

Date of Meeting: 26 September 2019

Portfolio Holder: Cllr L Miller, Adult Social Care and Health

Local Member(s):

Director: Mathew Kendall, Executive Director of People - Adults

**Executive Summary:**

The purpose of this report is to provide an overview of General Practices across Dorset and the Primary Care Networks established as part of Dorset Integrated Care System plans to strengthen partnership working across local communities.

**Equalities Impact Assessment:**

Primary Care Networks provide full Dorset population coverage and include all Dorset General Practices.

**Budget:**

CCG and Dorset ICS Budget as part of national investment plans.

**Risk Assessment:**

Having considered the risks associated with this decision, the level of risk has been identified as:

Current Risk: N/A for Dorset Council

Residual Risk: N/A for Dorset Council

**Climate implications:**

N/A

**Other Implications:**

N/A

**Recommendation:**

The Committee is asked to note the contents of his report.

**Reason for Recommendation:**

This paper is presented in response to a request from the Committee.

**Appendices**

None

**Background Papers**

None

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## **1. Background to General Practices in Dorset and local NHS plans for Sustainability and Transformation**

- 1.1 81 Practices in Dorset are now part of 18 new Primary Care Networks (PCNs) and they will provide services for all patients across Dorset. PCNs range in size from a 30,000 registered population in North Dorset to 75,000 in Weymouth and Portland.

### **How do our General Practices in Dorset compare in terms of quality of care and patient experience?**

- 1.2 Care Quality Commission (CQC) Dorset position (May 2019): All Dorset Practices have now been rated by the CQC. Four have been rated as outstanding, seventy-five rated as good, three rated as requires improvement and none rated as inadequate. A number of Practices have been re-inspected as part of the on-going regulatory process.
- 1.3 Patient Survey results (July 2019): The 2019 GP Patient Survey was recently published by Ipsos MORI on behalf of NHS England (NHSE). The survey measures patient experience across a range of topics and compares our CCG with both national and regional results.
- 1.4 In Dorset 23,255 questionnaires were sent out (around 3% of the registered population) and 10,419 were returned completed (a response rate of 45%). Overall the survey found that patient experience of GP services in Dorset compares very favourably with the rest of England:
- 87% of patients describe their experience as good, compared to a national average of 83%;

- Most patients (81%) report it is easy to get through to their GP Practice on the phone, compared with a much lower national average of 68%;
- Access to on-line services is slightly above the national average (79% in Dorset compared with 76% nationally) with booking appointments on-line slightly below (11% in Dorset compared with 15% nationally).

1.5 It is worth noting that in many of the indicators surveyed there was a high interpractice variability and overall patient satisfaction for many indicators are marginally down when comparing with the survey results of 2018.

### **Supporting General Practices to work together to transform care as part of an Integrated Care System**

1.6 The CCG with system partners has been working for a number of years now to encourage partnership working between General Practices and with their local communities. The Primary Care Commissioning Strategy has focused on supporting all General Practices to put in place plans for sustainability as well as plans for working at scale as part of transforming care delivery. The formation of PCNs has developed from Locality based working and a number of areas being involved as national test sites using a Primary Care Home Model.

## **2. Primary Care Networks – Strategic Context**

2.1 In January 2019, NHSE launched the NHS Long Term Plan to secure an NHS fit for the future. This plan makes a commitment to prioritise investment in Primary and Community services as part of new care models.

2.2 Bringing General Practices together to work at scale has been a policy priority for some years for a range of reasons, including improving the ability of Practices to recruit and retain staff; to manage financial and estates pressures; to provide a wider range of services to patients and to more easily integrate with the wider health and care system.

2.3 These reforms secure and guarantee extra investment in General Practices over the next five years with a focus on making improvements to the quality and outcomes of care.

2.4 Five major changes to the NHS Service model:

- Boost out of hospital care – dissolve historic divide between Primary and Community care;
- Redesign and reduce the pressure on Emergency hospital services;
- Patients get more control over their own health – personalised care;
- Digitally enabled Primary Care and outpatient care – goes mainstream;
- Increasing focus on population health – local partnerships with Local Authority funded services, through Integrated Care System.

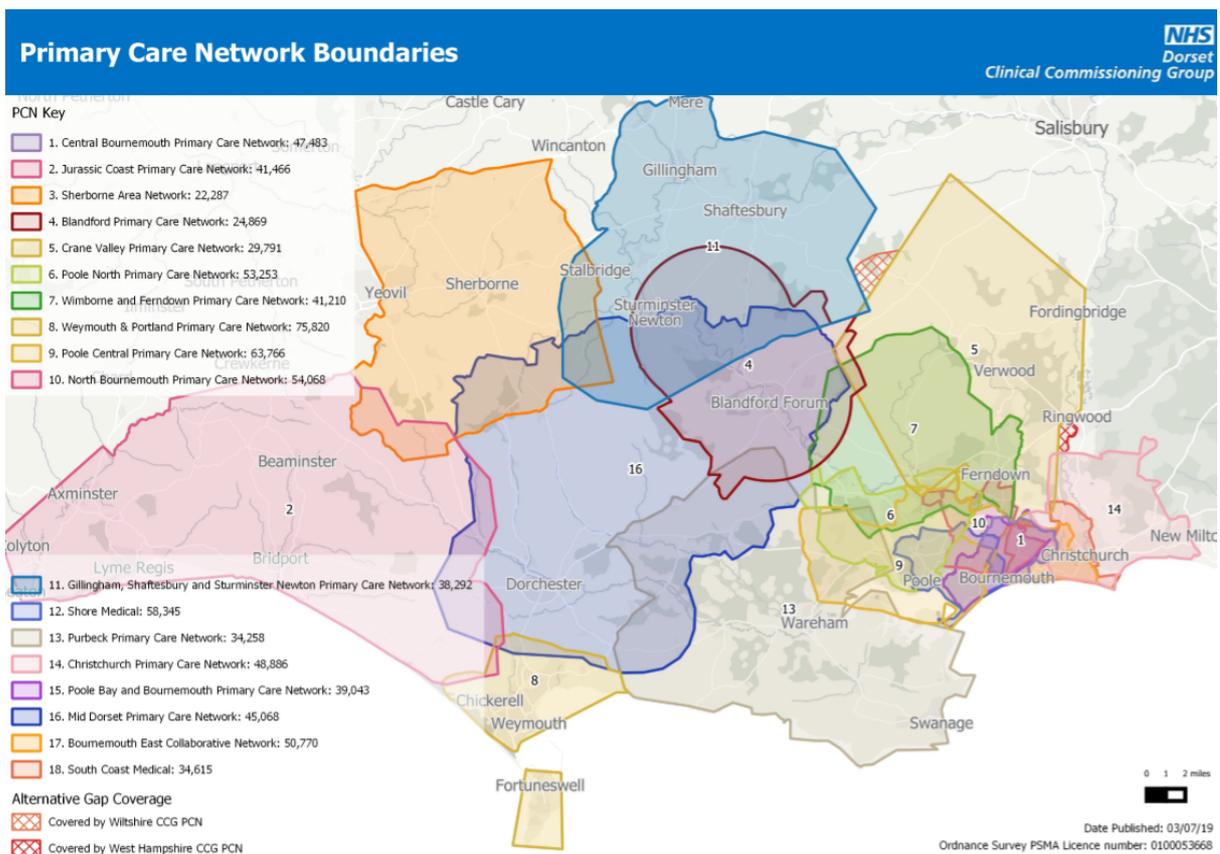
2.5 Primary Care Networks (PCNs) will support groups of Practices coming together, in partnership with community services, social care and other providers of health and social care to provide proactive, personalised and co-ordinated out of hospital care within geographically defined areas in Dorset. Networks will form around natural communities and serve a population of around 30,000 to 50,000.

### 3. Primary Care Networks in Dorset

3.1 PCNs came into being on 1 July 2019 and will develop over the coming months and years to be able to play their full role in delivering out of hospital care as part of the Dorset Integrated Care System.

3.2 81 practices in Dorset are now part of 18 new PCNs and they will provide services for all patients across Dorset serving a registered population of 805,473 (as at July 2019). PCNs range in size from 30,000 in north Dorset to 75,000 in Weymouth and Portland.

3.3 Practices will be supported to come together in partnership with community services, social care, other healthcare providers and the voluntary sector to deliver more integrated care to their local population.



## **4. What will Primary Care Networks provide?**

- 4.1 PCNs will provide stronger partnerships between community services, the voluntary sector and local communities in addition to greater collaboration between Practices with formal agreement made about how they work together.
- 4.2 There will be greater investment in services to improve access, quality of care and care outcomes. This will include skill mixed teams with new roles introduced to improve access and further strengthen integrated care.
- 4.3 PCNs will eventually be required to deliver a set of seven national service specifications aimed at improving health outcomes and meeting population needs. Five will start by April 2020: structured medication reviews, enhanced health in care homes, anticipatory care (with community services), personalised care and supporting early cancer diagnosis. The remaining two will start by 2021: cardiovascular disease case-finding and locally agreed action to tackle inequalities.
- 4.4 To do this PCNs will be expected to provide a wider range of Primary Care services to patients by introducing new roles, for example, first contact physiotherapy, extended access and social prescribing. Networks will receive specific funding for Clinical Pharmacists and Social Prescribing link workers in 2019 / 20, with funding for Physiotherapists, Physician Associates and Paramedics in subsequent years.

## **5. How will Primary Care Networks benefit the local population?**

- 5.1 The NHS Long Term Plan, 2019 suggests the need to “Boost out of hospital care and dissolve the historic divide between Primary and Community health services”.
- 5.2 PCNs will enable this transition and benefit the local population in the following ways:
  - More involvement in decision making and control over your own treatment including more personalised care and support plans for those with the most complex needs;
  - Better access to specialists through services such as Consultant Connect – freeing up GP’s time for routine GP appointments;
  - Reduced need for patients to be referred to hospitals as more services will be available in primary and community care;
  - More help to improve overall health and wellbeing – through initiatives such as social prescribing; and all PCNs agreeing to target local improvements in preventive health care;
  - Greater availability of consultations on-line using technology including video/remote consultations with a target for all practices to be offering on-line consultations by the spring of 2020;
  - More opportunity to book appointments online;

- More direct access to services for patients – for example First Contact physiotherapy – to be introduced from 2020.

## **6. Summary**

- 6.1 General Practices have now formally agreed to work together in Primary Care Networks to build on existing partnerships in local communities to deliver care to meet local needs.
- 6.2 PCNs will form the ‘building blocks’ for our Integrated Care System, bringing people and services together in local communities to plan and deliver better outcomes for their local population, based on shared understanding of priorities and need.
- 6.3 General Practices will work together in these Networks developing stronger working relationships and collaborations with other health and social care providers.

### **Rob Payne**

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### **Sarah Howard**

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