Appendix A: Direct Commissioning of Primary Care SY&B - Plan on a Page

General Practice, Community Pharmacy, Dental and Eye Care providers to play a much stronger role at the heart of a more integrated system of community based services that improves outcomes for patients.

System Objective One

Role of primary care services maximised in prevention of ill health and promotion of health & well being

System Objective Two

Patient/user experience improves measurably

System Objective Three

Primary care services aligned to support local commissioning priorities of each community

System Objective Fourb

Integrated primary care services that deliver measurable change

System Objective Five

Provider development facilitates skills & competencies that deliver challenging commissioning intentions

System Objective Six

Consistently high quality services that are safe and demonstrate value for monev.

Delivered through

New models of holistic & proactive primary care that facilitate a developing provider landscape; Provider development/training opportunities identified and supported by Health Education England SYB partnership council work program; strong LPNs; Patients & their carers involved more fully in managing their own health.

Delivered through

Best practice models of patient access implemented across primary care that address variation on outcomes & access, particularly for frail older people & those with complex health needs; commissioning for excellent access and diversity (including language barriers); Increasing & responsive user engagement forms informs commissioning decisions.

Delivered through

Alignment of strategies for out-of-hospital care with premises development and workforce strategies; improve utilisation of premises that are fit for purpose; commissioning decisions recognise interdependencies; Strong LPNs;

Delivered through

Work with HWBB to identify key contributions for primary care to integrate and deliver change; Co-commissioning with CCGs; innovative contracting mechanisms; cross sector accreditation frameworks; PMS contract reviews

Delivered through

Review of primary care workforce to identify risks & opportunities presented by workforce profile; piloting new/joint primary care roles; innovative solutions to workforce recruitment retention and development; identify & promote national capability & capacity programmes; create training opportunities for practice nurses & staff

Delivered through

Proactive response to complaints and concerns; rapid action in response to safety risks, early intervention; develop and support mechanisms that promote continual learning;

Overseen through the following governance arrangements

- Shared system leadership overseeing implementation of the improvement interventions
- Individual organisations leading on specific projects
- Joint responsibility with CCGs to drive up all aspects of quality in Primary Care
- Strong LPN delivering clinical leadership and driving innovation

Measured using the following success criteria

- Delivery of the system objectives
- Reduction in variation
- No provider under enhanced regulatory scrutiny due to performance concerns
- Sustainable workforce
- Services developed at scale and deliver within available resource

System values and principles

- Primary care continues to be effective first point of contact for patients
- Common core offer of high quality, patient centred primary care
- Patient experience and clinical leadership drive the commissioning agenda securing higher quality services
- Reduction in health inequalities & continuous improvement in health outcomes across 5 domains of Out6comes Framework