



**NHS**

*Lewisham  
Clinical Commissioning Group*

# **Strategic Commissioning Framework for Primary Care Transformation in London**

## **Lewisham CCG – Stakeholder Engagement**

**January 2015**  
Briefing V3.0

# There is significant focus on the need for change in Primary Care

Both the Five Year Forward View and the London Health Commission report set out several objectives for Primary Care:

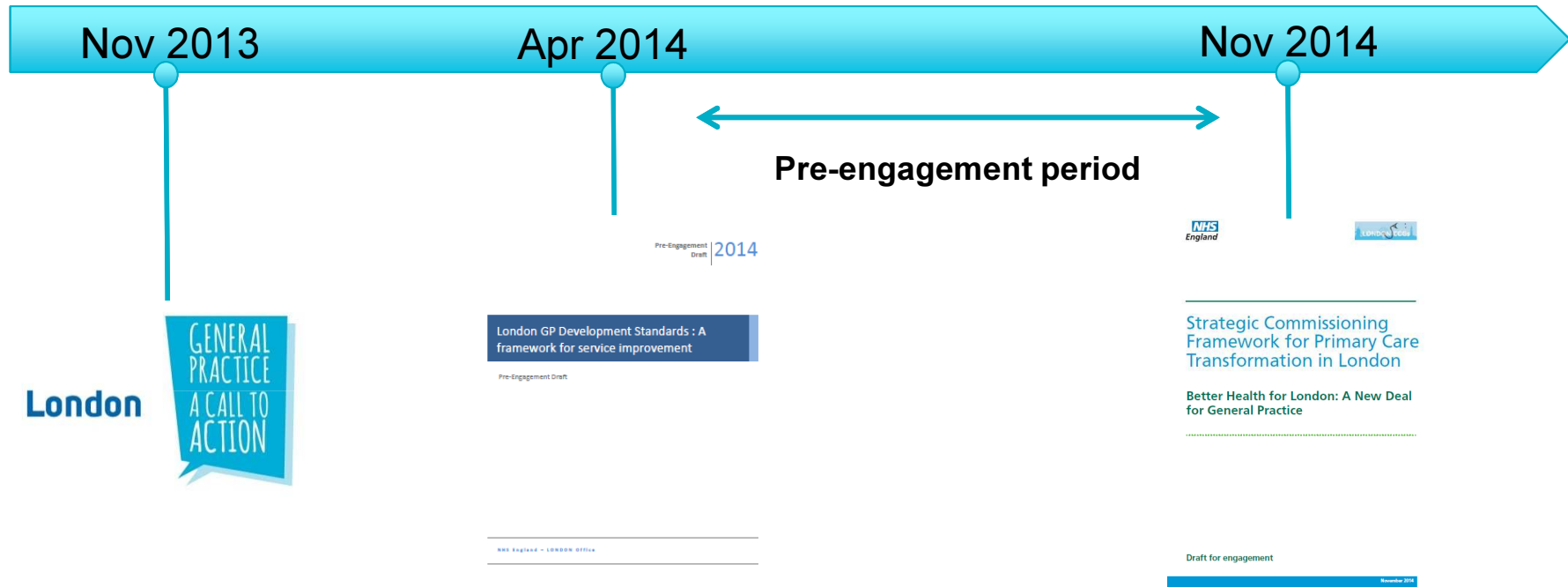


- **Stabilise core funding for general practice and review how resources are fairly made available**
- **Give CCGs more influence over the NHS budget – investment: acute to primary & community**
- **Provide new funding through schemes such as the Challenge fund – innovation, access**
- **Expand as fast as possible the number of GPs, community nurses and other staff.**
- **Design new incentives to tackle health inequalities.**
- **Expand funding to upgrade primary care infrastructure and scope of services**
- **Help the public deal with minor ailments without GP or A&E**
- **Potential new care models** such as Multispecialty Community Providers (MCPs) and Primary & Acute Care Systems (PACS)



- **Increase the proportion of NHS spending on primary and community services**
- **Invest £1billion in developing GP premises**
- **Set ambitious service and quality standards for general practice**
- **Promote and support general practices to work in networks**
- **Allow patients to access services from other practices in the same network**
- **Allow existing or new providers to set up services in areas of persistent poor provision**

# London has also been working on how some of the challenges faced by general practice could be mitigated



The *Call to Action* outlined some of the challenges of General Practice in London..

In April a draft publication was released, which outlined a **new patient offer**.  
 Since then there has been **considerable engagement** to **further strengthen this offer**, and understand the necessary **considerations for delivering it**.

# The Strategic Commissioning Framework

The result is a draft *Strategic Commissioning Framework*, aiming to support transforming primary care in the capital

A new vision for General Practice

A new Patient offer described in a general practice specification

A description of considerations for making it happen



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Strategic Commissioning  
Framework for Primary Care  
Transformation in London

Better Health for London: A New Deal  
for General Practice

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Draft for engagement

November 2014

# A new vision for General Practice in London

Patients and clinicians alike have told us about the importance of three areas of care. This forms the basis of the new patient offer (also called the specification)



## Accessible Care

Better access primary care professionals, at a time and through a method that's convenient and with a professional of choice.



## Coordinated Care

Greater continuity of care between NHS and other health services, named clinicians, and more time with patients who need it.



## Proactive Care

More health prevention by working in partnerships to reduce morbidity, premature mortality, health inequalities, and the future burden of disease in the capital. Treating the causes, not just the symptoms.

# What is the... Accessible Care Specification for the Service Offer

The Accessible care specifications for service offer describes changes to enable patients to feel confident that they **can access general practice in a way which meets their needs**



The expert panel that developed these was chaired by **Dr Tom Coffey**, a GP Partner at Brocklebank Group and Chair of NHS Wandsworth CCG.

▪ <b>Patient choice</b>	▪ Patients are given a choice of access options and can decide on the consultation most appropriate to their needs
▪ <b>Contacting the practice</b>	▪ Patients can make appointments with only one click, call or contact and can access more services online
▪ <b>Continuity of care</b>	▪ Patients have a named GP who is accountable for their care and can book appointments up to 4 weeks ahead. Practices provide flexible appointment lengths as appropriate
▪ <b>Routine opening hours</b>	▪ Patients can access pre-bookable routine appointments 8 am – 6.30 pm Monday to Friday and 8 am – 12 pm on Saturdays
▪ <b>Same day access for urgent conditions</b>	▪ Patients with urgent conditions can access a consultation on the same day within routine surgery hours
▪ <b>Emergency care</b>	▪ Practices have systems to ensure patients receive appropriate care and in appropriate time in the case of emergencies
▪ <b>Extended opening hours</b>	▪ Patients can access primary care 8am – 8pm every day in their local area for immediate, urgent and unscheduled care

..But what does this mean for patients?

*"I will be able to book ahead with my GP, at least four weeks ahead"*



*"I will only have to make one call or click in order to make an appointment"*

*"I will be able to have consultations via telephone, email or skype"*

## What is the... Coordinated Care Specification for the Service Offer

The Coordinated Care specifications for service are about outlining a way that clinicians, patients, and others come together to better **help patients achieve their desired health outcomes**



The expert panel that developed these was chaired by **Dr Rebecca Rosen**, a senior fellow in Health Policy at the Nuffield Trust and a General Practitioner in Greenwich

- |   |   |
|---|---|
| ▪ <b>Case finding and review</b>                                  | ▪ Practices identify patients who would benefit from coordinated care and proactively review them on a continuous basis                             |
| ▪ <b>Care planning</b>  | ▪ Patients identified for coordinated care have a care plan   |
| ▪ <b>Patients supported to manage their health and well-being</b> | ▪ Practices create an environment in which patients have the tools, motivation and confidence to take responsibility for their health and wellbeing |
| ▪ <b>Named clinician</b>  | ▪ Patients needing coordinated care have a named GP/lead clinician and team from which they routinely receive their care                            |
| ▪ <b>Multi-disciplinary working</b>                               | ▪ Patients needing coordinated care receive multidisciplinary reviews   |

..But what does this mean for patients?

*"I will be supported to manage my own health with greater confidence, knowledge and responsibility"*



Patient

*"My care will be coordinated, rather than fragmented and transitions between services will be seamless"*

## What is the... Proactive Care Specification for the Service Offer

The Proactive Care standards aim to outline how general practice can better support patients in **staying well**



The expert panel that developed these was chaired by **Dr Nav Chana**, a GP and senior partner at the Cricket Green Medical Practice, Mitcham

Proposed standards	Description
<ul style="list-style-type: none"> <li>Co-design</li> </ul>	<ul style="list-style-type: none"> <li>Primary care works with patients, their families and communities to co-design approaches to improving health and wellbeing</li> </ul>
<ul style="list-style-type: none"> <li>Developing assets and resources for improving health and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>Primary care works with others to develop assets and resources that will empower people to remain healthy and connected with their community</li> </ul>
<ul style="list-style-type: none"> <li>Personal conversations focused on individuals' health goals</li> </ul>	<ul style="list-style-type: none"> <li>Patients are routinely asked about wellbeing and their capacity and goals for improving their health</li> </ul>
<ul style="list-style-type: none"> <li>Health and wellbeing liaison and information</li> </ul>	<ul style="list-style-type: none"> <li>Patients have access to wellbeing liaison and information helping them to achieve health and wellbeing</li> </ul>
<ul style="list-style-type: none"> <li>Patients not currently accessing primary medical care</li> </ul>	<ul style="list-style-type: none"> <li>Primary care reaches out to people who have difficulty accessing services or would benefit from greater access. Practices have a plan for unregistered people</li> </ul>

..But what does this mean for patients?

*"I will have information tailored to my needs on when, where and how to access health and wellbeing support in my community"*

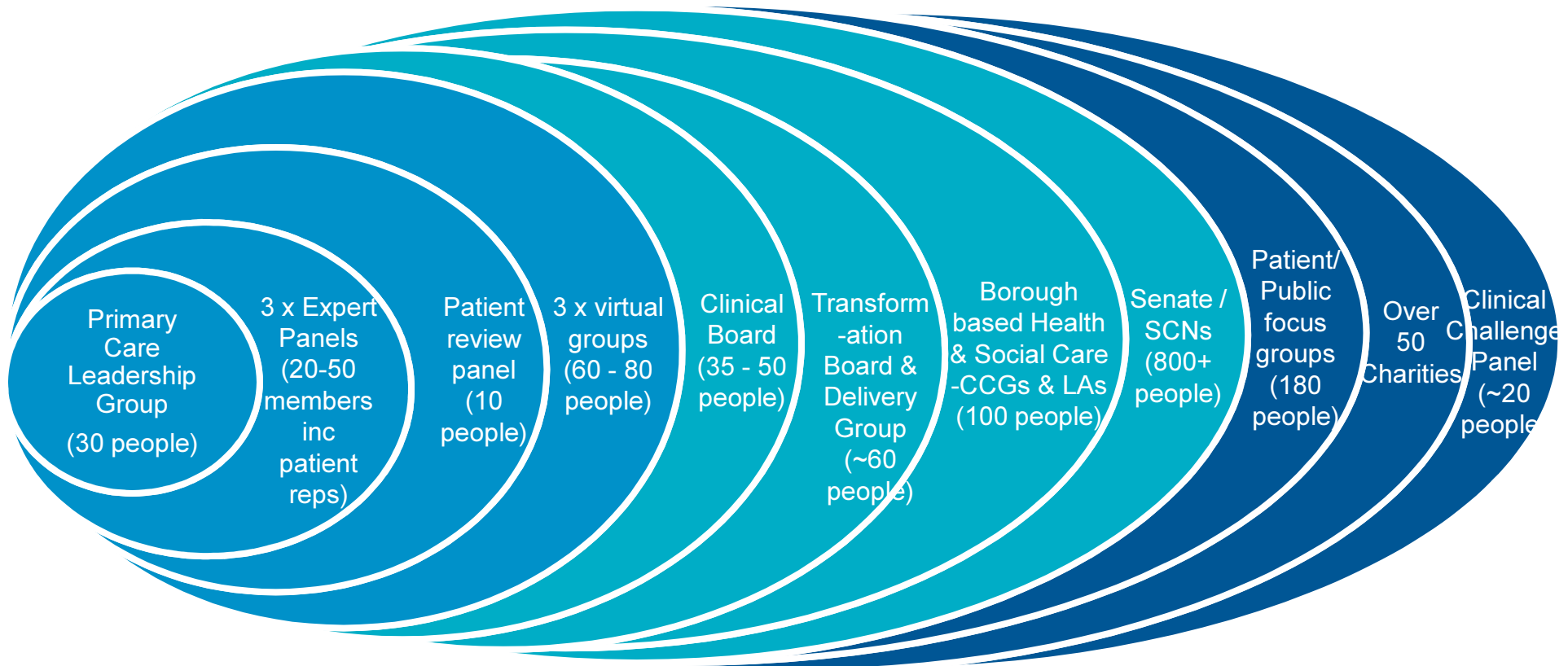


*"My local practices will work with our local communities to discuss the population's health needs and co-design new services in the community that support people to stay well"*



## ..Which has been widely tested

Following an initial development stage, the specification has been tested with a widening range of patients, clinicians and other stakeholders. Around **1,500** people have now been involved in testing this.



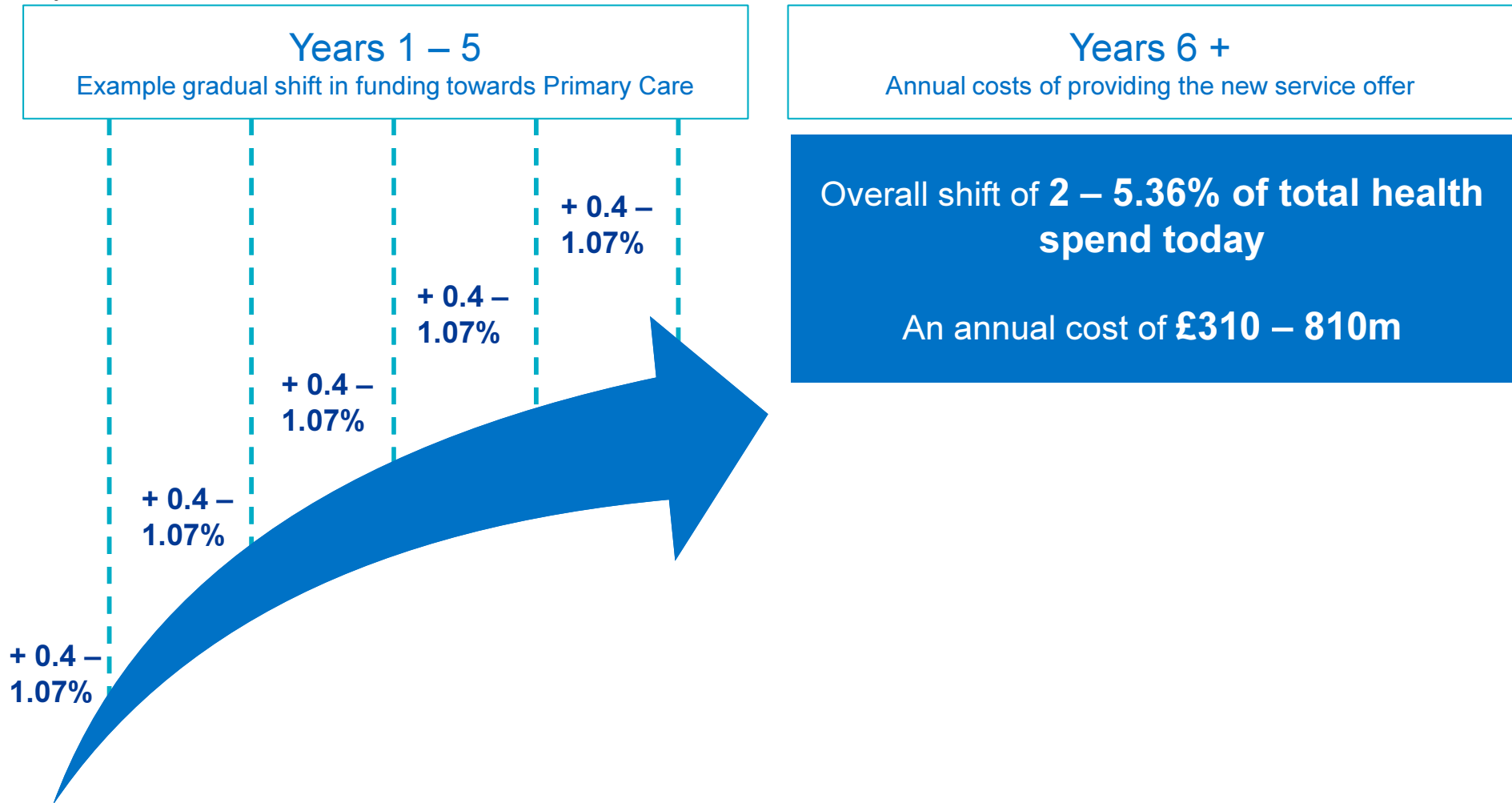
The *Strategic Commissioning Framework* which has been released for engagement reflects the feedback gathered from the above discussions.

## The Framework includes several areas of focus to support delivery of the specification

Models of Care	<ul style="list-style-type: none"><li>• This area proposes collaborating across groups of practices, and with other partners</li></ul>
Commissioning	<ul style="list-style-type: none"><li>• This area outlines the importance of supporting commissioners to work together and support to CCGs taking on co-commissioning</li></ul>
Financial Implications	<ul style="list-style-type: none"><li>• This includes the estimated cost shift towards Primary Care required to deliver the new specifications, and the year on year funding shift to achieve this (see next slide)</li></ul>
Contracting	<ul style="list-style-type: none"><li>• This area looks at contractual considerations of delivering the specifications e.g. contracting at a population level</li></ul>
Workforce Implications	<ul style="list-style-type: none"><li>• This area looks at the need for the right roles and skills in a practice and as part of a wider team</li></ul>
Technology Implications	<ul style="list-style-type: none"><li>• This area looks at the ways technology could be used to deliver the specifications and maximising its use to support empowerment and innovation</li></ul>
Estates Implications	<ul style="list-style-type: none"><li>• This area references the findings of the London Health Commission in terms of the variability of Primary Care estate and recommendation for investment</li></ul>
Provider Development	<ul style="list-style-type: none"><li>• This area outlines the importance of supporting providers to deliver the specifications and some of the potential areas for development</li></ul>
Monitoring and Evaluation	<ul style="list-style-type: none"><li>• This area outlines ways in which tools (largely already existing) can be used to support faster adoption of best practice, as well as for commissioner assurance</li></ul>

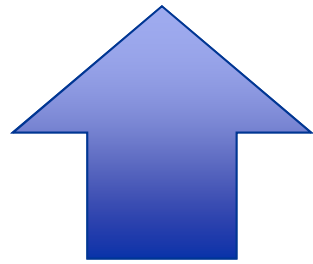
## The specification will require investment...

A **high level estimation** of the cost of delivering the new service has been made. This will be further developed in parallel to the engagement phase, but indicates what a gradual shift in funding might look like, and an overall year on year cost increase



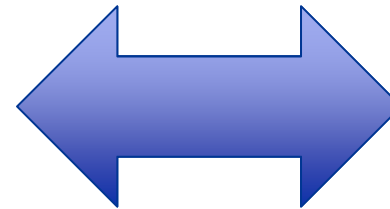
## ...and changes to the workforce..

The *Framework* also outlines that to deliver the specification, a larger and more diverse workforce is required.



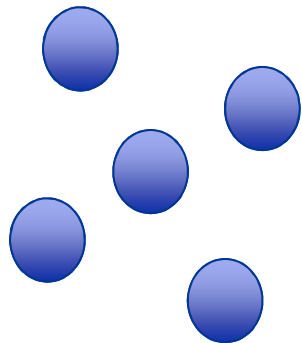
**INCREASE  
EXISTING  
ROLES..**

*We will need more GPs and nurses  
to deliver the change*

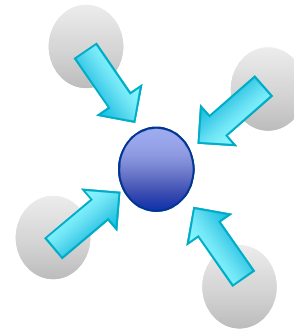


**BROADEN  
THE TEAM..**

*There will need to be more new roles to  
support the clinicians*



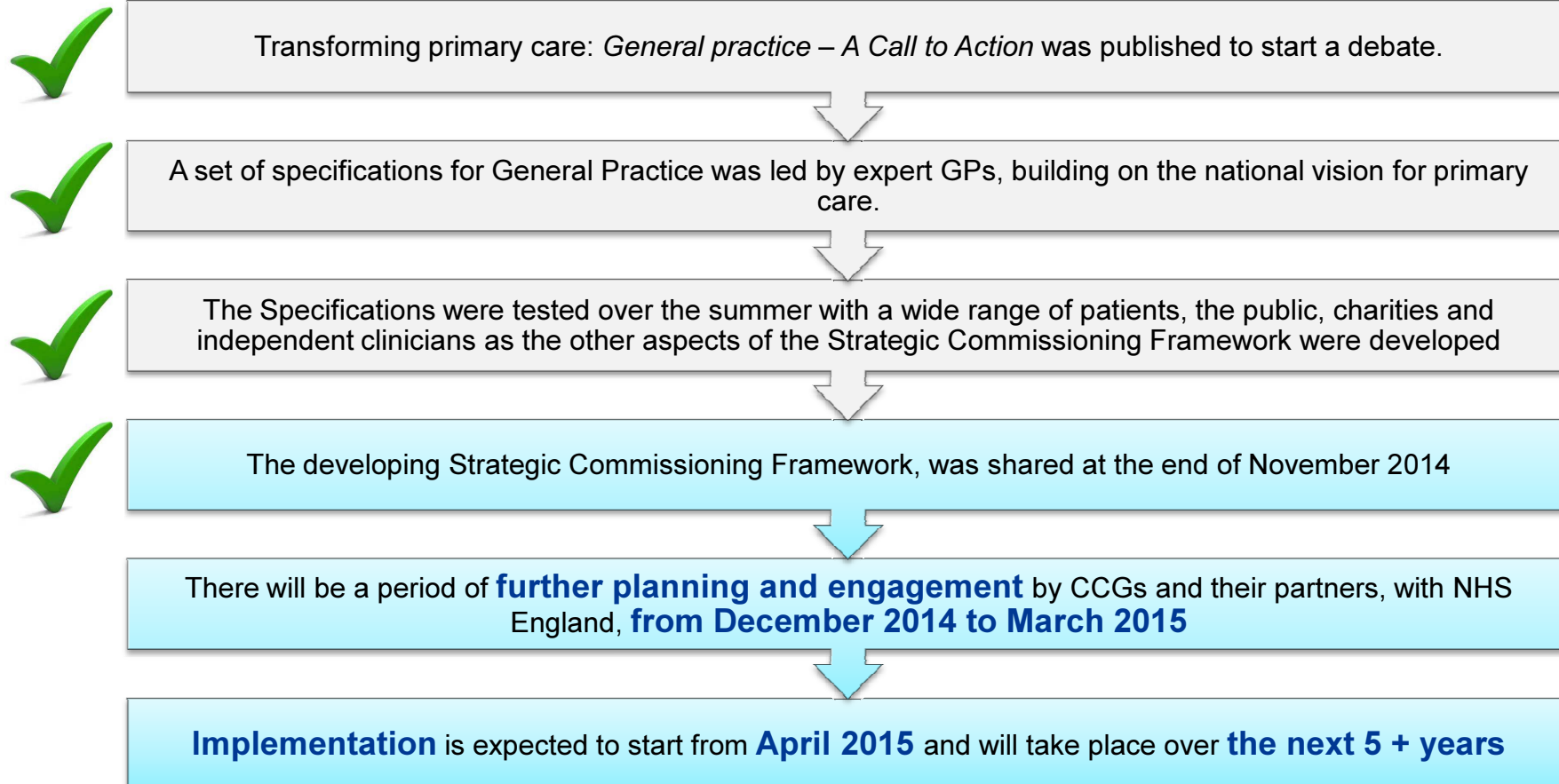
**...AT A  
PRACTICE  
LEVEL**



**..OR ACROSS  
SEVERAL  
PRACTICES**

## Next Steps

The next stage of engagement has begun, and is expected to continue until April 2015. This document will be refreshed and reissued at the end of that period.



## Lewisham CCG – Local Stakeholder are being asked to consider...

1

- Confirmation that the *Framework* covers the correct areas?

2

- Are there other areas that should be considered in the *Framework* that currently aren't?

3

- How could the *Framework* be strengthened?

## Lewisham CCG – Engagement

Lewisham CCG will commence engaging with members during December 2014 through to January 2015, to enable timely submission of membership comments/feedback into the reissues Framework scheduled for April 2015.



The developing Strategic Commissioning Framework, was shared at the end of November 2014

**10<sup>th</sup> DECEMBER 2014:** Lewisham CGG Launch Engagement of the framework with Members

**12<sup>th</sup> DECEMBER 2014:** Lewisham CGG Launch Framework and questionnaire via **GPI** – responses/comments received by **30<sup>th</sup> January 2014**

**JANUARY 2015:** Framework Roadshow for Neighbourhoods  
Healthier Communities Select Committee/Health & Well Being Board/Lewisham Healthwatch

**21st JANUARY 2015:** Lewisham LMC Engagement

**Implementation** is expected to start from **April 2015** and will take place over **the next 5 + years**