

TELFORD & WREKIN COUNCIL HEALTH & WELLBEING BOARD

7TH SEPTEMBER 2016

NHS TELFORD AND WREKIN PRIMARY CARE STRATEGIC PLANS

REPORT OF: MRS NICKY WILDE, DEPUTY DIRECTOR FOR PRIMARY CARE

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

The Primary Care delegated commissioning strategic priorities for NHS Telford and Wrekin for 2016 - 2020 build on the original CCG Primary Care Strategy which was used to inform the progression to delegated commissioning status and is also designed to be read alongside the main CCG commissioning strategies www.telfordccg.nhs.uk/strategies.

The priorities are aimed to ensure the sustainability of excellence in the delivery of our Primary Care responsibilities whilst endeavouring to meet the expectations of our stakeholders, within a challenging environment. The priorities remain to be about facilitating, shaping and exploring possibilities, in partnership with our stakeholders. We have a vision of a Primary Care Service, led by GPs who are sufficiently resourced to offer appropriate and prompt access to excellent quality planned and urgent care for our population that is robust against challenge.

Our GPs will lead innovatively staffed multi-disciplinary teams across health and social care as well as those staff historically involved in the delivery of Primary Care such as community nursing teams. Primary Care Services will be designed around the needs of our population, as mandated by Patient Groups.

Telford and Wrekin will strive to continue to be an attractive place for Primary Care Clinicians of all disciplines to work and will be evidenced by the number of applicants for every job advertised and the excellent reputation of our Primary Care regionally and even nationally.

The strategic priorities identified in this paper have been informed by a local Primary Care Needs Assessment (PCNA) which was undertaken during February and March 2016. The purpose of the PCNA was to understand the need in Primary Care from a Patient, Commissioning and Provider perspective. The document was shared with the following stakeholders and comments were welcomed:

- CCG Primary Care Committee
- CCG Governance Board
- CCG Health Roundtable
- Healthwatch
- All GP Practices in Telford and Wrekin
- Local Medical Committee

After the Needs Assessment had been completed two key documents were published which have also been used to identify the Primary Care Strategic Priorities. The General Practice Forward View (Department of Health April 2016) and the NHS England Sustainability and Transformation plans – from Primary Care to integrated Primary Care to integrate out of hospital community based health and social care. The CCG also has a Primary Care Estates plan which details Premises developments, and a Primary Care Digital Roadmap which have informed the priorities and which can be found at www.telfordccg.nhs.uk/primary-care-committee.

Appendix 1 – Telford and Wrekin CCG Primary Care Strategic priorities

Appendix 2 – Telford and Wrekin CCG Primary Care Estates Plan

2. RECOMMENDATIONS

The Health and Wellbeing Board are asked to:-

- Note the Primary Care Strategic Priorities for 2016 – 2020
- Confirm that these priorities are consistent with the wider Health and Wellbeing Priorities.

3. IMPACT OF ACTION

The CCG will know when we have achieved our vision because:-

- Patients will consistently tell us
- Improved outcomes will have been demonstrated and
- We will have an empowered, diverse and self-sustained workforce

Each priority will have identified measurable outcomes which will be monitoring by the Primary Care Committee of the CCG who have received an overarching work-plan to ensure delivery of the priorities.

4. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to a specific HWB Priority?	
	Yes	<i>Encourage healthier lifestyles</i> <i>Strengthen our communities and community based support</i>
	Will the proposals impact on specific groups of people?	
	Yes	<i>The population registered with Telford and Wrekin GP Practices (both temporary and registered patients)</i>
TARGET COMPLETION/DELIVERY DATE	<i>This is a strategy for 2016 – 2020</i>	

FINANCIAL/VALUE FOR MONEY IMPACT	Yes	<i>There is a separate finance report submitted to the CCG Primary Care Committee on a monthly basis.</i>
LEGAL ISSUES	No	<i>None identified</i>
EQUALITY & DIVERSITY	No	<i>One of the priorities is to commission high quality Primary Care at Scale, addressing inequalities by attracting a multidisciplinary skilled workforce, to increase patient access, supported by excellent IT infrastructure and Estate.</i>
IMPACT ON SPECIFIC WARDS	No	<i>Borough-wide impact</i>
PATIENTS & PUBLIC ENGAGEMENT	Yes	<p><i>A primary Care Needs assessment was undertaken to support the priorities. Part of this involved a patient engagement survey undertaken by Healthwatch – over 2000 responses were received to inform the final priorities.</i></p> <ul style="list-style-type: none"> ➤ <i>The overriding theme between the patient and professional survey results is identified as the need to improve the use of technology and access to information to manage patient care</i> ➤ <i>Patients indicated that they are happy to travel further to get better access to good quality care and GP Practices are open to exploring how practices can work together</i> ➤ <i>Patients would like more availability of appointments outside current opening hours and would like better access to appointments both bookable in advance and on the day</i> ➤ <i>Patients would like reception staff to improve their customer care and to answer calls promptly</i> ➤ <i>The development and sustainability of the Primary Care workforce is also highlighted as a concern</i>