

Exec Sponsor	Nicky Poulain
Clinical Lead	Strategic & Place Leads
Workstream Lead	Paul Lindars
Project Manager	TBC

Overall Workstream RAG



Aims and objectives

- Resolution of immediate PC access issues
- Provide clear information for patients (and other stakeholders) to manage expectations and improve patient experience
- Support the system with identification and prioritisation of patients struggling to access PC services, reducing health inequalities and ensuring equitable access
- Support GP practices to manage workload, and releasing their time for care
- Oversee the delivery of BLMK proportion of the nationally mandated 50m more appointments in General Practice
- Enable digital PC access solutions and support digital inclusion programme
- Support CCG/ training hub with issues relating to the recruitment and retention of BLMK's proportion of the regional workforce targets (GPs & PCN additional roles)
- Consistently review and interpret PC activity and appointment data to identify services requiring support, and ensuring data accuracy.

Scope

Technical, operational, problem solving, enabling

System engagement

Digital programme board
BI/ PHM programme meetings
Primary care quality, performance and risk meeting
Estates working group
A&E Delivery Board

Task groups

Community Pharmacy Consultation
Access Improvement Programme
Urgent Same Day Access group

Forum / Meeting

PC Access Group

When?

29 June 2021 (monthly)

Information for next meeting/ next steps

- Focus on A & E Dashboard if available
- Feedback from Digital PC Congress
- Feedback following IIF Appointment Data mapping

Risk/Issue Cause	Consequence	Likelihood	Impact	RAG	Mitigation and Controls	Likelihood	Impact	RAG
Covid vaccination calls	A number of practices struggling with covid calls 111 struggling with covid calls	3	3		HUC looking at ways to stream off calls that are advice only. Messaging for websites to be sent to Practices 111 capacity being increased through over recruitment and productivity improvement schemes.	2	3	
(IIF) Appointment Data not coded appropriately	Incorrect practice activity data on clinical systems informing national PC dataset	4	2		Funding incentive available Guidance sent to Practices. Training available through webinars	2	2	
Absence of practice level data / intelligence	Dependent on anecdote and local intel to identify practices in need of support	3	3		Development of BI solution Primary Care Access Improvement Task Group agreed and due to go-live.	2	3	

Summary Progress & next steps:

- Practice Websites – Consistency & User friendly – Michelle Freeman (digital team) leading
- Telephony – Expressions of Interest received which are being prioritised
- IIF- Indicator 01 - GP appointment book mapping info circulated to practices, 15 Practices outstanding, deadline 31 July 2021
- Stakeholder Engagement – HealthWatch & LMC reps in attendance. CQC & Practice Manager reps identified.
- Community Pharmacy Consultation Service - BLMK group in place. Place teams supporting – initial practices identified
- Increased activity in 111 relating to vaccine advice requests - Raised to National Team- this is a national problem. HUC looking at ways to stream off calls that are advice only.
- New patient experience survey in general practice – 2 Practices signed up so far. CCG Communications Team to support

Ref	Activity or Task	Lead (or key link within group)	Priority (H/M/L)	Update Summary <i>Including next steps</i>	Escalation required (Y/N)	RAG
1	GP telephony initiative - moving to a telephony system that meets NHSE/I advanced specification.	Mark Peedle/ Shane Scott	M	Expressions of Interest being collated by HBLICT. Digital team/ PC team agreeing phased approach	N	
2	PCN Digital Requirements – including IT for new PCN staff	Mark Peedle/ Richard Noble	H	Funding allocation received from NHSE. Process of deploying infrastructure and kit now agreed. Comms for practices being produced	N	
3	Identification of practices and PCNs requiring support to manage demand inc Access Improvement Programme	Brin Hodgskiss/ Beth Collins/ Place Leads	H	First tranche of BLMK Practices/ PCNs identified. PC Access Improvement task group confirmed. Date of kick off meeting 15.07.2021	N	
4	Community Pharmacy Consultation Service (CPCS)	David Picking/ Adele Slaney/ Place Leads	M	BLMK project group in place. PC Place leads identified. BB practices due to go-live. Other BLMK practices Expressing Interest.	N	
5	Delivery of PC Extended Access and Extended Hours	Richard Noble	M	NHSE confirmed activity can still be diverted to help manage demands of pandemic. Need to re-start activity tracking once BAU.	N	
6	Review of content and ease of navigation of practice websites	Michelle Freeman	M	Project group confirmed. Majority of practices have OC in place, 15 outstanding across BLMK. Concerns raised regarding GDPR and disadvantaged patients with using OC. NHSE to take a view re GDPR. Consultation being commissioned to look at our disadvantaged population.	N	
7	Practice reception staff training (signposting and customer service)	Janine Welham	M	Plan confirmed. Awaiting finance approval to proceed.	N	
8	Clear information & communication with patients and other BLMK stakeholders	Communication Team	H	Campaign agreed – including stakeholder briefings, press releases and utilisation of social media. Information drafted, leaflets repurposed and video being made, feedback from this group requested	N	
9	Reviewing patient experience of PC services	TBC	L	New patient experience survey in general practice – 2 Practices signed up so far. Communications Team to be sighted and support to progress this work.	N	
10	Ensuring appointment categorisation and coding in line with national guidance – and monitoring consultation activity	Richard Noble/ Place Leads	H	Monthly high level NHS X reporting data presented to Access Group. Practice mapping/ coding guidance circulated to practices- follow up support from the place teams.	N	