

Primary Care Transformation

High Level Overview

October 2014

V1.0



A new vision for General Practice in London – at the heart of Primary Care Transformation

Patients have told us there needs to be improvement in three areas:



Accessible Care

Better access to routine and urgent care from primary care professionals, at a time that's convenient and with a professional of choice.



Coordinated Care

Greater continuity of care between NHS and social services, named clinicians, and more time with patients who need it.



Proactive Care

More health prevention by working in partnerships to reduce morbidity, premature mortality, health inequalities, and the future burden of disease in the capital. Treating the causes, not just the symptoms.

..And how can this delivered?

This vision will be achieved by general practice forging new provider models based around scale and collaboration and working with other partners in the system e.g. pharmacy, voluntary agencies etc. Enabling work to support this is also required, and is described on following slides.

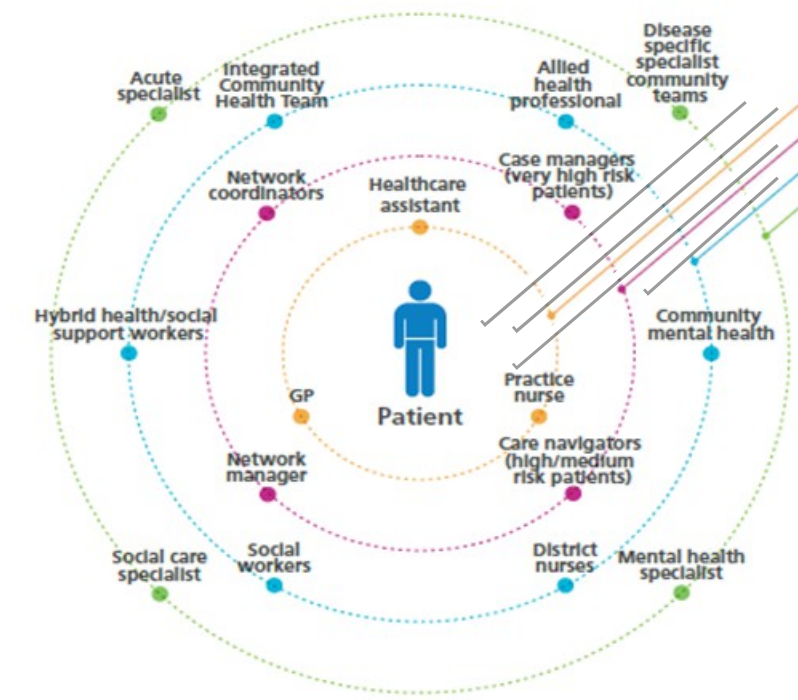
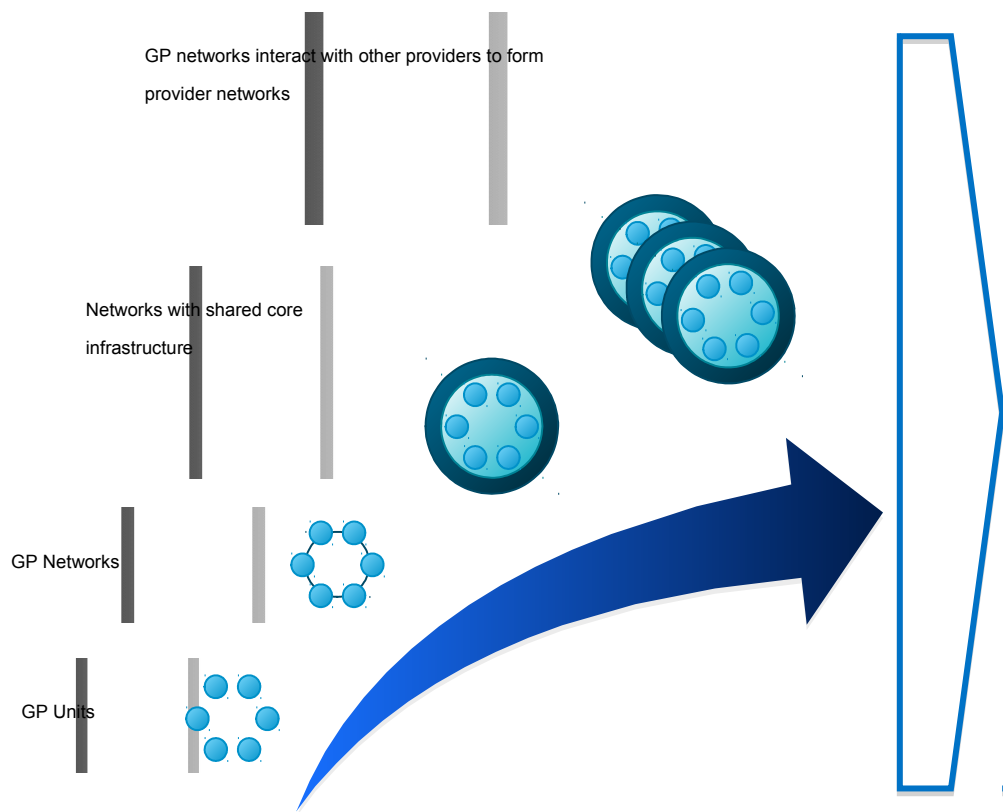
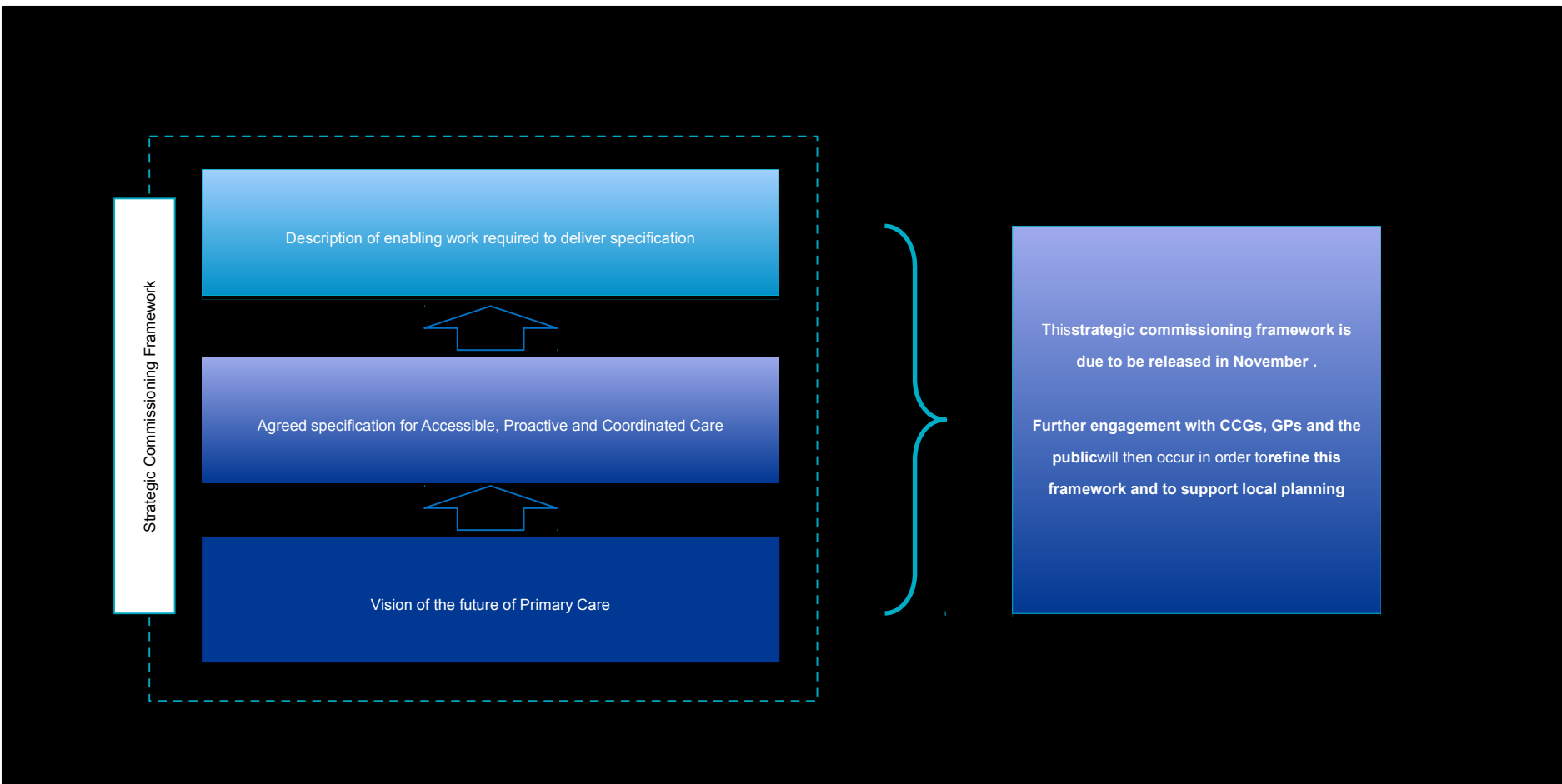


Diagram by Tower Hamlets CCG

Jointly building a strategic commissioning framework for release in November, to support local PC transformation

The aim for the Primary Care Transformation Programme, is to develop joined up thinking on primary care commissioning strategies across London, and to look at the implications of the draft GP Developmental Standards as a potential catalyst for change to support local primary care transformation strategies



Appendix

General Practice in London is under pressure...

NHS
England

Transforming primary care in London

HOW CAN WE IMPROVE THE QUALITY OF NHS CARE?

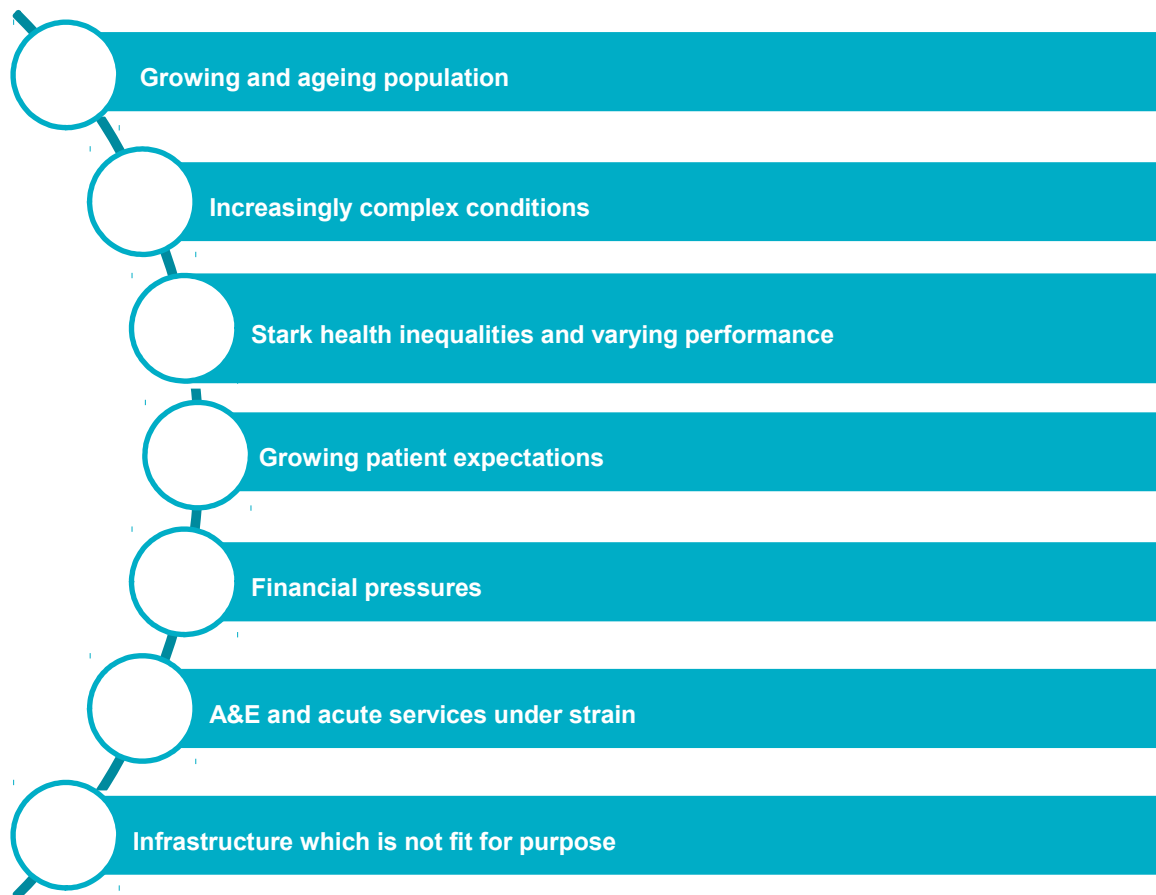
HOW CAN WE MEET EVERYONE'S HEALTHCARE NEEDS?

HOW CAN WE MAINTAIN FINANCIAL SUSTAINABILITY?

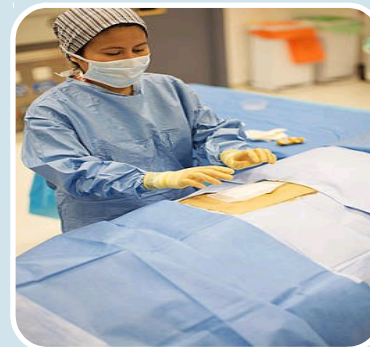
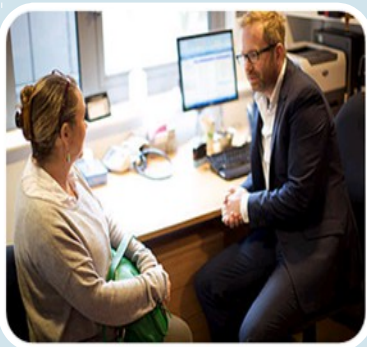
WHAT MUST WE DO TO BUILD AN EXCELLENT NHS NOW & FOR FUTURE GENERATIONS?

London

**GENERAL PRACTICE
A CALL TO ACTION**



London voices are united on the need for change



GPs

"We are dealing with **unprecedented levels of demand.**"

"I'm worried about the **financial sustainability** of my practice."

"Patient **expectations are out of kilter** with what's achievable."

PATIENTS

"**A&E is faster** than my GP service."

"I **can't get through** the phone."

"I need **care that is coordinated** between NHS and social care services to keep me well."

"At the most convenient times of the day **my surgery's doors are closed.**"

CCGs

"There are significant variations in **healthcare resource consumption.**"

"We need to strengthen primary care if we want to **stop acute activity from spiraling.**"

ACUTE CLINICIANS

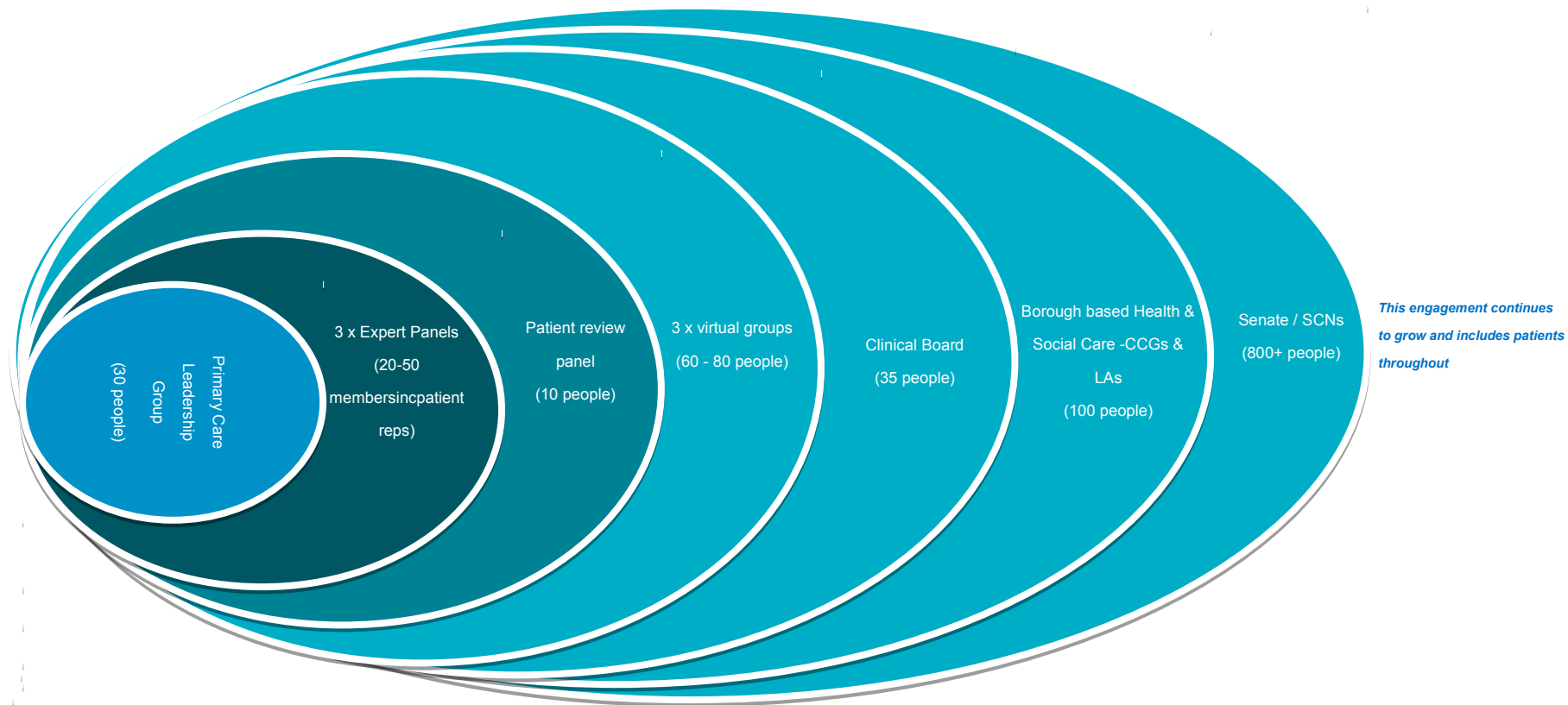
"There is **too much pressure** on A&E departments in London."

"Community and primary care **services need to change** so that I can ensure patients aren't kept in hospital for longer than necessary."

"There is **too much variation** in standards of primary care."

..and London is responding..

The NHS across London has been working with patients and other stakeholders to define and describe a vision General Practice, which responds to the challenges of our growing and changing capital:



The result was three areas of focus for improvement: **Accessible Care, Proactive Care and Co-ordinated Care**

What should London's patients expect in future?

*17 descriptions of care in the future have been identified for General Practice in London, to act as a catalyst for change in the Primary Care system. These fall into three themes, enhancing care by making it more **proactive, accessible and coordinated***

What is the... Accessible Care Service Offer

The Accessible care service offer describes changes to enable patients to feel confident that they can access general practice in a way which meets their needs



The expert panel that developed these was chaired by **Dr Tom Coffey**, a GP Partner at Brocklebank Group.

▪ Patient choice	▪ Patients are given a choice of access options and can decide on the consultation most appropriate to their needs
▪ Contacting the practice	▪ Patients can make appointments with only one click, call or contact and can access more services online
▪ Continuity of care	▪ Patients have a named GP who is accountable for their care and can book appointments up to 4 weeks ahead. Practices provide flexible appointment lengths as appropriate
▪ Routine opening hours	▪ Patients can access pre-bookable routine appointments 8 am – 6.30 pm Monday to Friday and 8 am – 12 pm on Saturdays
▪ Same day access for urgent conditions	▪ Patients with urgent conditions can access a consultation on the same day within routine surgery hours
▪ Emergency care	▪ Practices have systems to ensure patients receive appropriate care and in appropriate time in the case of emergencies
▪ Extended opening hours	▪ Patients can access primary care 8am – 8pm every day in their local area for immediate, urgent and unscheduled care

Pre-Engagement Draft

..But what does this mean for patients?

"I will be able to book ahead with my GP, at least four weeks ahead"



"I will only have to make one call or click in order to make an appointment"

"I will be able to have consultations via telephone, email or skype"

What is the... Coordinated Care Service Offer

The Coordinated Care service offer is about outlining a way that clinicians, patients, and others come together to better help patients achieve their desired health outcomes



The expert panel that developed these was chaired by **Dr Rebecca Rosen**, a senior fellow in Health Policy at the Nuffield Trust and a General Practitioner in Greenwich

- | | |
|---|--|
| <ul style="list-style-type: none"> ▪ Case finding and review | <ul style="list-style-type: none"> ▪ Practices identify patients who would benefit from coordinated care and proactively review them on a continuous basis |
| <ul style="list-style-type: none"> ▪ Care planning | <ul style="list-style-type: none"> ▪ Patients identified for coordinated care have a care plan |
| <ul style="list-style-type: none"> ▪ Patients supported to manage their health and well-being | <ul style="list-style-type: none"> ▪ Practices create an environment in which patients have the tools, motivation and confidence to take responsibility for their health and well-being |
| <ul style="list-style-type: none"> ▪ Named clinician | <ul style="list-style-type: none"> ▪ Patients needing coordinated care have a named GP/lead clinician and team from which they routinely receive their care |
| <ul style="list-style-type: none"> ▪ Multi-disciplinary working | <ul style="list-style-type: none"> ▪ Patients needing coordinated care receive multidisciplinary reviews |

..But what does this mean for patients?

"I will be supported to manage my own health with greater confidence, knowledge and responsibility"



"My care will be coordinated, rather than fragmented and transitions between services will be seamless"

What is the... Proactive Care Service Offer

The Proactive Care service offer aims to outline how general practice can better support patients in **staying well**



The expert panel that developed these was chaired by **Dr Nav Chana**, a GP and senior partner at the Cricket Green Medical Practice

Proposed standards	Description
<ul style="list-style-type: none"> Co-design 	<ul style="list-style-type: none"> Primary care works with patients, their families and communities to co-design approaches to improving health and wellbeing
<ul style="list-style-type: none"> Developing assets and resources for improving health and wellbeing 	<ul style="list-style-type: none"> Primary care works with others to develop assets and resources that will empower people to remain healthy and connected with their community
<ul style="list-style-type: none"> Personal conversations focused on individuals' health goals 	<ul style="list-style-type: none"> Patients are routinely asked about wellbeing and their capacity and goals for improving their health
<ul style="list-style-type: none"> Health and wellbeing liaison and information 	<ul style="list-style-type: none"> Patients have access to wellbeing liaison and information helping them to achieve health and wellbeing
<ul style="list-style-type: none"> Patients not currently accessing primary medical care 	<ul style="list-style-type: none"> Primary care reaches out to people who have difficulty accessing services or would benefit from greater access. Practices have a plan for unregistered people

Pre-Engagement Draft

..But what does this mean for patients?

"I will have information tailored to my needs on when, where and how to access health and wellbeing support in my community"



"My local practices will work with our local communities to discuss the population's health needs and co-design new services in the community that support people to stay well"

..And how will they be delivered

What supporting work is happening?

In addition to enhancing the standards, work is being undertaken to identify and design the enabling work which will allow the standards to be implemented. 11 delivery areas have been identified, and these are below:

Service Offer	What should the service offer be for London within Accessible, Proactive and Coordinated Care?
Models of Care	What are the principles for care; how will patients be kept at the centre?
Models of General Practice (GP) delivery	How will the model of care will be delivered? – i.e. through better use of technology, increased working through networks etc.
Financial Modelling	What is the cost to implement and run with the new service specification?
Estates	What needs to change in Primary Care Estates in order to make the service offer feasible?
Co-Commissioning	How should services be commissioned between NHS England and CCGs in order to ensure delivery of the service offer?
Workforce	What are the implications for the workforce in delivering this service offer?
Technology Enablement	What technology is needed and where is this already being delivered?
Provider Development	What development support is needed for Providers (GPs etc) to deliver this work?
Monitoring & Evaluation	How can delivery of the service offer be measured? How will it be indicated that the outcomes of the service offers will be met?
Comms & Engagement	How will stakeholders be kept up to date with what is going on?