



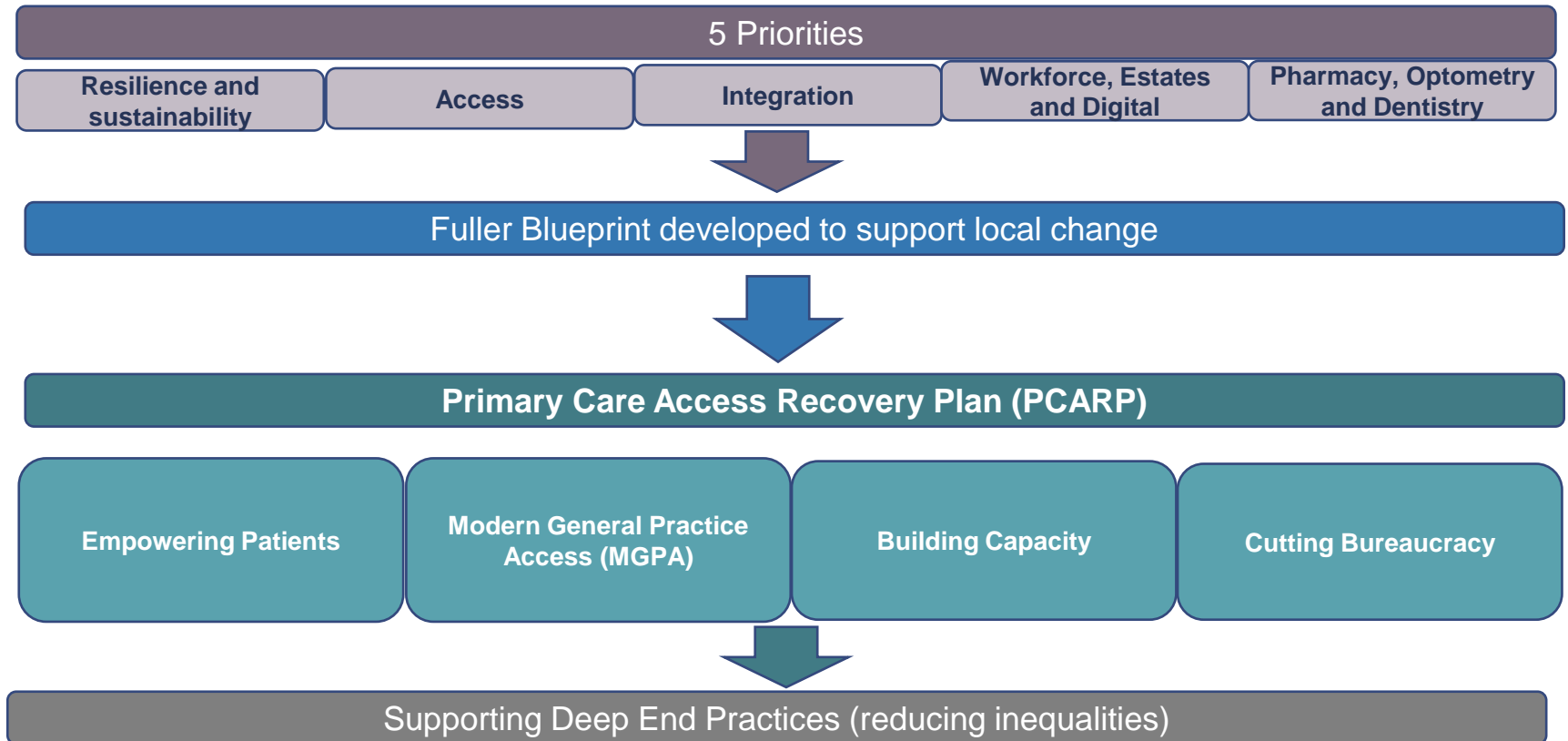
**North East and
North Cumbria**

Primary Care Access Recovery – NENC ICB System Plan

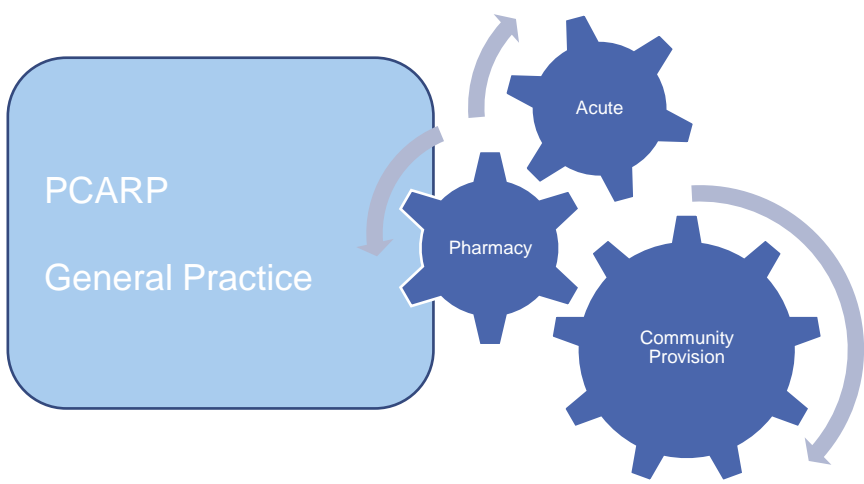
North East and North Cumbria Integrated Care Board

November 2023

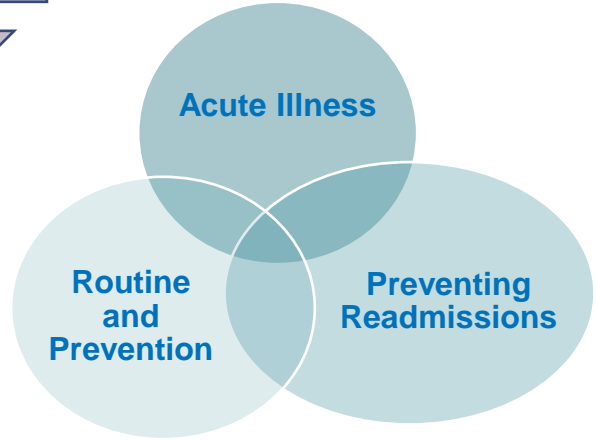
Our vision for primary care recovery in the North East and North Cumbria



Recovery requires a whole system approach



Pharmacy



Community

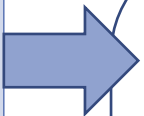
 Better health & care services	  Fairer outcomes for all Longer & healthier lives	 Better health & care services	 Harnessing new technology and making best use of data	 Supporting and growing our workforce
Urgent Community Response	Proactive Care	Enhanced Care – Care Homes	Digital Community Health	Supporting the Workforce

Cutting bureaucracy between primary and secondary care



Onward Referral

Direct consultant to consultant referral without the need to refer the patient back to the GP



Complete Care

Patients to leave hospital with all required information, e.g. fit notes and discharge letters



Call and Recall

NHS Trusts to establish call/recall systems for patient follow-up tests or appointments



Clear Points of Contact

Establish single routes for general practice and secondary care teams to communicate rapidly

- ✓ Matrix working established within ICB
- ✓ Review of acute contracts
- ✓ Single policy under development for ICB implementation
- ✓ Programme of work to implement ICB wide Primary / Secondary Care interface forum
- ✓ Develop pathways with patient at the centre
- ✓ Co-design in partnership

- NEXT STEPS**
- Through Primary & Secondary Care Interface Forum
- Continue to baseline and develop all 4 key areas
 - Establish Interface Forum
 - Align Forum with Local approach and embed principles

Primary / Secondary Care Interface - Self-Referral Progress

Musculo-skeletal

- 12 Local areas
- Work ongoing 1 local area

Weight Management

- 3 Local Authorities currently offer Tier 2

Wheelchair services

- 5 Local areas
- Work ongoing in 8 local

Falls Services

- In 3 local areas
- Work on going in 10 local areas

Audiology

- In 8 Local areas
- Work ongoing in 5 local areas

Podiatry

- in 7 Local areas
- Work ongoing in 6 local areas

Equipment Services

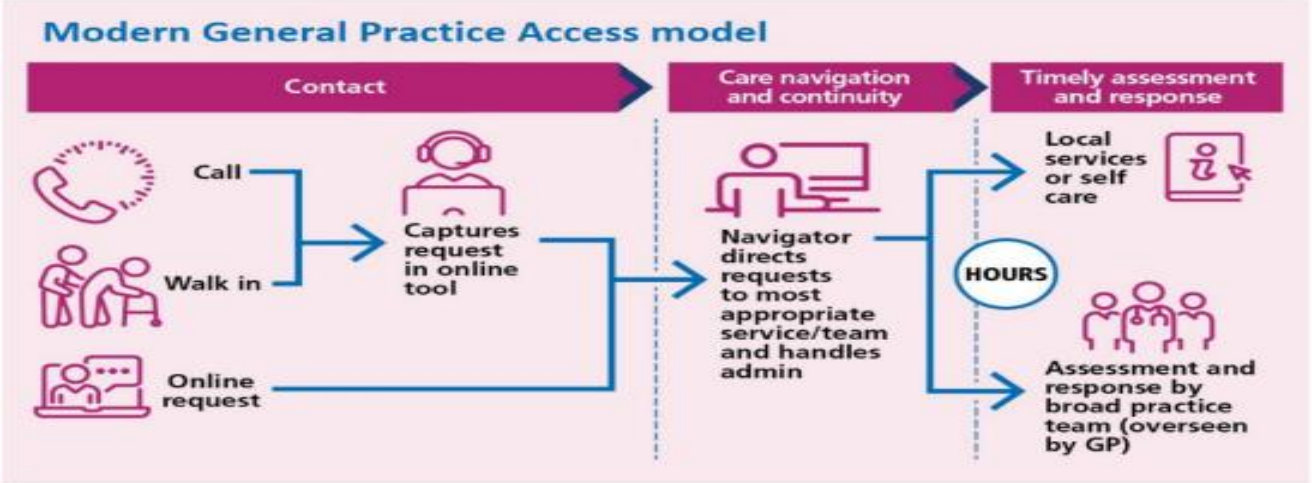
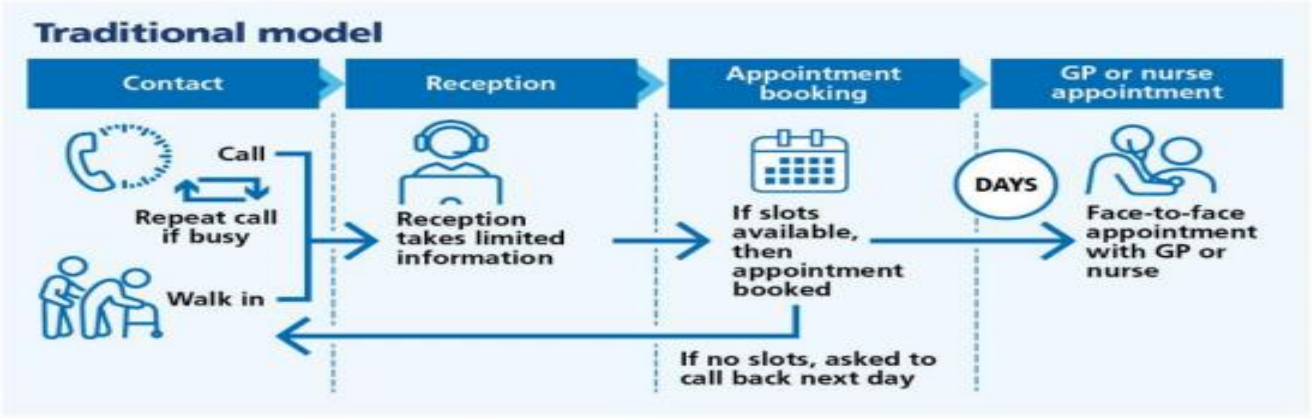
- In 3 local areas
- Work ongoing in 10 local areas

There is a myriad of funding / support offers

Practice Core	PC N	SDF	National	Free Offers	Pharmacy
Core Contract - Global sum £	IIF CAP Improvement	GPIT	CBT Analogue to Digital 84 practices	GPIP – Intensive & Intermediate	£645m over 2 years
Premises reimbursement	PCN Participation	PCARP Support	Digital Tools £0.93 per patient	Care Navigation	
Financial Entitlement maternity, sickness	Core PCN DES	Training Hubs	Digital/Estates Capital £5.4m	Demand and Capacity	
QOF – QI Access	Care Homes	Transformation – Fuller	MGPA	Digital and Transformation leads development	
DES Various	IIF Achievement	Practice resilience and stability	Communications Campaign - National		
LES Various	ARRS funding	PCN Pharmacy Link worker			

£ 31.5 million, new or redistributed funding for NENC

Improving communications with patients



Progress with delivery

Support Level Framework

Ambition: 100% by March 2025

Status: 31 (9%) discussions complete

Care Navigation Training

Ambition: 1 person per practice

Status: 109 (42%) foundation level and 14 (4%) advanced level completed

Cloud Based Telephony

Ambition: 84 practices

Status: 11 (13%) confirmed supplier

Modern General Practice Access

Ambition: 100% transitioned to MGPA by March 2025

Status: 31(9%) transitioned to MGPA

GPIP – Practice Intensive

Ambition: 41 practices

Status: 33 (80%) signed up

GPIP – Practice Intermediate

Ambition: 22 practices

Status: 16 (73%) signed up

GPIP – PCN Intermediate

Ambition: 22 PCNs

Status: 1 (5%) signed up

GPIP – Practice / PCN Universal

Ambition: As many as possible

Status: 50 practice offers accessed, 18 PCN offers accessed

Our delivery timeline

April to September

Baselining

Local agreed Capacity Access

Support offers

Direct bookable appts by 31 July

Self-referral pathways baseline

October to December

Prospective record by 31 October

System Plan to Board by November

Community Pharmacy expansion

Telephone and digital tool options

year 1 Modern GP Access Fund

Maximise use of additional roles (ARRS)

Coordinate System Comms

January to March 24

Plan review

Board update March 24

analogue to digital telephony stocktake

Completed procurement of required digital tools

April 24 to March 25

Year 2 Modern GP Access fund

Assess outcomes from local plans

Continue support discussions

Board reporting