

MODULE NO: BMSK4004
TITLE: Problem Solving and Decision Making
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Contents

Introduction.....	3
Identified problem and background information on the GP.....	4
Proposed range of tools to find solution.....	5
Evaluate range of solutions.....	7
Plan for implementing the solution.....	8
Plus, Minus Interest.....	9
Plan for stakeholders.....	10
Monitoring and review techniques.....	11
Conclusion.....	12
Reference.....	13

Introduction

Having problems is part of life, we will encounter them everywhere from a young age till the end of our time. Problems can be related to your finances, relationships, work or study, environment and the list can go on. As usual we may be facing a mix of small day-to-day problems as well as life's big challenges. No matter how big or small the problem may be, we all need ways of solving them. Brian Goodwin Said, "What you do not want to do is to get stuck in one particular state of order." As you can see from this statement it is important to try and adapt and move with society and the environment that we live in. We need to recognise when change is necessary and implement it to benefit the situation as this will allow certain events to be handled before it escalates into a disaster.

When we are challenged with health problems, we face selective issues related to our condition that will test how we cope with these conditions we will face problems in all different areas. This health condition can add an extra set of challenges to an individual, you may struggle with arranging hospital appointments around childcare and work, dealing with fatigue or pain, making big or small decisions about your treatment, managing relationships with health care professionals and communicating with others about your condition in work or home, to list just a few.

In this assignment I will be discussing a problem that I have noticed with in my own GP. The problem that has aroused is the patients needing to be seen for counselling therapy. The surgery has thousands of patients that need therapy and on top of that the waiting list can take years before you get to be seen by the therapist. What I intend to do in this assignment is identify different problem-solving tools and techniques that may help resolve the situation, then implementing to few techniques to see best results. I shall be looking at all aspects, covering as much grounds as possible to show the important of being seen by a therapist.

Identified problem and background information on the GP

The Park view Medical Centre has all together ten staff running the centre, this includes three GP, one nurse, one healthcare assistant and other members on the floor covering reception, phone calls and administrations area. According to(Nhs.uk, 2020) the surgery has 4631 Patient. Automatically we can identify that they are understaffed and do not have the ability to cater to the number of patients. When it comes to health it is extremely important understand the medical needs of individuals. Depression is one of the highest and common problems faced in our society today whether it is in your home, work or educational settings it is almost everywhere. I myself suffered from depression, when I went to my GP for help the first thing, they said is that the waiting time is extremely long you may be waiting for years before being seen. This information had already made me feel that there is no help for me, they did hand me a leaflet to have telephone consultation, but I never used that service. I would describe being in this situation made me feel isolated, hopeless and lost I was scared knowing that I will not get any professional help. Thankfully I have very close friends that I can speak to and get help and support as and when I need it the most. Now analysing this situation and doing some reflective thinking I can see how seriously dangerous this problem is, as I have close childhood friends and family around to help and support me, I made the choice to ask for help if I couldn't do that I know things would be very different. Moving forward it made me think about people with no friends and family to help and support them, it broke my heart as I have the support and still feel low in myself ,how are other people coping? what can be done differently to provide the help? As depression and mental health has a lot more awareness now than ever before, it is very common and the government has aimed to transform mental health services by 2020/2021, by making mental health on an equal importance to physical health. Delivering new ways of working across mental health NHS trusts within local areas to improve specialised mental health services. NHS England accepted all the recommendations in the report for which it held responsibility and it is agreed with the Government to support this transformation. (NHS England, 2019)

The GP has a flat structure in terms of the business's organisation, patients can book appointments or talk on the phone and be in direct contact with the Doctors themselves. This makes things a little easier, but doctors are restricted in many ways, they cannot prescribe all medication only after being seen by a specialist or consultant you can have certain medication or therapies. According to (Maund, Schriek and Tinkler, 2017) the value of new and different learning is widely acknowledged especially for the beginning of communication. By communicating effectively, we will have better and faster results to start the process in make our patients better.

Proposed range of tools to find solution

I will now use a few tools to help find several answers for my GP starting with SWOT analysis.

STRENGTH – • More awareness of mental health issues now • Government has promised to provide more service in the next two years	WEAKNESSES- • communication problems from doctors to specialist. • Understaffed • Interpersonal problems between management and subordinates • Extremely long waiting time to be seen by specialist • Large number of patients
OPERTUNITIES- • More specialist to be employed and available due to high demands • More local help and support available • More understanding and knowledge available for mental health	THREATS- • Patients getting more ill due to waiting around • Not enough funding available • Language barrier • Patients becoming suicidal

Looking at the analysis we can see we have a lot of weaknesses which needs to be addressed as soon as possible, to maintain the wellbeing of our patients. We also face serious threats that are very harmful for the patients.

Now I can also use the PEST analysis to show more details of how broad the problem has become and how it can and will affect more if action is not taken seriously.

Political- It will affect the government in terms of money, as a lot of people may be out of work and on benefits due to being mentally unfit for work. Tax policy may have to change, employment laws may need to be looked at and adjusted to fit mental health and wellbeing of employers.	Economical- In 2015, common mental health problems (e.g. anxiety, depression and stress) and more serious mental health problems were the third most important cause of sick leave. Mental-health-related issues were found to lead to approximately 17.6 million days' sick leave in the UK. According to this website (Mental Health Foundation, 2020)	Social- New generation are more health consciousness they have a better career attitudes for themselves and others. People are aware and have more empathy on safety of patients, and everyone's wellbeing.	Technological- Not enough equipment's are available for NHS patients. technology incentives rate of technological change
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The ADKAR tool brings more clear awareness to the depth of how important it is to resolve this problem as soon as possible,

Awareness of the need for change - As a country there is a lot of awareness about mental health and how vital it is to provide the right help and support. We celebrate mental health day which is on the 10 th October every year.
Desire to participate and support the change - There is a lot of desire to support and change our perception towards mental health as it is a very common matter and some people are still afraid of the stigma that comes with admitting about it after their treatment, e.g. they are usually afraid of losing their job or vice versa.
Knowledge on how to change - There are several treatments out there ranging from medicinal to all sorts of therapy e.g. walk therapy to yoga therapy.
Ability to implement the required skills/behaviour - There are number of help and support out there unfortunately the NHS does not cover them all due to lack of financial support.
Reinforcement to sustain the change - If we get the right funding and maintain it then we should have a lot more progress and have a good support system for patient's wellbeing and health.

Evaluate a range of solutions to identify the most appropriate option

We can evaluate the alternative solution to determine the most appropriate and beneficial option. First option GPs should support and put patients through to be seen by specialist no matter how long the process may be as this makes the patient feel that someone does care for them. From that patients become happier and feel slightly more comfortable in knowing they are on the road of healing. In the meantime, of waiting to be seen the GP can recommend other alternatives to keep themselves occupied e.g. going to the local gym or library.

The second option is having a local support group that could be a form of charity to join and get some help and support while waiting to be seen by the specialist. This can be beneficial for all as it is also a form of socializing and sharing time with people experiencing similar problems. It also would be helpful if patients could tell the doctors what they would like and what support they may need as urgent. There must make a good relationship between patients and their GP from this the communication will help both parties and it becomes very effective for the patient. If any patient needs to get urgent help, they should tell the doctor clearly, but if they are unfit to tell then their career or family should tell the doctor on their behalf. Maintaining a relationship between patients and their GP is necessary.

The third option is to educate and spread more awareness to all age groups and in schools, from an understanding age. Young pupils should learn about this as it is an equally important subject to physical health. If people can gain knowledge about mental health in advance and can attain some basic information, this will help to maintain some understanding and procedures from the beginning. Education from the start will lead them to evaluate some symptoms and understand, they will also be comfortable and know that it is ok to ask for some help and advice before things escalate. For an example if one was to have abnormal mood swings that did not make sense you would know it's best to speak to someone or go to your GP, and they would do a blood test first. By gaining some knowledge it will help you stay calm and not panic, with also feeling the need to stay safe and alert. Education is the best weapon; an educated person will know how to maintain themselves and others including their surroundings. An educated person can give lesson and spread knowledge to others. knowing governmental rules plays an important role to maintain a balance.

The other option would be to get the right funding for the NHS therefore they can employee more specialist and get their patients seen at a faster paste. On the other hand, if you are employed, and it does not matter where and who you work for, I believe there should be some sort of help and support

available for their employees at every workplace. There should be some sort of law to support employees' rights in work for mental health problems.

Plan for implementing the solution;

According to Browne (2010) there have many different plans that implement solution. Some smart plan is given below. This Plan may help for minimizing challenging issues for the GPs.

Objectives that need to be gained	Actions to be taken	Time limit	Achievement of objective	Supporting the achievement	Barriers for achievement
GPs need to be more effective and maintain better communication with patients.	Have training sessions on how to communicate with mental health patients.	A three-month period should be sufficient.	Communication should be much clear and better by then.	They will get support and better knowledge from their trainers.	Time management may be an issue
Local community and Charites need to increase more knowledge and importance towards mental health.	They have to complete some training in this felid from expertise.	A three-month period	They will be enriched with knowledge from this they will provide a better service.	They will need support from their trainer.	Time scale may be an issue
Schools should educate this subject as part of the curriculum as equal to physical education.	Teachers need to be trained and fit this subject in like the any other subjects.	A period of six weeks and extra training during school holidays will help upgrade knowledge.	It will help them gain confidence and knowledge from a young age.	They will need support from the government and education department.	The length of time to process will be the issue.
NHS needs more funding to provide a better service for their patients.	Shareholders need to provide better funding to improve service.	As soon as possible	It will help patients in the present and future.	They will need help form the shareholders and stake holders, working to together will	The processing time will be an issue.

				make it better. The government needs to support the publics best interest.	
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These plans are very effective. Time management skill is very important things to improve this work. Without time management skill there will not be any improvement in mental health issues. For that reason, the GP, local charities with the communities and NHS needs to work hard and together to improve the wellbeing of patients. Everyone needs to understand, gain knowledge and awareness of how serious mental health problems are. Families of patients become very upset and emotional without any right communication and improvements of their one who is in need of help. All patients come from different backgrounds and religions community. Everyone needs to work together as a unit to help one another maintain a healthy relationship or we will face many problems as a whole. They need to obey, follow rules and regulation of the law for everyone's protection and safety. "once all the information is on the table and understood by all we will be closer than they originally thought." According to (Maund, Schriek and Tinkler, 2017) Communication skills a key important skill in life to survive, everyone has some more or less. "There is no better time or place to hone one's communication skills than when working in a team." Mentioned by (Maund, Schriek and Tinkler, 2017)

Plus, Minus Interest

Now we will look at the (PMI) plus minus and interest

PLUS - The plus side in GPs supporting their patients and putting their welling primarily will ensure the safety of the patients. It will make them feel comfort and ease that they are being cared for and wanted. This is also part of the law not to neglect patients to make sure they are being looked after. In some worst case of negligence patients have become severely ill and have committed suicide.

The support from community or local charity groups will have a positive impact on the local people living in the same area, it will bring opportunities for jobs or voluntary work, a source of socializing and coming together as a community and help support the wellbeing of one another.

By educating people from a young age it would be very beneficial just like it's part of the national curriculum to do PE physical education I believe this should be taught part of the curriculum. In schools they do have some form of awareness like Autism day but its only for a day not enough time is spent on it. By teaching from the beginning, it will become the norm and it will break the stigma which should make people to be more confident in getting help and speaking about it more in public.

Minus — the minus in all this situation is that amount of time it will take for the processes to start and become the norm, also new legislations to be put in place with extra or enough funding to support this cause.

Interest — This is in the interest for everyone the general public needs this help in all shape and form. It is all so beneficial for the upcoming future generation.

Plan for stakeholders

Stakeholders	Power/Interest	Key interest & issues	Communication	Frequency
Patients	Health and wellbeing	Get good service and recover	Need better communication between service provider and service user with a firm spoke's person	At all times
Employers	To do their job right	To have best training and knowledge at their job	Need faster communication from the staff to the CEO	At all times
Shareholders	To make profits	Their money is spent in the right way	They need to understand the importance of patient's situation	As and when needed
General public	To feel safe and in the right hands during medical problems	To get better and receive right treatment	Is clear and very effective	As and when its needed
Government	To maintain good health and wellbeing for the public	For the public to stay calm and trust the government	Needs to be more effective and clearer on how important it is to start this process as soon as possible	As soon as possible

This chart plan for the stakeholders is very useful for both service providers and service users. They can fulfil these objectives for patient's and public's wellbeing and mental health issues. These objectives can help them to improve their skills and knowledge, with the increasing skills and knowledge everyone can become more understanding and show empathy to one another which will be very beneficial. They can work through smart way by completing these objectives. This development chart can help the GPs to prevent their problems that they are facing. This chart also allows the GPs to work in a more smoothing manner.

Monitoring and reviews techniques

I would recommend two different type of feed backs purely, to make sure everyone is receiving equally and satisfied treatment to improve and better their wellbeing and mental health issue to be more stable, and under control. First, we should keep it simple and easy to observe the progress of the patients. A simple survey after a certain number of sessions would be a good idea to understand the patients speed of recovery and stability. For an example how happy are the with the service provided, then we can ask them to fill out questionnaires to know what we are doing well, what we need to improve and what new options or ideas we can implement. We should always have feedback and reviews via online systems and telephones, when patents visit the GP they can also request feedback on paper to monitor the workplace and wellbeing of patients.

Conclusion

I have come to conclusion that yes, we as a country need to implement and help change our GP system, as it is not just my GP with the issue of letting their patients be seen it's a problem throughout England and Wales. My father who lives in South Wales has been suffering from severe depression for the past eleven years after the death of his mother and all his close friends passing away in the same year has caused him this mental health problem. Although he has received only few appointments with the Psychiatrists, it has not helped him due to language barrier, there was a translator present and myself and I could see how uncomfortable my father was. I believe we need more people to learn and distribute knowledge with a professional background with expertise supporting them in this field to help the country.

GPs work under pressure, their job is not so easy or comfortable. They work by law and terms and conditions set by the governments. They face many problems sometimes they cannot enjoy their personal life due to their job. The patients are dependent on their GPs for health issues. The GPs try their best to provide with great care for each patient that walks through the door. Doctors must perform their duties under a discipline, but they have a low wage for their job sometimes they have to work overtime to meet the needs of patients. This has led to the GPs suffering and becoming unwell themselves. Government and other stake holders should check out the disappointments of patients and GPs and take some effective measures for the wellbeing of the everyone.

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