

Bi-Borough Integrated Care Partnerships (ICP)

Primary Care Recovery Update

29 June 2021

Recovery: General practice at the heart of integrated care

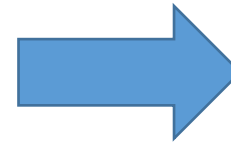
Our draft aspirations set out then for General Practice within North West London map to our core strategic goals of ensuring General Practice is at the heart of how we delivery our Primary Care Networks which supports the deliver of an Integrated Care System that works for everyone

Patients

- **More coordinated services** where they do not have to repeat their story multiple times.
- **Access to a wider range of professionals** in the community, so they can get access to the people and services they need in a single appointment.
- **Appointments that work around their lives**, with shorter waiting times and different ways to get treatment and advice including digital, telephone-based and face-to-face.
- **More influence** when they want it, giving more power over how their health and care are planned and managed.
- **Personalisation** and a focus on prevention and living healthily, recognising what matters to them and their individual strengths, needs and preferences.

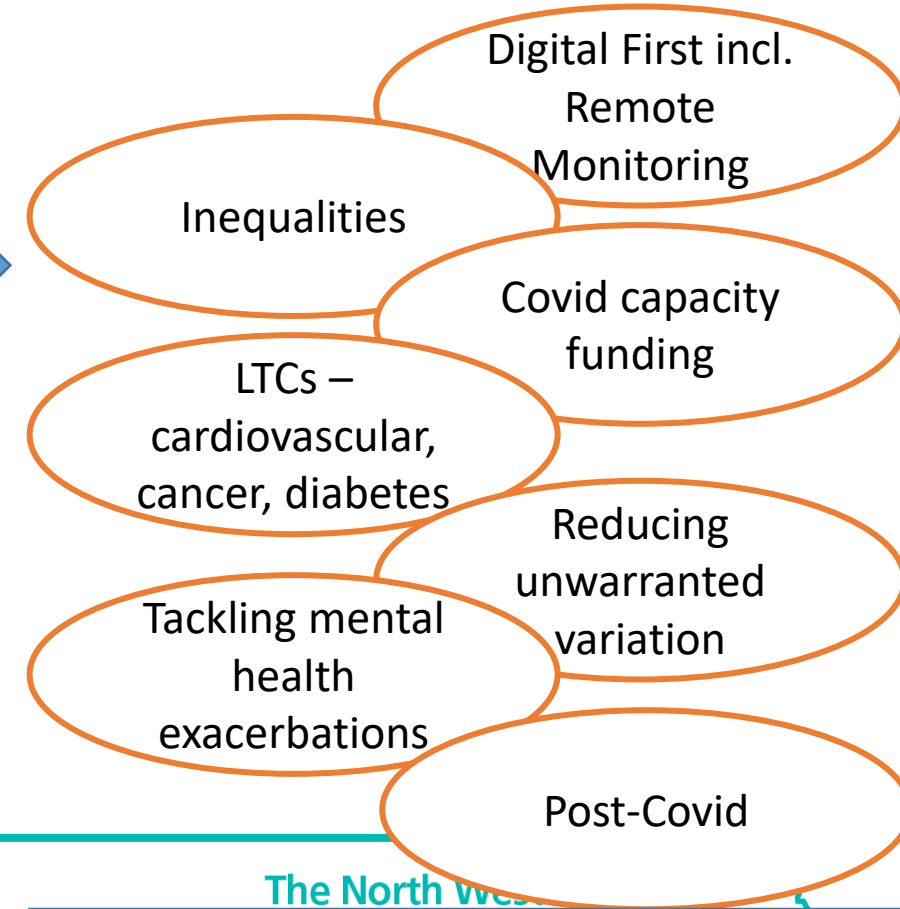
Practices, providers and the wider system

- **Greater resilience:** by making the best use of shared staff, buildings and other resources, they can help to balance demand and capacity over time.
- **Better work/ life balance:** with more tasks routed directly to appropriate professionals, such as clinical pharmacists, social prescribers, physiotherapists.
- **More satisfying work** with each professional able to focus on what they do best.
- **Improved care and treatment for patients**, by expanding access to specialist and support services such as social care.
- **Greater influence** on the wider health system, leading to more informed decisions about where resources are spent.
- **Cooperation across organisational boundaries** and teams to allow better coordination of services.
- **Wider range of services in a community setting**, so patients don't have to default to the acute sector.
- Developing a **more population-focused approach** to system wide decision-making and resource allocation, drawing on primary care expertise as central partners.
- **More resilient primary care**, acting as the foundation of integrated systems.



Learning from the last year

A greater emphasis is now needed on the following priority areas:



The North west

Workforce capacity/skills as an enabler

...what does that mean for patient access in North West London?

Overview informed by a population health management approach

Triage-led reactive care

- Triage-led model delivered via digital as far as clinically possible
- Access to same day consultation for all
- Face to face settings determined by blue/amber/green/shielded status to ensure safe care
- Health need resolved within minimum time and with minimum settings
- Rapid access to acute specialist advice to reduce
- 8 – 8 7 days a week

Team-based proactive care

- Focus on prevention and proactive care
- Timely identification of conditions
- Use of population health data to prioritise care and improve outcomes
- Care plan-led holistic physical and mental health care
- Care delivered on a team basis
- Specialist input and management of disease accessible in the community

Team-based care in the home

- Responsive, co-ordinated delivery of proactive care
- Maximise use of the multi-agency team and care planning to deliver person-centred care
- Care plan at the centre of care delivery
- Minimise individual and episodic contacts with services
- Use of tele-monitoring and equipment to support prioritisation of clinical review and decision-making

Shielded care/ extremely vulnerable

- Proactive monitoring, holistic physical and mental health care, specialist input and management of disease
- Proactive co-developed care plan in place that supports self-care and wellbeing
- Minimise face to face contact with health and care professionals, working as a team to support the patient
- Identification of shielded group via SCR to maximise safe delivery of urgent/unplanned care