon.bailey@mbs.ac.uk
Baim-Lance, Abigail	University College London	a.baim-lance@ucl.ac.uk
Ballini, Luciana	Agenzia Sanitaria e Sociale Regionale	luballini@regione.emilia-romagna.it
Begh, Rachna	University of Oxford	Rachna.begh@phc.ox.ac.uk
Begley, Amanda	UCL Partners	Amanda.begley@uclpartners.com
Berg, Geoffrey	South London Commissioning Support Unit	g.berg@nhs.net
Bewers, Melanie	CLCH	melbok@hotmail.com
Bhurke, Sheetal	NIHR NETSCC	s.d.bhurke@soton.ac.uk
Binmoammar, Turki	Imperial College London	Turki.am@hotmail.com
Blunt, Christine	Imperial College London	Christine_blunt@msn.com
Bolt, Carrie	NIHR Southampton BRC	Carrie.bolt@uhs.nhs.uk
Bridges, Jackie	University of Southampton	Jackie.bridges@soton.ac.uk
Brindle, Peter	West of England AHSN	Peter.brindle@nhs.net
Brown, Benjamin	University of Manchester	Benjamin.brown@manchester.ac.uk
Brown, Eleanor	NHS Merton CCG	Eleanor.brown2@nhs.net
Burke, Michelle	Kings College London	Michelle.burke@kcl.ac.uk
Charles-Jones, Huw	West Cheshire CCG	Huw.charlesjones@nhs.net
Chisholm, Anna	University of Manchester	Anna.chisholm@manchester.ac.uk
Clark, Ruth	EMIS	Ruth.clark@e-mis.com
Clements, Jake	NIHR CLAHRC NWL	j.clements@imperial.ac.uk
Cooper, Lucy	University of Liverpool	Lmc82@liv.ac.uk
Cottom, Sonia	Pain Association Scotland	scottom@painassociation.com
Coventry, Peter	University of Manchester	Peter.a.coventry@manchester.ac.uk
Cramp, Fiona	University of the West of England, Bristol	Fiona.cramp@uwe.ac.uk
Crowe, Sonya	University College London	Sonya.crowe@ucl.ac.uk
Curry, Natasha	Nuffield Trust	Natasha.curry@nuffieldtrust.org.uk
Davies, Anna	City University London	Anna.davies.2@city.ac.uk
Dimitris, Nicolas	Citigroup	Nicolas.dimitris@yahoo.com
Donetto, Sara	Kings College London	Sara.donetto@kcl.ac.uk
Dziedzic, Krysia	Keele University	k.s.dziedzic@keele.ac.uk
Dures, Emma	University of the West of England, Bristol	Emma2.dures@uwe.ac.uk
Edgar, Lesley	NICE	Lesley.edgar@nice.org.uk
Eldridge, Sandra	Queen Mary University of London	s.eldridge@qmul.ac.uk
Everitt, Hazel	University of Southampton	hae1@soton.ac.uk
Ewing, Gale	University of Cambridge	Ge200@cam.ac.uk
Fagan, Lucy	All Party Parliamentary Health Group	Lucy.fagan@healthinparliament.org.uk
Farquhar, Morag	University of Cambridge	Mcf22@medschl.cam.ac.uk
Finch, Tracy	Newcastle University	Tracy.finch@ncl.ac.uk
Gillett, Karen	Kings College London	Karen.gillett@kcl.ac.uk
Girling, Melissa	Newcastle University	Melissa.girling@ncl.ac.uk
Gomez, Luz Angel	Garedam	Luz.gomez.12@alumni.ucl.ac.uk
Hall, Amanda	University of Oxford	Amanda.hall@georgeinstitute.ox.ac.uk
Hamilton, Fiona	London Borough of Richmond	f.hamilton@ucl.ac.uk
Hanna, Jackie	NIHR CLAHRC NWL	Clahrc.events@imperial.ac.uk
Hartman-Boyce, Jamie	University of Oxford	Jamie.hartman-boyce@phc.ox.ac.uk
Haslam, David	NICE	david.haslam@nice.org.uk
Hassounah, Sondus	Imperial College London	s.hassounah@imperial.ac.uk
Hayward, James	North West Ambulance Services NHS Trust	James.hayward@nwas.nhs.uk
Henshen, Lisa	NEL CSU	Lisa.henschen@nelcsu.nhs.uk
Howard, Susan	CLAHRC Greater Manchester	Susan.howard@srft.nhs.uk

James, Liz	University of Southampton	e.p.james@soton.ac.uk
James, Phill	North West Ambulance Services NHS Trust	Phill.james@nwas.nhs.uk
Johnston, Karen	University of Lincoln	kjohnston@lincoln.ac.uk
Joynes, Rachel	Pancreatic Cancer UK	racheljoynes@gmail.com
Kandiyali, Rebecca	University of Southampton	r.s.kandiyali@soton.ac.uk
Kane, Karen	University of Manchester	Karen.kane@manchester.ac.uk
Karaczun, Mark	University of East Anglia	m.karaczun.uea.ac.uk
Karafillakis, Emilie	Imperial College London	e.karafillakis@imperial.ac.uk
Kennedy, Anne	University of Southampton	A.Kennedy@soton.ac.uk
Khan, Muhammad Usman	London Borough of Richmond	Usman.khan@richmond.gov.uk
Khelaifat, Nadia	University of Bristol	Nadia.khelaifat@bristol.ac.uk
Koczan, Phil	UCL Partners	Phil.koczan.nhs.net
Lai, Lily	University of Southampton	Lyw1g10@soton.ac.uk
Lau, Rosa	University College London	r.lau@ucl.ac.uk
Lindson-Hawley, Nicola	University of Oxford	Nicola.lindson-hawley@phc.ox.ac.uk
Loftus, Rosie	Macmillan Cancer Support	rloftus@macmillan.org.uk
Longhurst, Mari	Merton CCG	Mari.longhurst@mertonccg.nhs.uk
Lwembe, Saumu	London School of Hygiene and Tropical Medicine	Saumu.lwembe@lshtm.ac.uk
May, Carl	University of Southampton	c.r.may@soton.ac.uk
McArthur, Aileen	LIFT Psychology	aileenmcarthur@nhs.net
McBain, Hayley	City University London	Hayley.mcbain.1@city.ac.uk
McCleary, Nicola	University of Aberdeen	n.mccleary@abdn.ac.uk
Moore, Caroline	University of Cambridge	Cm718@medschl.cam.ac.uk
Morris, Kirsten	University of Manchester	kirsten.morris@student.manchester.ac.uk
Morris, Mervyn	Centre for Community Mental Health	mhhmorris@gmail.com
Muller, Ingrid	University of Southampton	i.muller@soton.ac.uk
Mulligan, Kathleen	City University London	Kathleen.mulligan.1@city.ac.uk
Murray, Elizabeth	University College London	Elizabeth.murray@ucl.ac.uk
Ong, Bie Nio (Pauline)	Keele University	b.n.ong@keele.ac.uk
Pope, Catherine	University of Southampton	cjp@soton.ac.uk
Rapley, Tim	Newcastle University	Tim.rapley@ncl.ac.uk
Reidy, Claire	University of Southampton	c.m.reidy@soton.ac.uk
Richmond, Helen	University of Oxford	Helen.richmond@ndorms.ox.ac.uk
Ross, Jamie	University College London	Jamie.ross@ucl.ac.uk
Roy, Paul	NHS Bristol CCG	Paul.roy@nhs.net
Sheringham, Jessica	University College London	j.sheringham@ucl.ac.uk
Soan, Sarah	NEL CSU	Sarah.soan@nelcsu.nhs.uk
Stevenson, Fiona	University College London	f.stevenson@ucl.ac.uk
Sumathipala, Kethakie	University College London	Kethakie.sumathipala.11@ucl.ac.uk
Thornton, Simon	Backwell Surgery	thorntonsimon@hotmail.com
Tonkin-Crime, Sarah	University of Southampton	Sktc1o07@soton.ac.uk
Treweek, Shaun	Aberdeen University	s.treweek@abdn.ac.uk
Tsang, Jung Yin	University Hospital of South Manchester	tsang.j@doctors.org.uk
Vennik, Jane	University of Southampton	j.vennik@soton.ac.uk
Winjobi, Adebimpe	London Borough of Richmond	Adebimpe.winjobi@richmond.gov.uk
Yaganti, Sarita	North West London CSU	s.yaganti@nhs.net
Zolle, Olga	Clinical Research Network, Wessex	Olga.zolle@nih.ac.uk