Behaviour change in new models of care: What do NHS teams need to do differently?

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Background

• New models of care require individual NHS staff to change practice

• Behavioural science can help teams:
  - Specify changes needed in behavioural terms
  - Measure behavioural determinants
  - Design and deliver interventions using BCTs

Aim and Methods

**Aim:** To explore with teams what **behaviour changes** are required to implement new models of care.

- Teams of 7-35 professionals from 4 new care model vanguards
- 35 one-to-one interviews, 15 days of observation, 6 focus group meetings
- Iterative, collaborative approach
- Thematic analysis of field notes and transcripts
Results

37 changes identified, not all were behaviours

5 agreed:

- Acute heart failure team running a community clinic
- Community heart failure team redirecting non-specialist referrals
- Increasing referrals to new specialist children’s nursing team
- Community midwives offering ‘flu vaccination
- Psychiatric ward team instigating more recovery-focused activities

Moving acute care to community

Acute care systems

Expanding public health roles

e.g. “More teamwork”
Conclusions

• With help, teams can operationalise new models of care behaviourally

• Helpful for implementation

• Focus on behaviour demystified & engaged teams in new models of care

• Working in this way is challenging but many opportunities