



Enhanced Primary Care Support Unit

Cwm Taf University Health Board

Sarah Bradley
Head of Primary Care

Project – Enhanced Primary Care Support Unit

‘To develop an enhanced workforce provision that addresses the recruitment / retention and local demand profile to provide a high quality / sustainable Primary Care and Community services for Cwm Taf residents’.

Why was it chosen?

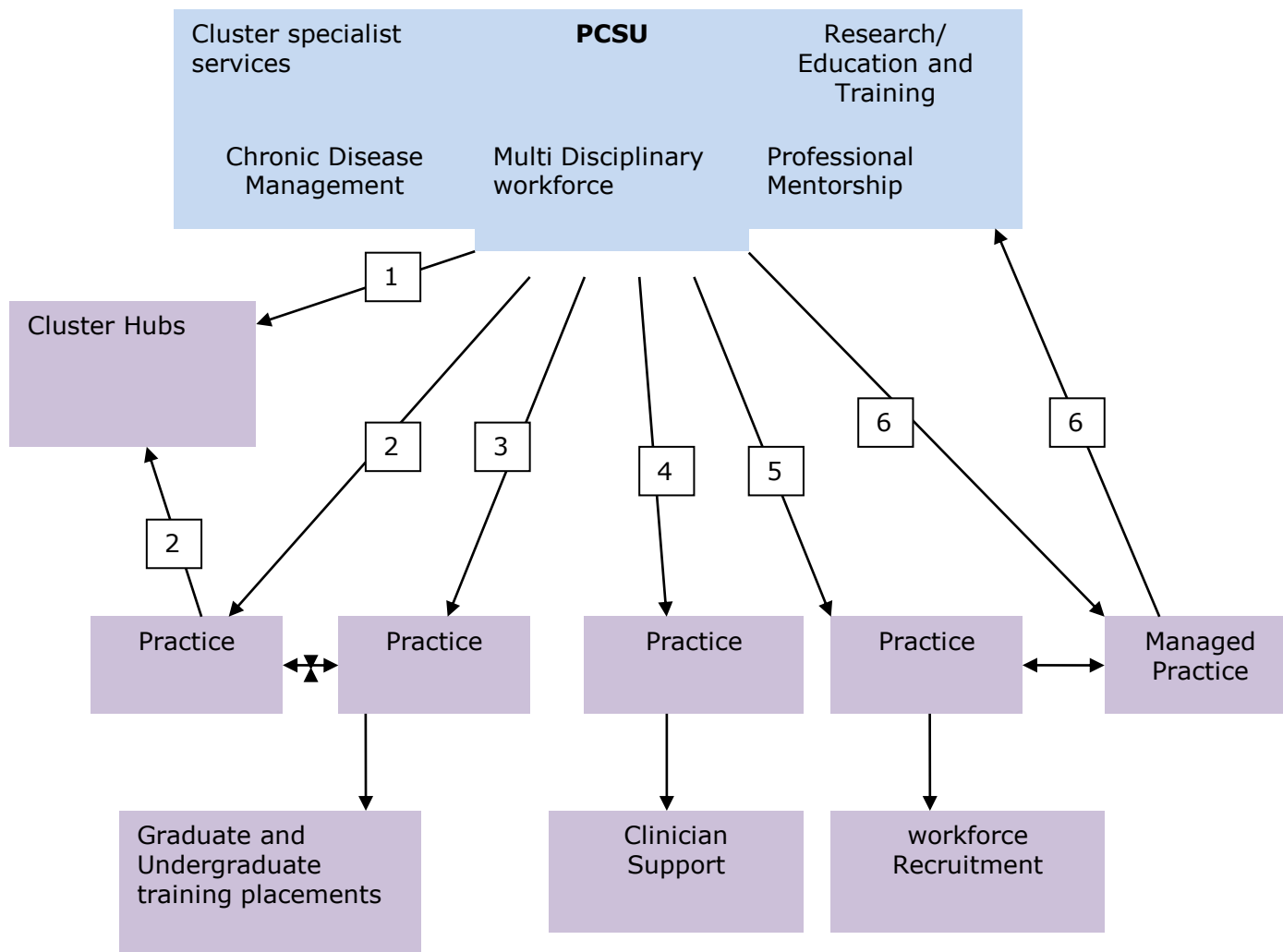
What problem are you trying to solve?

- *Significant General Practice Sustainability issues*

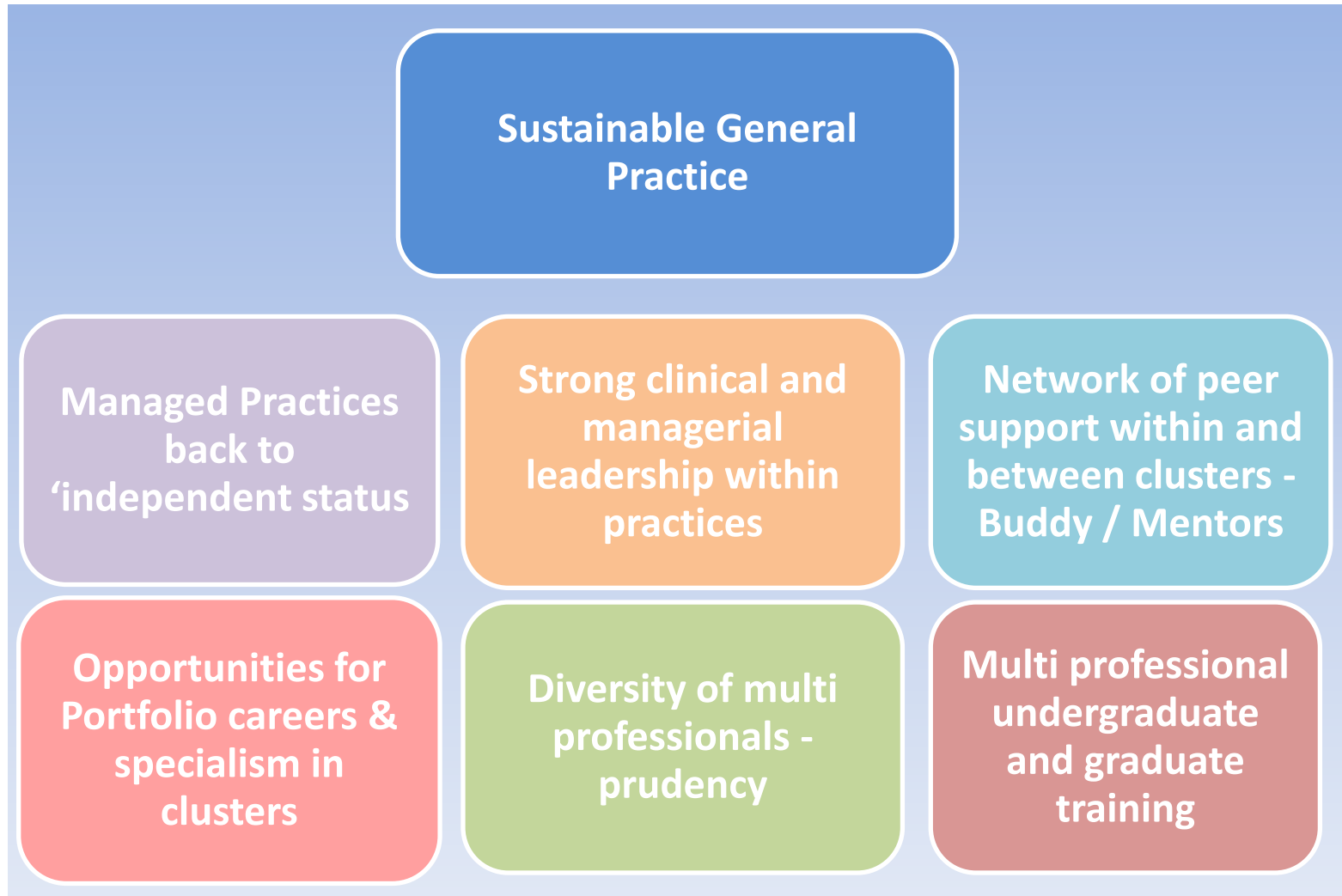
(Recruitment Pressures/workload/retirements)

- *13 practices at risk*
- *10 practices within Rhondda - 88,680 patients!*
- *Strong foundation - we have the original PCSU*

What would **Success** look like?

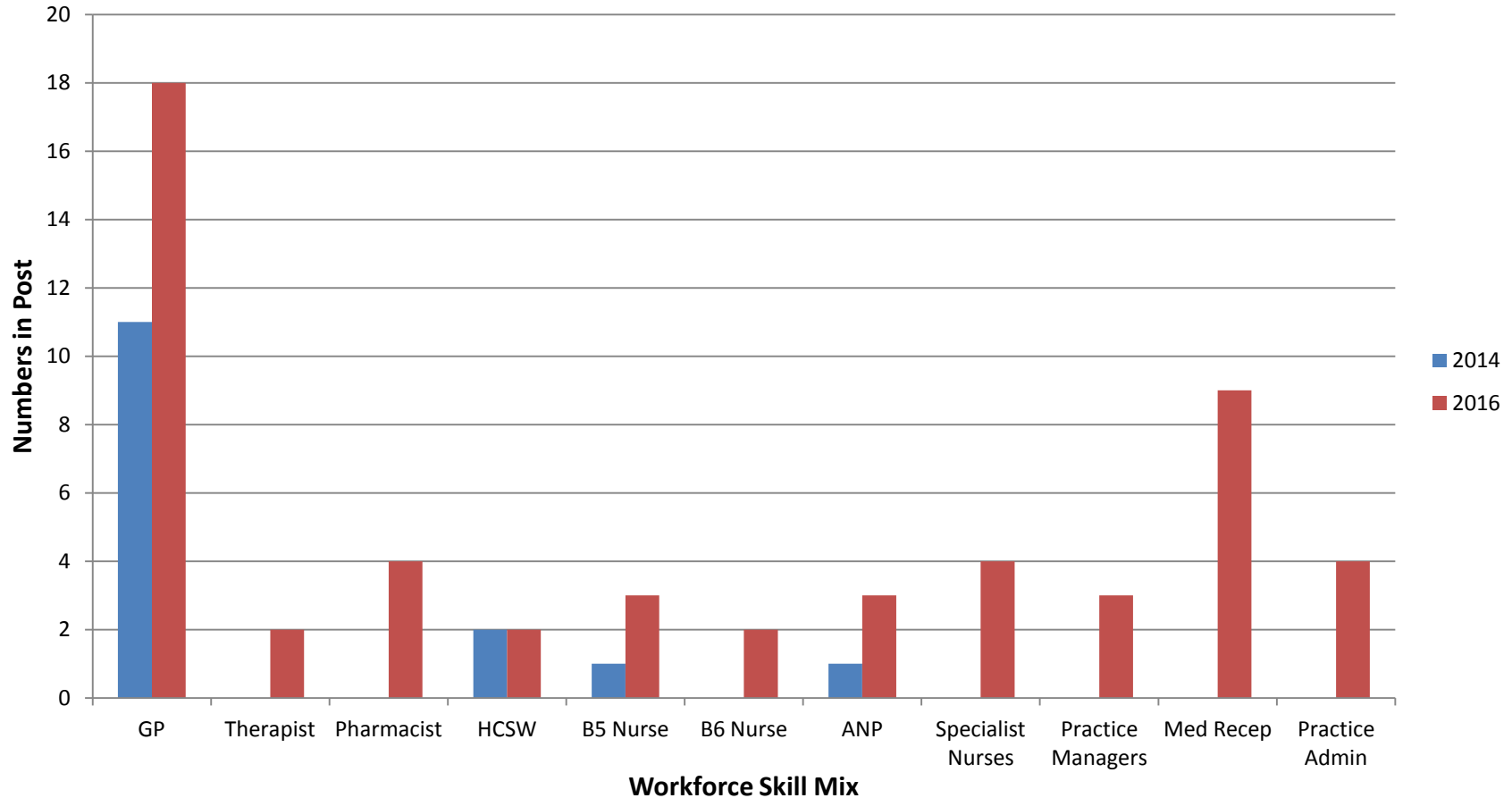


What would **Success** look like?



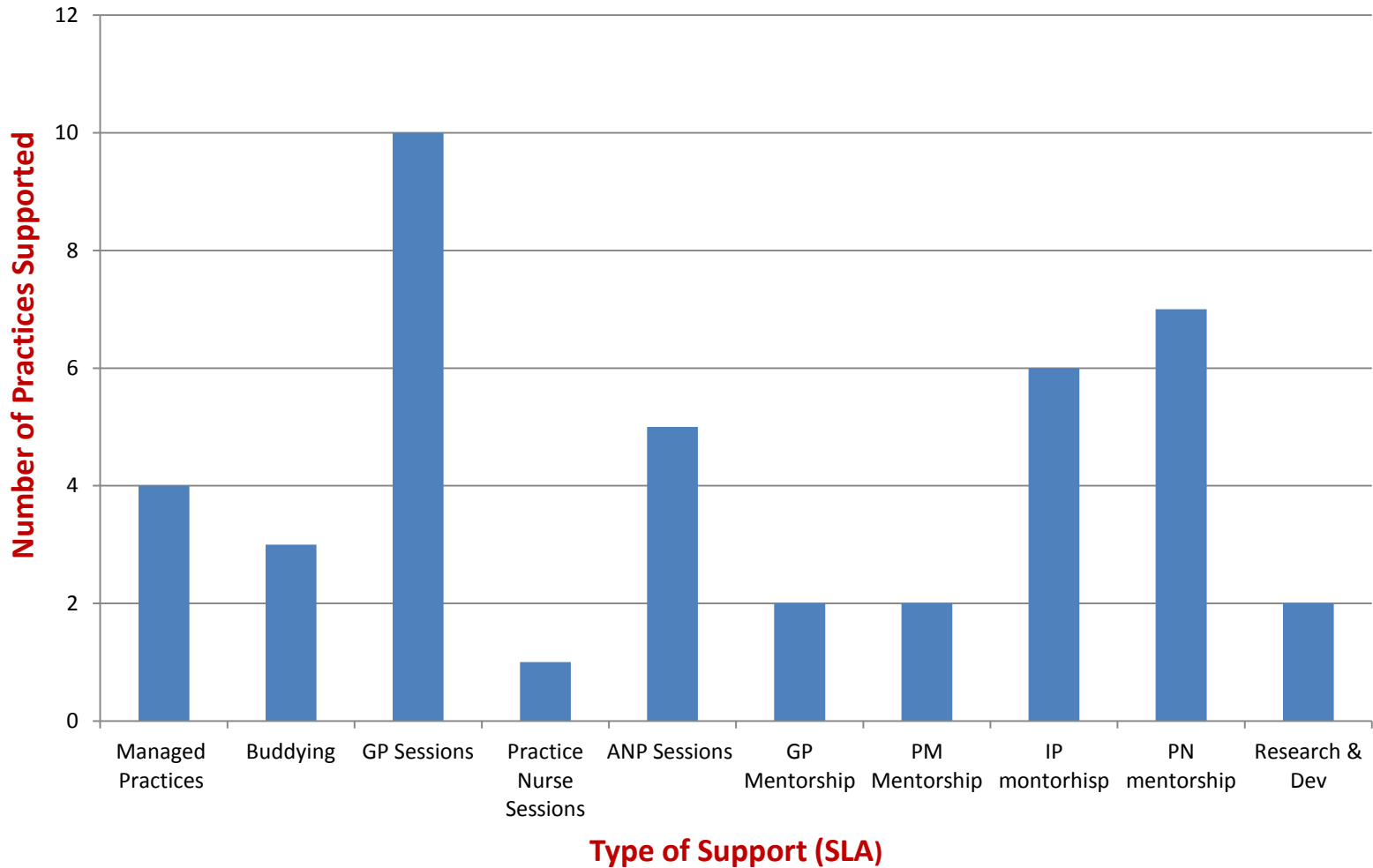
What are Your Process Measures?

Increased number and range of staff in PCSU



What are your Process Measures?

Range of support being provided



What will be your **Outcome** Measures?

- Evaluation due March 2018
- Prevent /Reduce GMS contracts resignations
- Transfer all 4 managed practice to independent status within 2/3 years
- Increase number of SLAs for 'buddying' for vulnerable practices
- Improved patient experience and access
- Increase satisfaction levels amongst all professionals within General Practice

Will you have any **Balancing** measures?

- *PCSU becomes easy option*
- *No of vacancies within independent practices continue to increase*
- *Reliance on the PCSU – fine balance*

What did you **Learn** ?

- *Mult-professional PCSU is required for rapid response and critical mass*
- *Strong leadership (both clinical and managerial) – key!*
- *‘Buddying’ is new and this is the focus for the future*
- *Barriers – HR processes*

Ministerial Priorities

- Achieving service sustainability
 - Ensuring that Practices are supported
 - Support from neighboring practices
- Improving access and patient experience
- Stable practices will be an the enabler for movement of services out of hospitals into community settings – We have started despite sustainability issues.

Next Steps

- *Finish detailed work with workforce & OD*
- *Evaluative framework as part of Primary Care Academic Research Unit*
- *Exciting aspect – ‘Buddying’ - feel the difference*
- *Recruitment to PCSU has gone well*
- *Challenges new GPs do not want to work the hours of the contract*
- *Expand PCSU to other neighbouring UHB ?*

Discussion – 21st Sept 2016

- Builds on existing PCSU to enhanced model – move from plugging immediate gaps to promoting wider MDT with collaborative working; facilitative approach; prudent agenda
- Main problems are in small vulnerable practices – poor management / planning / networking. Clustering helps sustainability
- Managerial leadership was neglected in past. Role of practice manager is key – training and recognition. 'Change' managers helpful.
- Prudent model - what can we get GPs to give up that others can do
- Support for ind contractor status - innovation, motivation, financial rewards. Reduce financial risks for GPs
- Increase over last two years in MDT, range of HCPs – pharmacy, physio, looking at PA role, pxing roles - real need to diversify, change culture.
- Role of PM and admin staff – critical for safety and efficiency. Use of mentorship and buddying.
- Talking to CHC about measuring patient satisfaction (but not done yet)
- Risk of making practices dependent on PCSU - clarity on risks and responsibilities of practices - support given / contract / exit strategy
- 'Buddying' is new and a focus for the future; SLA for buddying roles v successful
- Where does the Inverse Care Law fit into this? Need for training, motivation and support. Holistic care – need to engage patients and address health promotion on cluster level
- Pacesetter has been the turnkey that has allowed this to progress
- For all of this to succeed you need a strong general practice. Stable GP is essential for the future, supplementing GP workforce
- Challenge - new GPs do not want to work within the hours of the contract - need to move from GP centric model.
- Research opportunities on All Wales level for impact of PC on equalities, etc.