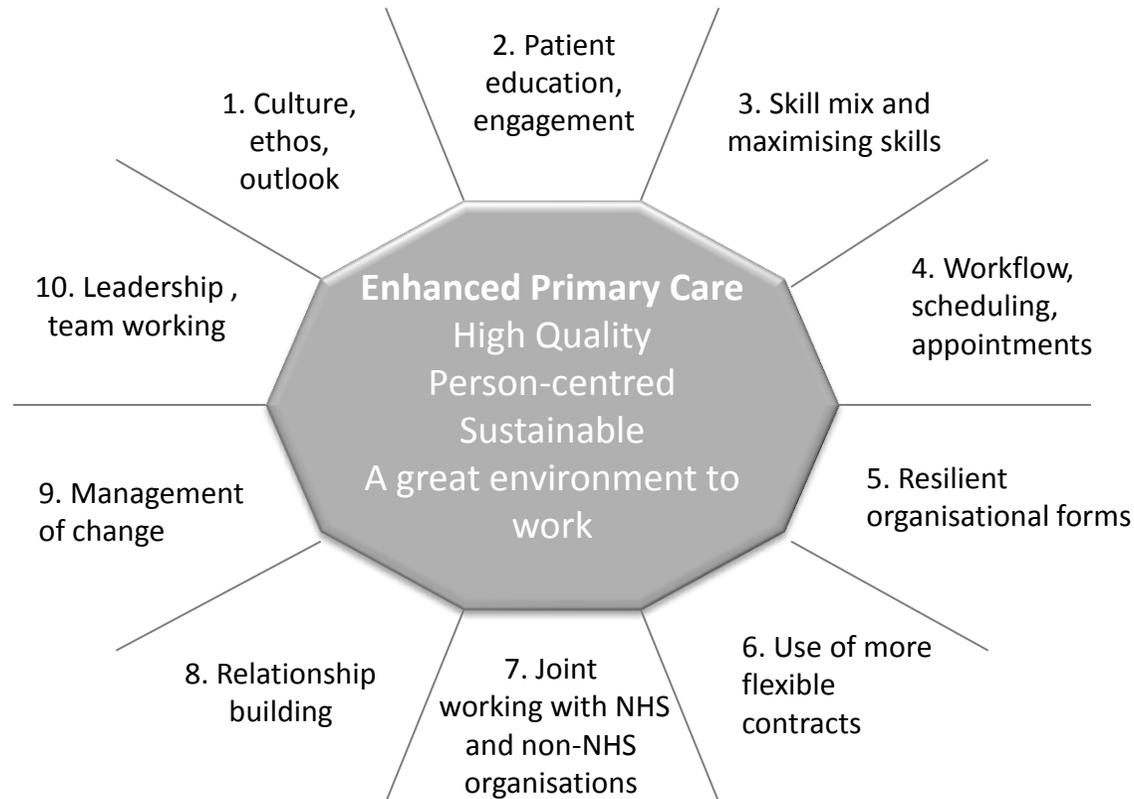


# Towards Enhanced Primary Care

## Key elements and enablers



A graphic representation of 10 key areas of change that GP practices in Somerset may need to address in order to provide enhanced, more sustainable services to patients in future.

Slide 1 – Graphic showing main elements  
Slide 2 – Examples within each element,  
Slide 3 – Template for capturing and sharing examples

Endorsed by members of the Somerset Primary Care Development Forum 9/3/2017  
Somerset CCG contact: Andy Hill, Head of Primary Care Development,  
[andrew.hill@somersetccg.nhs](mailto:andrew.hill@somersetccg.nhs) Tel: 01935 384096  
***Suggestions and revisions are welcome***

**1. Culture, ethos, outlook**

- Accept that primary care needs to change.
- Focus on our sphere of influence, what we can change ourselves
- Adopt person-centred approaches and care planning with our patients and staff
- Involve and allow the whole team to contribute, removing old hierarchies and siloed working arrangement unless they add value
- Think and plan beyond the practice, pharmacy or team. Consider the impact on other services
- Understand where we can contribute to population health

**2. Patient education and engagement**

- Talk to patients about the changes primary care needs to make and some of trade offs that need to be made
- Ask and consider patients views
- Explain to patients how to use the services wisely and well

**3. Skill mix, maximising skills**

- Employ a broader skill mix – e.g health coaches, pharmacists, paramedics, physiotherapists and mental health professionals
- Decide on how to use the skills of GPs and other staff to best effect
- Make changes within the organisations so that new posts can realise their potential (not just an add on)
- Ensure new staff feel clinical supervision, feel supported and involved

**4. Workflow, scheduling and appointments**

- Have in place different arrangements for urgent, same day care and long term planned care
- Introduce longer appointments for planned and complex care involving a wider range of staff and person-centred care planning
- When patients contact the practise, educate and advise them about the range of staff they can start to see – not just the GP
- Maximise the use of technology – web consultations, email questions, online access and ordering
- Provide educational sessions to patients in groups

**5. Resilient Organisational forms**

- Consider whether the current size is sustainable e.g. pool of staff, progression of younger staff,
- Consider mergers, integration, collaboration if advantageous

**6. Contracts**

- Consider with commissioners the use of more flexible forms of contract. Discuss options for using current contracts more flexibly

**7. Joint working with NHS and non-NHS organisations**

- Jointly promote and provide services with other local practices or NHS organisations e.g. share common functions, Jointly employ staff
- Know who the non-NHS organisations are in the area and which agencies have local knowledge, and could help actively signpost patients to what else is available
- Invite agencies, as appropriate, to work closely with you – expand what primary care is and means i.e. towards a local dynamic network
- Allow other staff to work on the premises where there are mutual advantages. Induct and assure other agency staff about how things work, who to ask and how to get things done
- Enable Information sharing, IT interoperability where appropriate
- Consider providing financial support to local partners where joint working will bring benefits or create resilience

**8. Relationship building**

- Know who the other partners are in the locality , spend time maintaining and developing local relationships

**9. Management of change**

- Follow a change management process – small is fine e.g. PDSA cycles
- Identify someone with time to co-ordinate the change. Obtain support from outside if required to oversee the management of change
- Agree meaningful measures, take a baseline and track progress
- Ensure patient views and outcomes, staff experience and organisational gains are considered – not one at the expense of others

**10. Leadership & team working**

- Lead by example (cultural change, team involvement and empowerment, changes to own clinics and schedules)
- Have a 5 to 10 year strategic plan – know where you want to get to
- Try out new team working arrangements – e.g. huddles where everyone has a say, everyone contributes
- Know if we ourselves are natural leaders or whether some change should be led by others. Ask for help.
- Be solution-focused. We are all attracted to solutions and positivity