

## PRIMARY CARE PROGRAMME REPORT

Programme Name	Primary Care
Programme Lead	SROs: Dr Shelagh McCormick and Mark Procter; Programme Lead:
Reporting Period	To 31 <sup>st</sup> October 2018

### Programme Overview: Aims and Objectives

**Aim:** To develop and redesign primary care as part of the system of health and wellbeing

**Objectives:**

- To achieve sustainability in primary care with respect to workforce, funding, IM&T and premises to ensure patients' access to high quality primary care provision and self-care – and at the interface of community and acute care
- To support, influence and enable design and implementation of new models of primary care built around a community with integration between primary care, secondary care, the voluntary sector and the community and provided efficiently and effectively 'at scale' where appropriate while maintaining access and continuity where important.
- To maximise and influence investment and resource opportunities, prioritising according to the needs of the population and the needs of the health and wellbeing system, whilst supporting innovation

# WESTERN LOCALITY SYSTEM IMPROVEMENT BOARD

Work stream	Activity (Projects)	Progress Updates and Key Milestones	Status
Leadership and governance for transformation	a) Western Primary Care Partnership operational (accountable to the Western System Improvement Board) and driving forward Primary care strategy for Western	- WPCP operational. Participation from CCG, local GP's, practice managers, LMC and partner groups including UHP, Livewell, Pharmacy, and Plymouth and Devon County Councils - Chair to transfer from CCG lead to GP provider lead December 2018	Complete (Dec -17) Dec-18
	b) Local Care Partnership Board operational to ensure alignment across partner organisations	- LCP Board operational	Complete
	c) Practice Manager Liaison Meetings operational to enable co-development of ideas, review progress of activities in flight and understand & resolve barriers to change	- PMLM operational - Meeting purpose, scope and attendee list reviewed and modified September 2018	Complete (Sep-18)
	d) Participation in strategic STP, network and ad hoc events to keep abreast new opportunities	- Annual Western GP forum took place October 2018 - Participation in International GP Recruitment Fair October 2018 - Attendance at the Workforce development workshop September 2018	Complete (Oct-18)
	e) Western Primary Care strategy development	- Strategy for General Practice (2017-2021) document approved March 2018 by Joint Governing Body - Western strategy workshop conducted in July 2018	Complete (Jul-18)
		- Plymouth Health and Wellbeing System Strategic Commissioning Intentions 2018-20 developed July 2018	Complete (Jul-18)
		- Development of "What Good Looks Like" for Western (to cover	Jan-18
	f) Leadership Training	- For practice managers	Complete (Jul-18)
		- For clinicians	Nov-18
	g) Communication & engagement	- Supported by above mentioned for a - Newly fortnightly bulletin sent to all practice managers by Western Primary Care Team	Complete (Oct-18)
Models of Care e.g. Integrated Care Models Care Pathways	a) Primary Care Network (to aligned to the place and neighbourhood service delivery and leveraging key learnings from Primary Care Home pilots)	- Project initiation and feasibility assessment	Jan-18
		- Development of a strawman for place and neighbourhood in the Western system	Date TBA
	b) Development of Health and Wellbeing Hubs	- Four Greens hubs opened	Complete (Oct-18)
		- Mannamead hub to be opened	Nov-18
	c) Co-ordinated Care Home visiting	- Intermediate Care Home cover provided by DDOC operational	Complete (Jan-18)
		- Temporary Residents visiting scheme extended	Complete (Sep-18)
		- LES for Care Home visiting to be developed	Jan-19
	d) Mental health transformation	Single team / single point of contact for mental health. - Proposal from Livewell to be presented to WPCP	Nov-18
	e) Community pharmacy transformation	Process improvement review - Process review completed, workflows and processes modified with positive results observed. Presentation to Western PCP	Complete (Oct-18)
		Community pharmacy triage facility - Digital Minor Injuries Service (DMIRS) project go live	Nov-18
	f) Long term conditions transformation	Diabetes Programme - Community physician now in place to support virtual clinics and diabetic specialist nurses	Complete (Oct-18)
		Respiratory Pilot - Pilot commenced October 2018 for respiratory consultant to work with one practice group	In progress
	g) Prescribing transformation	Respiratory Home Oxygen Review - Review to identify prescribing fund re-investment opportunities	Complete (Oct-18)
		Spirometry Review - Kick off meeting with practices scheduled in November	Nov-18
	h) Use of technology to enhance models of care	- UHP review of system one as a possible solution to integrated technology across providers	Complete (Oct-18)
		- Primary care working group to be set up to understand requirements	Nov-18

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Access and Workload	a) Reduce patient demand on general practice where a better alternative is available	Social Prescribing Pilot - Twelve Practices across Plymouth participating in Social Prescribing Pilot with Wolesely Trust. Four additional practices to be added Autumn 2018. - Pilot assessment due mid-October	In progress
		Care navigation training - Four Practices participating in 6 month Pilot at Four Greens Hub (Care Coordinator Role)	In progress
		First contact practitioner (physio) - Principal agreed with UHP, pilot practice to be identified	Nov-18
		eConsult - Presentation at Western annual GP forum - Inclusion (where appropriate) of eConsult within transformation fund submissions	Complete (Oct-18)
		eConsult - Scoping by practice groups	Dec-18
		DRSS workload impact to primary care review - Review found that workload was reduced for practices	Complete (Sep-18)
		Repeat prescribing utility (hub) pilot - Call centre supported by DRSS for Drake/Pathfields, pilot to commence	Nov-18
		Single Trusted Assessment for hospital discharge - Third post advertised	Nov-18
	b) Improved access for patients	Improved access live across Western population - Services provided by Beacon Medical Group and DDOC - Early visiting and care home support schemes for winter to be agreed	Complete (Oct-18)
		- DDOC access to full patient record (EMIS & System One)	Nov-18
		- DDOC access to full patient record (EMIS & System One)	Dec-18
		- DDOC provision to be rolled out across multiple locations	Mar-19
Workforce (aligns with STP Workforce Plan)	a) Develop primary care specific plan of activities which align with Western and STP Workforce Programmes	- Scoping exercise to be completed	Nov-18
	b) Participation in GP recruitment initiatives	- Good level of attendance at International GP recruitment event	Complete (Oct-18)
	c) Improving clinical interfaces	Twinning activities - In progress to share knowledge and understanding across organisations (lead J Cope)	In progress
		Medical Executive Committee tabled a discussion on this, Mark Procter tasked with leading future work - Future activities to be identified	In progress
Data, Quality and Safety	a) Development of data exchange between commissioners and providers (CCG, NHSE, PHNT, Devon Doctors, Livewell, pharmacies practices, AHSN) with agreed response mechanisms	- Data workshop held with BI	In progress
	b) Improve outcomes for patients with chronic pain	- Future activities to be identified	Nov-18
Change Delivery	a) Transformation Funding Activities	- Transformation fund 2018/19 meetings concluded and MOUs drafted (Oct 2018) - Monitoring of progress (on-going)	In progress
	b) Resilience Fund Activities	- Resilience fund 2018/19 discussions concluded and MOUs drafted (Oct 2018) - Monitoring of progress (on-going)	In progress
	c) ETTF Activities	- Kick off calls/meetings took place (2018) - Monitoring of progress (on-going)	In progress