

Meeting: Primary Care Commissioning Committee		Item 11	
Meeting Date	24 January 2018	Action	Receive
Item No.	11	Confidential	No
Title	Primary Care Health & Wellbeing Strategy Steering Group meeting 06.12.17		
Presented By	Amy Lepiorz, Deputy Director, Primary Care		
Author	Amy Lepiorz, Deputy Director, Primary Care		
Clinical Lead	Jeffery Schryer, Primary Care Lead		

Executive Summary
The Primary Care Health and Wellbeing Strategy describes the vision for primary care within Bury. The strategy was ratified in December 2016. This report provides an update on the implementation of the delivery plan.
Recommendations

Links to CCG Strategic Objectives	
To empower patients so that they want to, and do, take responsibility for their own healthcare. This includes prevention, self-care and navigation of the system.	<input type="checkbox"/>
To deliver system wide transformation in priority areas through innovation	<input checked="" type="checkbox"/>
To develop Primary Care to become excellent and high performing commissioners	<input type="checkbox"/>
To work with the Local Authority to establish a single commissioning organisation	<input type="checkbox"/>
To maintain and further develop robust and effective working relationships with all stakeholders and partners to drive integrated commissioning.	<input checked="" type="checkbox"/>
To deliver long term financial sustainability in partnership with all stakeholders through innovative investment which will benefit the whole Bury economy.	<input checked="" type="checkbox"/>
To develop the Locality Care Organisation to a level of maturity such that it can consistently deliver high quality services in line with Commissioner's intentions.	<input type="checkbox"/>
Supports NHS Bury CCG Governance arrangements	<input type="checkbox"/>
Does this report seek to address any of the risks included on the Governing Body Assurance Framework? If yes, state which risk below:	
GBAF [Insert Risk Number and Detail Here]	

Implications						
Are there any quality, safeguarding or patient experience implications?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
<i>This service focuses on providing care for patients in an appropriate environment and protects other service users/staff from potential harm.</i>						
Are there any conflicts of interest arising from the proposal or decision being requested?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any financial Implications?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Has a Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Is a Equality, Privacy or Quality Impact Assessment required?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any associated risks?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Are the risks on the CCG's risk register?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>

Governance and Reporting		
Meeting	Date	Outcome

## Primary Care Health & Wellbeing Strategy Steering Group meeting 06.12.17

The Primary Care Health and Wellbeing Strategy describes the vision for primary care within Bury. The strategy was ratified in December 2016. This report provides an update on the implementation of the delivery plan.

### 1. Overview

The table below summarises the status of the projects as of December 2017.

Primary Care Health & Wellbeing Strategy				
Progress reviewed by Primary Care Health & Wellbeing Strategy Steering group for reporting to PCCC	Status as at			
	Dec-17	Mar-18	Jun-18	Sep-18
PEOPLE POWERED CHANGES IN HEALTH & BEHAVIOUR	R			
WORKFORCE LEADERSHIP & DEVELOPMENT	G			
TECHNOLOGY	A			
ESTATES	A			
COMMUNICATION AND ENGAGEMENT	A			

### 2. People Powered Changes in Health & Behaviour

This project groups main aim is to work collaboratively with Public Health colleagues to ensure that unified approach to social prescribing is developed and rolled out across all Primary Care providers (GP Practices, then Pharmacies, Ophthalmology and Dentists).

The group is also looking at how we systematically find and treat patients with specific illness enabling early intervention including patient education to take place which will empower patients to take an active role in their health and wellbeing, ensuring their condition doesn't escalate where possible. Closely linked to this is the roll out of the healthy living framework.

This project is currently rated red due to a number of factors, including a period of reduced capacity within the Primary Care Team (PCT) and uncertainty in the implementation of projects that cross-over with the Locality Plan. Capacity within the PCT was reduced for a period of 3 months; this has since been resolved though it should be acknowledged that even at full capacity the workload of the PCT remains extremely challenging. Both Social Prescribing and Find and Treat are projects within the Locality Plan which is being led by the LCO. Delays and uncertainty regarding who are the project leads; governance and implementation issues have contributed to significant problems implementing social prescribing programme which is a key part of the Primary Care Health & Wellbeing Strategy.

The steering group wishes to raise with PCCC concerns around the delays of these projects, a lack of resources and of a coordinated approach.

### **3. Workforce Leadership & Development**

The project group is a collaboration of the GP Federation and the CCG's Primary Care Team and ensures we have a full picture of our current workforce and skill mix alongside the vacancies and pressures therein, in the short, medium and long term.

The group's main goal is to produce a workforce plan that will ensure Bury can recruit and retain the best primary care professionals to meet the needs of the local health economy. A key feature of this plan is mapping what we have and identifying the skills that we need by producing a comprehensive training needs analysis. By understanding the skills and knowledge we require a programme of training specifically designed to bridge the gap and take us in to the future can be developed. This group is also leading the implementation of care navigators and medical assistants.

The group aspires to forge new roles and new ways of working to complement the traditional general practice team and embrace the movement of services out of a hospital setting. A key component is adopting the 'making every contact count' approach. It will also seek to strengthen the strong leadership this exists in Bury.

This project is currently on track and is rated green.

### **4. Technology**

This project group looks to maximise the benefits information technology can bring to primary care. Bury is already fully live with WIFI across all practices for both staff and patients.

Through the roll out of digital champions the use of online services is increasing and is a focus of work for the group.

The group have successfully rolled out the hardware for online consultations however the project has been rated amber due to concerns around practice engagement in this new way of working. The group will have to move focus towards the usage of new technology, engaging GP staff, for successful implementation.

### **5. Estates**

The strategic elements of this work are the responsibility of the strategic estates group; significant work has also been undertaken as part of the Neighbourhood Asset Review. The main focus of this group was to consider/implement changes recommended in the Neighbourhood Asset Review once published.

Following the development of the delivery plan, Bury has set up the Strategic Estates Group Operational Group. It is envisaged that most of the work in this project will fall under this new group's remit. The project is rated amber whilst this is confirmed.

## **6. Communications and Engagement**

This strand contains the primary care elements of the CCG's overall communications and engagement strategy that has recently been approved

This project group will focus on areas in which the CCG can improve the way it speaks to and connects with its members, its providers, its stakeholders and its public through the range of relationships, networks and mechanisms available to it.

The plan encompasses development areas for the CCG to allow for a more efficient and effective flow of positive information about primary care in Bury to be heard and seen by staff, peers, colleagues across Greater Manchester, nationally and in the specialist media to ultimately raise the profile of the locality to help it become somewhere that practitioners want to work.

Similar to People Powered Health, this project group also overlaps with the Locality Plan. Work that sits wholly within Primary Care's remit is progressing though similar delays are being experienced where there is cross-over.

### **Amy Lepiorz**

Deputy Director of Primary Care

[Amy.lepiorz@nhs.net](mailto:Amy.lepiorz@nhs.net)

January 2018

### **Karen Keen**

Corporate Admin Assistant (Primary Care)

Appendix 1 - Delivery Plan Timeline

KEY for RAG rating					
Scheme off track corrective action/support needed					
Concerns					
Scheme on track					
Scheme Start Date not reached - leave blank					
Responsible Person	Activity	Duration	Start	Finish	RAG
<b>Overarching activities</b>					
A Lepiorz	Steering Group Meeting				
A Lepiorz	Review of the Equality Impact Assessment	63	01-Dec-17	01-Feb-18	G
<b>People powered changes in health and behaviour</b>					
<b>Launch of Social Prescribing at Scale 'A Better Life for You'</b>					
Z Alderson	Discuss social prescribing business case with Local Authority	1	21-Jun-17	21-Jun-17	
Z Alderson/S Paynter	Establish details of all current small scale social prescribing schemes	61	01-May-17	30-Jun-17	
S Paynter/Z Alderson	Establish outcomes of current small scale social prescribing schemes	32	30-Jun-17	31-Jul-17	
S Paynter/Z Alderson	Define Measurable Outcomes	32	30-Jun-17	31-Jul-17	R
Workstream	Agree metrics to be measured including PAM	1	31-Jul-17	31-Jul-17	R
S Paynter/Z Alderson	Standardised holistic needs assessment to be developed	32	31-Jul-17	31-Aug-17	R
Workstream	Agree a way to record and share data between services (Data sharing agreements)	63	30-Jun-17	31-Aug-17	R
S Paynter/Z Alderson	Referral process to be agreed	63	30-Jun-17	31-Aug-17	R
T Edge	Establish baseline data	32	31-Jul-17	31-Aug-17	R
S Paynter/Z Alderson	Stakeholder Event to showcase the vision	30	01-Sep-17	30-Sep-17	R
MR/Education Group	Identify and develop 'Navigator' type role	275	30-Jun-17	31-Mar-18	
Communications	Public engagement/promotion	30	01-Sep-17	30-Sep-17	A
S Paynter/Z Alderson	Initial roll out to General Practice	182	01-Oct-17	31-Mar-18	A
T Edge	Evaluation	30	01-Apr-18	30-Apr-18	C
S Paynter/Z Alderson	Expand project plan to include Pharmacy	365	01-Apr-18	31-Mar-19	C
S Paynter/Z Alderson	Expand project plan to include Ophthalmology	366	01-Apr-19	31-Mar-20	C
S Paynter/Z Alderson	Expand project plan to include Dentists	366	01-Apr-19	31-Mar-20	C
S Paynter/Z Alderson	Expand project plan to include other HCP and front-line staff	365	01-Apr-20	31-Mar-21	C
S Paynter/Z Alderson	Full roll out of 3 tier offer	365	01-Apr-21	31-Mar-22	C
<b>Community Assets</b>					
S Paynter/H Crozier	Community Asset needs assessment	611	01-May-17	01-Jan-19	C
S Paynter/H Crozier	Invest in community interventions	611	01-May-17	01-Jan-19	C
H Crozier	Completion of Bury Directory 'Digital First' Project	580	01-May-17	01-Dec-18	C
Z Alderson/M Culshaw	Understand where CCG DOS sits within this process	580	01-May-17	01-Dec-18	C
<b>System Wide Find and Treat</b>					
Z Alderson	Continue with GP Case Finding QI Exercise	274	01-Jul-17	31-Mar-18	R
MOT	Asertain CCG requirements for AF identification	61	01-May-17	30-Jun-17	
Vision	Develop Case Finder to match CCG requirements for AF	32	30-Jun-17	31-Jul-17	R
Data Quality	Support read coding changes within Practices	32	31-Jul-17	31-Aug-17	R
PCTeam	Asertain CCG requirements for COPD identification	31	30-Sep-17	30-Oct-17	R
Vision	Develop Case Finder to match CCG requirements for COPD	32	30-Oct-17	30-Nov-17	R
Data Quality	Support read coding changes within Practices	31	30-Nov-17	30-Dec-17	R
PCTeam	Asertain CCG requirements for Type 2 Diabetes identification	31	30-Sep-17	30-Oct-17	R
Vision	Develop Case Finder to match CCG requirements for Type 2 Diabetes	32	30-Oct-17	30-Nov-17	R
Data Quality	Support read coding changes within Practices	31	30-Nov-17	30-Dec-17	R
PCTeam	Asertain CCG requirements for CKD identification	31	30-Sep-17	30-Oct-17	R
Vision	Develop Case Finder to match CCG requirements for CKD	32	30-Oct-17	30-Nov-17	R
Data Quality	Support read coding changes within Practices	31	30-Nov-17	30-Dec-17	R
PCTeam	Asertain CCG requirements for CHD identification	31	30-Sep-17	30-Oct-17	R
Vision	Develop Case Finder to match CCG requirements for CHD	32	30-Oct-17	30-Nov-17	R
Data Quality	Support read coding changes within Practices	31	30-Nov-17	30-Dec-17	R
PCTeam	Asertain CCG requirements for Hypertension identification	31	30-Sep-17	30-Oct-17	R
Vision	Develop Case Finder to match CCG requirements for Hypertension	32	30-Oct-17	30-Nov-17	R
Data Quality	Support read coding changes within Practices	31	30-Nov-17	30-Dec-17	R
Z Alderson	Discuss and agree the intended system wide approach/vision (Linked to HLP)	32	31-Jul-17	31-Aug-17	R
Z Alderson	Agree process of identification across professionals (Linked to HLP)	62	31-Jul-17	30-Sep-17	R
Z Alderson	Define Measurable Outcomes (Linked to HLP)	62	31-Jul-17	30-Sep-17	R
Z Alderson	Establish funding method (Linked to HLP)	183	30-Sep-17	31-Mar-18	R
A Lepiorz	Training and Equipment (Linked to HLP)	183	30-Sep-17	31-Mar-18	R
All providers	Opportunistic Screening (Linked to HLP)	365	01-Apr-18	31-Mar-19	R
<b>Healthy Living Programme</b>					
<b>Healthy Living Pharmacy</b>					
A Lepiorz	Baseline review of pharmacies accredited HLP via QP	31	01-Aug-17	31-Aug-17	
A Lepiorz	GM agreement to HLP approach	1	30-Sep-17	30-Sep-17	
A Lepiorz	Identify Training Need	91	31-Dec-17	31-Dec-17	A
A Lepiorz	Training Roll Out	91	31-Dec-17	31-Mar-18	
A Lepiorz	Change commissioning requirement to only 'HLP'	366	31-Mar-18	31-Mar-19	
<b>Healthy Living Optometry</b>					
A Lepiorz	GM agreement to HLP approach		TBC	TBC	
A Lepiorz	Identify Training Need		TBC	TBC	
A Lepiorz	Training Roll Out		TBC	TBC	
A Lepiorz	Change commissioning requirement to only 'HLP'		TBC	TBC	
<b>Healthy Living Dentist</b>					
A Lepiorz	GM agreement to HLP approach		07-Dec-17	07-Dec-17	
A Lepiorz	Identify Training Need		TBC	TBC	
A Lepiorz	Training Roll Out		TBC	TBC	
A Lepiorz	Change commissioning requirement to only 'HLP'		TBC	TBC	
<b>Redefining consultation' programme</b>					
A Lepiorz	Understand Health Education England Position	62	31-Jul-17	30-Sep-17	R
Z Alderson	Scoping of current consultation types across providers	153	01-May-17	30-Sep-17	R
Z Alderson	Produce guidance for practices e.g. A How to Guide	32	30-Sep-17	31-Oct-17	R
MR/Education Group	Redefining Consultation Training to be explored	62	31-Oct-17	31-Dec-17	
MR/Education Group	Redefining Consultation Training Delivered	182	01-Jan-18	01-Jul-18	G
<b>Workforce Leadership and Development</b>					
R Schofield	Implementation plan due (with outcomes & milestones)	1	01-Jun-17	01-Jun-17	
	Comprehensive Primat Care Workforce Data	184	01-Jul-17	31-Dec-17	
	Recruitment & retention of primary care staff	731	01-Jul-17	01-Jul-19	
<b>Workforce Mapping</b>					
KK/MRPD	Carry out mapping exercise in two stages across general practices and then wider primary care	184	01-Jul-17	31-Dec-17	G
GP Fed	Pilot of new insight Tool by PA Consulting	366	01-Jul-17	01-Jul-17	G
Education Group	Develop and carry out training needs analysis across all primary care staff to inform development of an education plan	184	01-Jul-17	31-Dec-17	G
<b>Workforce Development</b>					
MR/Education Group	Scope/Roll out of primary care support roles GP navigators/GP medical assistant/care co-ordinators in line with GM investment agreements	274	01-Jul-17	31-Mar-18	G
MR	Training of medical assistants inline with GM investment agreement	1097	01-Jan-18	01-Jan-21	
NS/GP Fed	Develop the clinical pharmacist roles within general practice	731	01-Jul-17	01-Jul-19	G
RS/PJ	Development of an infrastructure which allows interprofessional working across primary care	731	01-Jul-17	01-Jul-19	
MR/JS	Review/Refresh Primary Care Education Strategy	274	01-Jul-17	31-Mar-18	G
Education Group	Education Group to consider/develop ways to improve practice engagement in education and smarter ways to deliver training	184	01-Jul-17	31-Dec-17	G
RS	Review of LTI uptake/format to ensure they are effective and continue to meet desired objectives/outcomes	184	01-Jul-17	31-Dec-17	G
Education Group	Development of an education plan informed by the workforce data/CCG priorities to be delivered across primary care	274	01-Jul-17	31-Mar-18	G
Education Group	Roll out of MECC methodology	639	01-Jul-17	31-Mar-19	G
	What matters to you campaign/promotion and approach	1			
RS	Support practices to deliver all 9 GM Standards	365	01-Apr-17	31-Mar-18	G
MR	Support practices to achieve a CQC rating of good or outstanding	365	01-Apr-17	31-Mar-18	G
RS/MR	Implementation of the 'Redefining Consultation Programme'	212	01-Jan-18	31-Jul-18	
MR/RS	Training support on the use of online consultations/sharing of good practice in line with GM investment agreement	1	01-Feb-18	01-Feb-18	
<b>Leadership</b>					
Education Group	Identify internal sources of expertise through which may be used to empower staff/share learning	457	01-Jul-17	30-Sep-18	R
ZA	Review of Sector Meeting governance and membership to ensure they continue to represent wider primary care and are an effective form of communication	92	01-Jul-17	30-Sep-17	
Education Group	Develop leadership skills as part of the education plan	184	01-Jul-17	31-Dec-17	G
AL	Facilitation of 'Time to Care' and General Practice Leaders Programme	366	26-Jul-17	26-Jul-18	G
AL	Engagement/promotion of the GP Excellence Programme	731	01-Jul-17	01-Jul-19	G
<b>Enabler - Technology</b>					
M Culshaw	Implementation plan due (with outcome & milestones)	1	01-Jun-17	01-Jun-17	
M Culshaw	Investigate Online Consultation software in line with GM investment agreement	123	01-Jun-17	01-Oct-17	A
Z Alderson	Increase usage of online consultation software	121	01-Apr-18	30-Jul-18	G
M Culshaw	Vision 3 to Vision Anywhere Upgrade	641	01-Jun-17	03-Mar-19	A
M Culshaw	Underpinning Technology to support Locality Plans	305	01-Jun-17	01-Apr-18	C
M Culshaw	Outcomes Manager	884	01-Jun-17	01-Nov-19	

