

# Tool 13 – PART/workload assessment

## Why you should use this tool

To help you as a practice or care agency to prioritise those conditions you will tackle next to provide self care support to patients. To review the frequency with which patients are consulting for specific conditions in your practice, group of practices or care agency.

## When to use this tool

In a practice or care agency planning day or team meeting – working in a group.

### What to do

Take some of the conditions listed in box 1 overleaf. These may be conditions for which patients might undertake more self care, or conditions where GPs, nurses and other care professionals are seeing patients who they believe do not need to consult them directly. Place these selected conditions in the matrix of box 2 according to whether they occur frequently and, if they do, the workload implications for the GP, (triage) nurse or other care professional. Either estimate the frequency and complexity of such consultations as a team, or collect or collate baseline data first.

- Take only the conditions you placed in the high-demand/low-complexity sector to begin with (bottom left quadrant of box 2) and place each one in as many quadrants as you wish in box 3
- Prevention, awaiting resolution, relief of symptoms and tolerance for a particular condition may all be relevant self care options to guide a patient to or train around; if so, write that specific condition in each of the four sectors of box 3. You might start with the three (or more) health conditions for which there is highest demand and least complexity.
- Take each of the conditions you placed in the matrix in box 3 and place them in a separate copy of the table in box 4, indicating which members of the practice, pharmacy or other care agency team are best placed to provide prevention, offer resolution, provide relief of symptoms or encourage tolerance of symptoms. Add extra rows to the table to accommodate other care professionals or patients/carers if they are also part of your team.



**Time:** up to an hour with ensuing discussion, as long as someone has collected baseline data on workload for the identified conditions. Additional time will be needed for subsequent action planning.

## How it works

It allows a practice or care agency team to prioritise one or more conditions for which there is potential opportunity to minimise practice or care agency team workload, but ensure similar or improved patient health and wellbeing outcomes. Thinking of the four components of self care support brings a wide perspective (see box 3). This is known as the PART model (Prevention, Await resolution, Relieve symptoms, encourage Tolerance).

## What to do next

Arrange a review meeting for the first conditions prioritised to report on progress, discuss barriers to action and highlight patients' responses. If all is going well, include other conditions; if progress is slow, focus on solutions that will re-affirm the culture of supporting and promoting self care for patients.

For more information on this tool, please click on [Tool 13](#) and the [illustrated care pathways](#)



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self care • •  
...because health matters •

## Supporting self care in primary care

Box 1 Examples of conditions for which patients consult a GP, practice or care agency team that might be amenable to enhancing patients' self care

Acne  
Acute constipation  
Acute diarrhoea  
Allergic/acute rhinitis/hayfever  
Allergy  
Anxiety  
Asthma  
Backache  
Breathlessness/wheezing  
Chronic constipation  
Conjunctivitis  
Cough  
Cystitis  
Depression  
Diabetes – type 1  
Diabetes – type 2  
Dizziness/giddiness/faintness  
Dry skin  
Dyspepsia/indigestion/heartburn  
Dysuria  
Enzema  
Fever/pyrexia  
Frozen shoulder/pain  
Gastroenteritis  
Haemorrhoids  
Head lice  
Hypertension  
Ingrowing nail  
Insomnia/sleep disturbance

Impotence  
Irritable bowel syndrome  
Knee disorder  
Menopause  
Menstruation disorder  
Migraine  
Mouth ulcer  
Nappy rash  
Nausea  
Obesity  
Oral thrush  
Pain in neck  
Palpitations  
Premenstrual tension  
Psoriasis  
Rash  
Sciatica  
Sinusitis  
Smoking cessation  
Sore throat  
Stress  
Tiredness  
Tonsillitis  
Upper respiratory tract infection  
Urinary incontinence  
Vaginal discharge  
Veruccae/warts  
Vomiting

## PART/workload assessment

Workload on GP/practice team (complexity and/or length of consultation)

| Box 2   |      | Complexity of consultation |     |
|---|------|----------------------------|-----|
|   |      | High                       | Low |
| GP/practice team workload associated with condition | High |                            |     |
|   | Low  |                            |     |

| Box 3 |  | Conditions to prioritise for self care support |                  |
|-------|--|--|------------------|
|       |  | Prevention                                     | Await resolution |
|       |  |  |                  |
|       |  | Relieve symptoms                               | Tolerance        |
|       |  |  |                  |

## Supporting self care in primary care

Box 4. Checklist of practice team members' roles in supporting self care for each selected condition

| Condition:            |            |                  |                  |           |
|-----------------------|------------|------------------|------------------|-----------|
|                       | Prevention | Await resolution | Relieve symptoms | Tolerance |
| GP                    |            |                  |                  |           |
| Nurse                 |            |                  |                  |           |
| Health care assistant |            |                  |                  |           |
| Practice manager      |            |                  |                  |           |
| Receptionist          |            |                  |                  |           |
| Pharmacist            |            |                  |                  |           |
| Patient group         |            |                  |                  |           |
| Other                 |            |                  |                  |           |