

The management of long-term conditions

Part of [Inquiry into the quality of general practice in England](#)

The proactive management of people with long-term conditions, including the promotion of self-care by patients, is a key priority for the NHS. General practice has a central role in delivering more integrated and personalised care, and in implementing policies that target 'at-risk' individuals with appropriate interventions.

Related document: [Managing people with long-term conditions](#)
(https://www.kingsfund.org.uk/sites/default/files/field/field_document/managing-people-long-term-conditions-gp-inquiry-research-paper-mar11.pdf)(701.99 KB, pdf)

What did we explore?

To inform its work, the Inquiry panel commissioned a research project to examine what constitutes best practice in managing long-term conditions, and how can this be measured. *Managing people with long-term conditions*, assesses the scope for significant quality improvements in this aspect of general practice care, with a specific focus on arthritis, diabetes, dementia and depression. The paper is written by a team from The King's Fund: [Nick Goodwin \(/node/115\)](#), Natasha Curry, [Chris Naylor \(/about-us/whos-who/chris-naylor\)](#), [Shilpa Ross \(/about-us/whos-who/shilpa-ross\)](#) and Wendy Duldig.

What have we learnt about the management of long-term conditions?

In March 2010 the Inquiry held a seminar on the management of long-term conditions with participants including GPs, practice nurses, NHS executives, health academics and patient representatives.

Key issues raised in discussion include:

- How general practices can be more proactive in the management of people with long-term conditions in local communities.
- How to ensure that general practice has access to staff with the multi-disciplinary skills necessary to manage complex patients effectively.
- What approaches can be used in general practice to better support patients to self-care.

What's your view?

During the inquiry, we asked for your opinions on this care dimension. You can read the comments submitted below.

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Improving the quality of care in general practice: Report of an independent inquiry commissioned by The King's Fund

This report, conducted by an independent panel of experts, aims to support the work of general practice and to provide a guide to ensure that quality is at the heart of the service.

24 March 2011

[\(/publications/improving-quality-care-general-practice\)](http://publications/improving-quality-care-general-practice)

Access to care

A range of factors contribute to whether patients feel they have good access to general practice care, including practice location, opening times, ease of arranging appointments, and speed of access. Performance by access criteria is now part of the...

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