

Oldham Health Scrutiny Committee

Primary Care Strategic Priorities 2019/20 – 2021/22 - DRAFT

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Vision

“Oldham is a vibrant place, which embraces diversity and is where people are thriving and communities are safe and sustainable – it is a place where improved health and wellbeing is experienced by all, and where the health and wellbeing gap is reducing.”

Summary

This document sets out a vision and ambition for primary care services in Oldham.

This strategy is written within the context and framework of the Oldham CCG Vision and Objectives and describes how primary care services will work with partners and the contribution they will make to the following strategic objectives:

- 1.Clinical leadership:** Improve the population's health and drive better wellbeing outcomes
- 2.Nursing and quality improvement:** Ensure that services become the highest quality and safest in the region
- 3.Commissioning operations:** Deliver an effective and strategic approach to commissioning that focuses on tackling health inequalities
- 4.Finance:** Ensure that local health and care services are sustainable for future generations
- 5.Strategy and support:** Lead partnership working and collaboration across a sustainable health and care system
- 6.Transformation:** Create a place-based health and care system that is closer to people's homes

This strategy is iterative. The content will further evolve in response to stakeholder feedback. This initial version of the strategy will be a mechanism for engagement and participation of key stakeholders over the next few months. This strategy will be further tested and refined as part of a wider stakeholder engagement process. An outline engagement and communication plan is described in the next steps.

Challenges in Primary Care - 1

Primary Care, like many parts of the health service is under increasing pressure and is struggling to deliver ever more complex services. In developing this strategy the CCG has identified the following challenges in primary care which the strategy needs to address:

- Significant areas of deprivation within the Borough. Addressing these inequalities will be a critical part of population health management
- Maintaining high quality primary medical care services in the face of increasing demand for services and reducing budgets
- The perception of reduced access to GPs from patients combined with growing expectations of what primary care will deliver
- The need to provide integrated services across community, primary care and social care, breaking down barriers between different parts of the health and wellbeing system to support patients
- Finding an increasing amount of time in an already busy day to spend on preventing people from becoming unwell
- Ensuring that the number of people having a positive experience of care in primary care and in the community is increased

Challenges in Primary Care - 2

- Dealing with the pressing need to change the workforce, reduce workload and increase recruitment and retention across all professionals in primary care
- Ensuring continuous quality improvement in core care, delivered consistently across primary care
- Moving from working as individual practices to system working and delivering primary care “at scale”
- Ensuring that estate is fit for purpose and in the right places to meet the needs of our changing demographics
- Simplifying the way in which services are contracted– including developing outcomes based contracting and enabling new models of care

Primary Care Strategic Priorities: 2019/20 – 2021/22 - 1

Restoration of Primary Care Services and strengthening the foundations of Primary Care

- Restoration of Primary Care Activity
- Total triage and care delivery
- Expanding digital-first primary care - Implementing and extending new ways of accessing support and advice from general practice will have the dual benefit of providing more choice and flexibility for people as well as releasing time for professionals.
- Continued safe and effective assessment and management of patients (hot and cold)
- Primary Care Network Development
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- Reduction of unwarranted variation in General Practice
- Increasing and making more effective use of the existing workforce

Primary Care Strategic Priorities: 2019/20 – 2021/22 - 2

Partnership working to reduce inequalities and improve health and social care outcomes

- Prevention and self-management
- Revised framework to support practices with Long Term Condition management
- Improved utilisation of population health management
- Increased uptake of health checks for people with Learning Disabilities and Severe Mental Illness
- Increased delivery of immunisation and screening programmes
- Improved access to primary care mental health support

Delivering Integrated Health and Social Care

- Further development of ICT's
 - Proactive and personal care to vulnerable patients and those with complex needs
 - Strengthen links with Local Authority, voluntary sector and Primary Care Networks
- Full implementation of Enhanced Care in Care Homes
- Enhanced shared decision making with secondary care

Delivery Model: Primary Care Networks

Primary Care Networks (PCNs) will become the primary vehicle for the delivery of integrated primary and community care. Resources will increasingly be organised to respond to the needs and priorities of the people that live in the locality.

Primary Care Networks will work with other system partners to deliver more care at home and in the community. People will be supported to remain independent in their own home for as long as possible.

A key objective for Primary Care Networks is to shift the pattern of care and services to be more preventative, proactive and local for people of all ages. In order to deliver the required outcomes, they are formed around a common set of principles:

- An emphasis on the wellness of the whole person with the needs and wants of the individual driving what happens to them
- Access to and co-ordination of services is simplified and easy to use for people and other care professionals
- A proactive approach to the identification and management of people who are at the greatest risk of poor health and care outcomes

Demonstrating Outcomes – 1

Reducing Health Inequalities

- % uptake of immunisations and vaccinations to maximise population coverage
- % uptake of cervical screening
- % delivery of a health check for people with a Learning Disability or Serious Mental Illness
- No of referrals to the diabetes prevention programme
- % achievement of diabetes treatment targets
- Proactive identification and management of Covid patients (post discharge) in line with national guidance
- PCN Investment and Impact fund measures
- Primary Care Plus achievement (revision to support Covid recovery)

* Review of Primary Care Plus indicators 2021/22 to support outcomes

Demonstrating Outcomes – 2

Access to Clinical Services

- Number of GP appointments restored to pre-Covid levels
- Number of on-line v face to face referrals
- Number of 2ww GP referrals restored to pre-Covid levels
- Number of GP referrals restored to pre-Covid levels
- % uptake of electronic repeat dispensing
- High risk long term condition management & risk stratification – *for development*
- Restoration of Patient Participation Groups

Workforce

- % Primary Care Network recruitment to Additional Roles
- Recruitment and retention
- New to partnerships payment scheme uptake
- % recruitment to CCG nurse training scheme

Next Steps

This outline strategy has been produced through a consolidation of existing strategic planning documents describing plans at local, regional and national level. The areas contained within will now be expanded explaining further how these objectives will be achieved and benefits realised.

This document will now be shared and presented to key stakeholder groups to check the strength of messaging and alignment to local plans, and get additional input as required.

Engagement will be scheduled over the next three months to facilitate this:

Organisation	Date
PCN Clinical Directors	November 2020
Oldham Cares	November/December 2020
Health Scrutiny	December 2020
Healthwatch	December 2020
NHSE England North West	December 2020
West Pennine LMC	January 2021
Primary Care Contractors	January 2021
Primary Care Commissioning Committee - Approval	February 2021