

REPORT TO:	PRIMARY CARE COMMITTEE	
MEETING DATE:	21 November 2016	
REPORT TITLE:	A New Model of Primary Care Update Report	
SUMMARY OF REPORT:	This report provides an update position in relation to the New Model of Primary Care	
REPORT RECOMMENDATIONS:	<p>The Committee are asked to:</p> <p>Note progress to date</p> <p>Agree the proposed project plan and associated risks and</p> <p>Support the proposal from WEST Wakefield to trial the Care Navigator Model in Hyndburn</p>	
FINANCIAL IMPLICATIONS:	To be determined as part the detailed service development	
REPORT CATEGORY:	Formally Receipt	Tick
	Action the recommendations outlined in the report.	√
	Debate the content of the report	
	Receive the report for information	
AUTHOR:	Lisa Cunliffe, Primary Care Development Manager	
	Report supported & approved by your Senior Lead	Y
PRESENTED BY:	Lisa Cunliffe, Primary Care Development Manager	
OTHER COMMITTEES/ GROUPS CONSULTED:	Primary Care Transformation Group	
EQUALITY ANALYSIS (EA) :	Has an EA been completed in respect of this report?	Y
RISKS:	Have any risks been identified / assessed?	Y
CONFLICT OF INTEREST:	Is there a conflict of interest associated with this report?	Y
PATIENT ENGAGEMENT:	Has there been any patient engagement associated with this report?	Y
PRIVACY STATUS OF THE REPORT:	Can the document be shared?	Y
Which Strategic Objective does the report relate to		Tick
1	Commission the right services for patients to be seen at the right time, in the right place, by the right professional.	√
2	Optimise appropriate use of resources and remove inefficiencies.	√
3	Improve access, quality and choice of service provision within Primary Care	√
4	Work with colleagues from Secondary Care and Local Authorities to develop seamless care pathways	

**PRIMARY CARE COMMITTEE
21 November 2016**

A New Model of Primary Care Update Report

1. Background

- 1.1. Following a period of engagement and coproduction the CCG ran a 12 week formal consultation in relation to a proposed new model of primary care access.
- 1.2. At the Primary Care Committee meeting on the 19 September 2016 the CCG presented a commissioning strategy which, following legal advice, recommended a 'one capable provider' model.
- 1.3. Given the complex provider market in East LANCASHIRE this model requires GP Practices and Federations from across East LANCASHIRE to work together to further develop and deliver the new model of access for primary care.
- 1.4. The CCG wrote to GP Federations on the 27th September 2016 outlining their commissioning intention in relation to the New Model for Primary Care
- 1.5. Delays in setting up an initial meeting with the GP Federations resulted in a slip in the original project plan. An updated timetable is attached at Appendix A.

2. Update

- 2.1. An initial meeting was held with the GP Federations on the 20th October 2016. At the meeting the representatives from the Federations agreed in principle to the benefits of coming together to develop and deliver a new model of primary care in East LANCASHIRE but needed to discuss and agree this within their separate organisations.
- 2.2. A follow up meeting between the GP Federations and the CCG was arranged on the 3rd November 2016
- 2.3. It was agreed that a joint collaborative design group be established to support the development of the detailed service delivery model and implementation plan and that initially this would focus on Hyndburn and the new model of access that will replace the walk in centre when the contract comes to an end on the 31 March 2017.
- 2.4. It was also agreed that a joint communication would go out to GP Practices to inform them of the proposed process going forward.

3. Hyndburn

- 3.1. Understandably there is some anxiety in Hyndburn about the end of the walk in centre contract and the proposed new model of access.

- 3.2. As a result the CCG arranged a stakeholder meeting on the 26th October 2016 with patient representatives, councillors and GP Practices to explore in more detail the concerns of the population. Further engagement work is planned in Hyndburn
- 3.3. In addition the CCG attended the Hyndburn Overview and Scrutiny Committee on the 28th October 2016 to present the feedback from the consultation and discuss concerns about this new model as a proposed alternative to the walk in centre.
- 3.4. The Councillors present were supportive of the new model and the work the CCG has done in engaging with the population. The Committee concluded that although they will be sorry to see the walk in centre close they were hopeful that the new model will provide a quality service for the population of Hyndburn.

4. Care Navigation

- 4.1. This was something patients began to describe to the CCG during the coproduction phase with a view to supporting patients to navigate the complex system by providing good quality information about the services available enabling patients to make good choices about how and when to access services and to support self-care where possible.
- 4.2. The CCG has been in close liaison with West Wakefield Health and Wellbeing who have piloted a model of Care Navigation.
- 4.3. Through their work as a PMCF site and subsequently as an MCP Vanguard, West Wakefield Health and wellbeing has successfully developed and implemented a highly effective care navigation model (See West Wakefield CN Brief attached separately)
- 4.4. West Wakefield has an accredited Care Navigation Programme and has agreed to support East Lancs CCG as one of only two CCGs across the North West. Proposal attached at Appendix B
- 4.5. Resource has been identified out of primary care development monies to support Care Navigation. It is proposed that the programme start in Hyndburn with a view to rolling this out across East Lancs as the model develops

5. Risks

- 5.1. The contract for the Walk in Centre in Hyndburn comes to an end on the 31 March 2017. The new model of access in Hyndburn needs to mobilise by the 1 March 2017 in order to ensure a period of double running and support the patient of Hyndburn through this transitional phase.
- 5.2. Timescales have already slipped from the original plan as a result of delays in setting up the initial meeting with the Federations.
- 5.3. In order to meet the tight timescales the CCG propose working with the Federations with a view to presenting a detailed service delivery model and implementation plan for Hyndburn to the Primary Care Committee in December. (Outline Project Plan attached at Appendix A)
- 5.4. In addition the CCG is working with CSU colleagues to develop an alternative plan, should the Federation not be in a position to deliver from 1 March 2017, which would involve running a mini procurement from January 2017 with a view to ensuring continuity of service in Hyndburn from 1 April 2017.

6. Next Steps

- 6.1.** A initial meeting of the Joint Collaborative Service Design Group has been arranged for 23 November 2016

7. Recommendations

- 7.1.** The Committee are asked to:

7.1.1. Note progress to date

7.1.2. Agree the proposed project plan and associated risks and

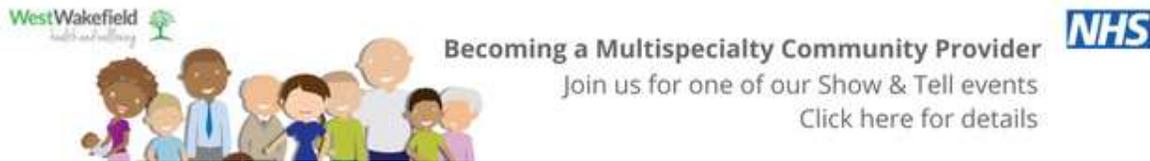
7.1.3. Support the proposal from WEST Wakefield to trial the Care Navigator Model in Hyndburn

Lisa Cunliffe
Primary Care Development Manager

Outline Project Plan

Phase	Stage	Action	Lead	Timescale	Progress
Phase 1 – Engagement, Co-production and Consultation	1	Initial Stakeholder Engagement	LC/DR	1/9/14 – 1/4/15	Complete
	2	Co-production	LC/MP	1/11/14 – 1/6/15	Complete
	3	Co-produced vision presented to Governing Body 1 June 15	LC	1/6/15	Complete
	4	Locality Commissioner Engagement in developing the outline service model	LC/MW	1/9/15 – 1/4/16	Complete
	5	Formal Consultation	DR/LC	8/7/16	Complete
Phase 2 – Developing a Detailed Service Delivery Model	1	Project Management	LC		
		Project Governance Structure Agreed	LC	19/9/16	Complete
		Project Group Established (Primary Care Transformation Group)	LC	20/9/16	Complete
		Terms of Reference Agreed	LC	20/9/16	Complete
		Monthly Project Update Report including issues and risk log to PCC	LC	17/10/16	Complete
	2	Locality Commissioner Engagement	LC		
		Meetings arranged with Locality Managers and Clinical Leads	LC	19/9/16	Complete
		Attendance at Locality Steering Groups and Forums	LC	Ongoing	Ongoing
		Regular updates to Locality Steering groups	LC	Ongoing	Ongoing
	3	Patient Engagement	DR/LC		
		Forward initial consultation feedback to PPG Networks and stakeholder groups	DR/LC	30/8/16	Complete
		Present full evaluation report along with forward plan to CCG PCC/GB	DR/LC	19/9/16 – 26/9/16	Complete
		Present full evaluation report along with forward plan to PPG Networks and Stakeholder	DR/LC	26/9/16 – 30/10/16	Complete
		(If Hyndburn petition has not been formally presented to the CCG) Contact the Petitioners	DR/LC	19/8/16	Petition not submitted
		Acknowledge receipt of Hyndburn petition	DR/LC	30/8/16	Not yet formally received
		Engagement events held in Hyndburn with patients and residents to co-produce a model that is clinically and financially sustainable.	DR/LC	26/10/16	Ongoing
		Forward plan developed and agreed in collaboration with Locality Commissioners and Primary Care Providers			
	4	Provider Engagement, Involvement and Service Development	Provider Collaboration Group		
		Meetings with GP Federations	LC	30/9/16	Meetings have now taken place between CCG and Federations on 20 th October and 3 rd November

		Joint Collaborative Service Design Group established	LC	30/9/16	Initial meeting arranged for 23 November 2016
		Terms of Reference and Membership agreed	LC	30/9/16	To be discussed at initial meeting on 23 November
		Monthly update reports to Primary Care Sustainability and Transformation Group	LC	30/9/16	
		Joint Collaborative Service Design Group with Support from CCG will develop the detailed Service Model and Mobilisation Plan including consideration of:	Joint Collaborative Service Design Group		Service delivery model for Hyndburn and mobilisation plan to be presented to PCC in December
		1. Estates			
		2. IT			
		3. Workforce			
		4. Training and Development			
		5. Provider Development			
		6. Care Navigation			
		7. Service			
8. Financial Modelling					
9. Testing the Model					
10. Commissioning/Procurement Strategy					
Phase 3 – Phased Implementation of a new model of extended access to primary care	1	Phased Implementation			
		Early phase/model testing Rossendale/Ribblesdale		1/12/16	Unlikely
		Dual running Hyndburn model with the health access centre		1/3/17 – 31/3/17	
		Weekend hubs in 1 Locality		1/4/17	Reduced from 2



Dear Carolyn/Lisa,

Really nice to speak with you both this morning. I can confirm the outline costs for our care navigation training package that we discussed.

The consultancy would be £450 p/d plus travel expenses for me to provide onsite support/web ex/conference calls. The time required depends on how much guidance you require through all the stages of setting up your care navigation service, before the care navigators undertake training and the service goes live. This would include the learning we have achieved to date with the roll out of care navigation in Wakefield and the guidance on establishing an effective care navigation service in your locality. Some key components:

- Mapping services.
- Setting up clinical systems.
- Crib sheets for care navigators.
- Guidance on local sign off of services access criteria.
- Patient awareness campaigns.
- Data collection and analysis.

As mentioned this is an essential element of care navigation and needs to take place before the training of the care navigators. The agenda for the two days of consultancy is attached.

I thought it might be better to try and get the December date booked in. Suggested dates for the first session would be:

December 1st
December 2nd
December 8th
December 13th

My preference would be either 1st or 2nd December if possible.

The cost for access to the accredited eLearning package would be £30-£40 per learner depending on the numbers of learners. This would be on a sliding economy of scale – the more learners the lower the unit cost.

In terms of January 2017 dates for day two I can't do the week of 16th – 20th January or the 26th January.

Please let me know if you need any further information.

Kind regards,

David Cowan MSc
Social Prescribing & Care Navigation Lead
West Wakefield Health & Wellbeing

West Wakefield Health and Wellbeing Care Navigation Consultancy

Date and Venue

SCHEDULE OF EVENTS

Date:

Day 1

Welcome, Introductions and Objectives

(Location:)

Introduction of all attending parties, and setting out of objectives, learning outcomes over the consultancy along with a discussion with attendees on what you hope to achieve.

GP Forward View – 10 high impact actions

Introduction to Care Navigation

Workshops

Establishing current access of care in your area

(Location:)

Mapping Services and Creating a DOS

(Location:)

Identify what services you have any of the services in your network?

Reviewing DOS and navigation pathways

(Location:)

Access Criteria

(Location:)

Local sign off of access criteria

Day 2

Clinical System Templates

(Location:)

Patient Awareness Campaign

(Location:)

Continuous training program

- VLE
- Gold standard (Facilitating a two-way learning process)

(Location:)

Staff Audit and Data Analysis

(Location:)

Summary and Close

(Location:)

Learnings from across the consultancy will be discussed, with an opportunity provided for final questions and comments.

