

HeLP-GP An innovative health literacy intervention in general practice

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on behalf of the HeLP-GP Research Group

Aim

To evaluate the implementation and effectiveness of a preventive intervention in primary care structured around the 5As framework supported by a mobile app, consultations with the practice nurse and/or referral to telephone coaching services



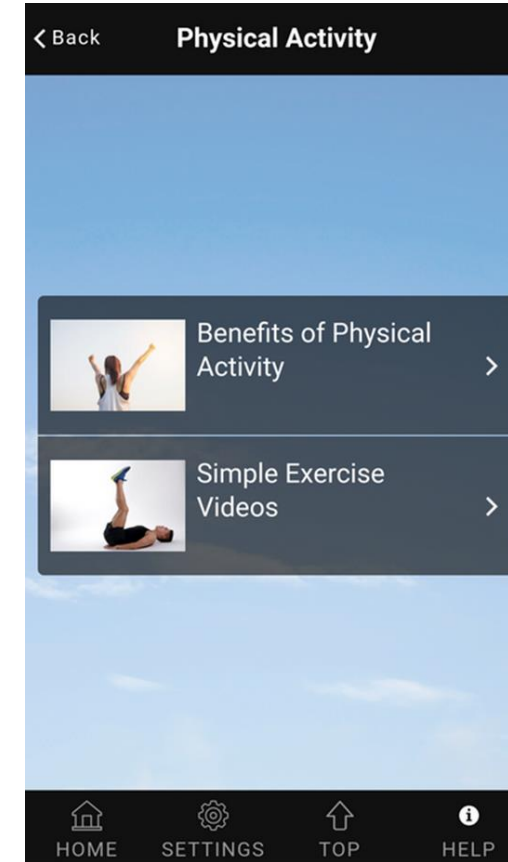
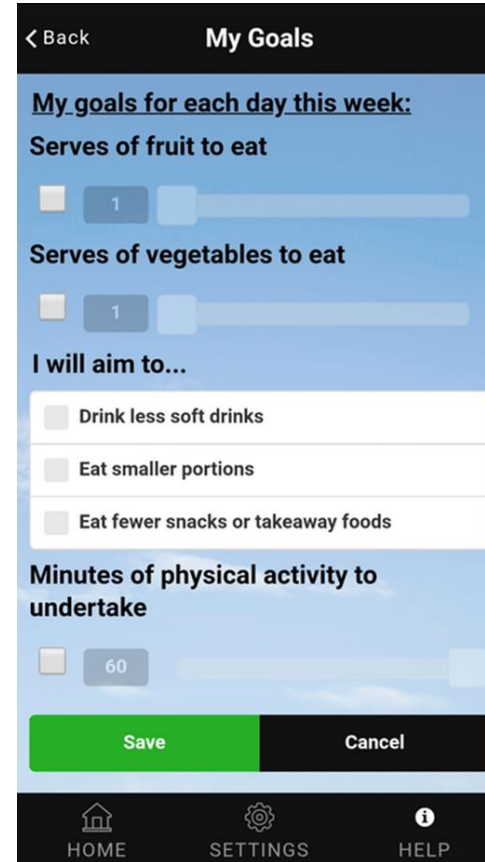
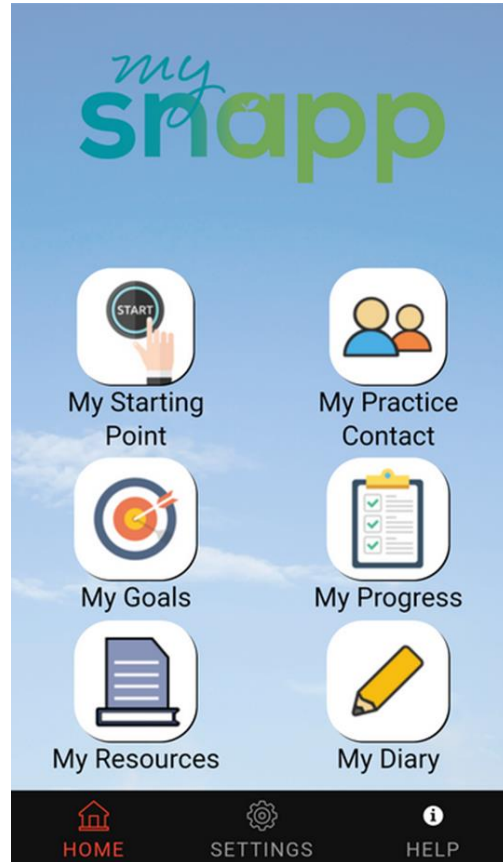
Rationale

- Low health literacy is a significant barrier.
- The complexity and quality of communication needs to be tailored to the skills and abilities of patients.
- Advice and support in the consultation needs to be complemented by interventions outside the consultation
- m-Health and text messages demonstrated prevent unhealthy weight gain in young adults but not in middle aged or older adults.

Clinical intervention

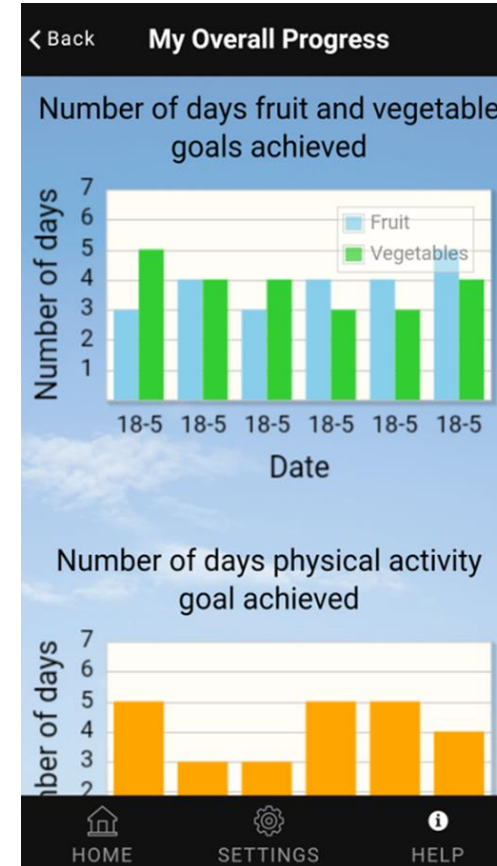


App development



Lessons so far

- App development is time intensive and costly and will require ongoing software and user support
- Adaptation to health literacy: multiple points of piloting are needed and feedback from the target population
- Practice staff require training and the practice needs to be prepared for use



Practice organisation

1. Clinical record audits with feedback on recording and levels of risk factors (BMI, BP, Lipids, Smoking),
2. Interactive online GP and PN training
3. Practice facilitation visits
4. System for enrolling eligible patients as they present
5. Health check visits with a practice nurse

Doctors Control Panel identifies eligible patients



Patient given information and consent for by reception. Discussed with GP or PN



Patient returns information and consent form by mail or box in practice



Research team contacts patient for phone interview



Patient reminded to make appointment for health check

Lessons so far

- Needs to fit with organisation and processes of each practice (including disruptions due to internal and external processes).
- Quality of collaboration with PHNs is critical to success
- Variability in practice IT systems and organisation and processes at the front desk and need for responsive IT support.
- Challenge to ensure online training is undertaken at the right time.
- Some (especially CALD) patients are reluctant to attend extra health check visits



Conclusion

- Study is ongoing due to finish late in 2019. Most of the lessons so far are from the practice rather than the consumer perspective.
- Interventions to address health literacy in general practice are inherently complex and require changes at both the clinical and organisational level.

