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Primary and Community Services Strategic Plan

SRG: February 2025



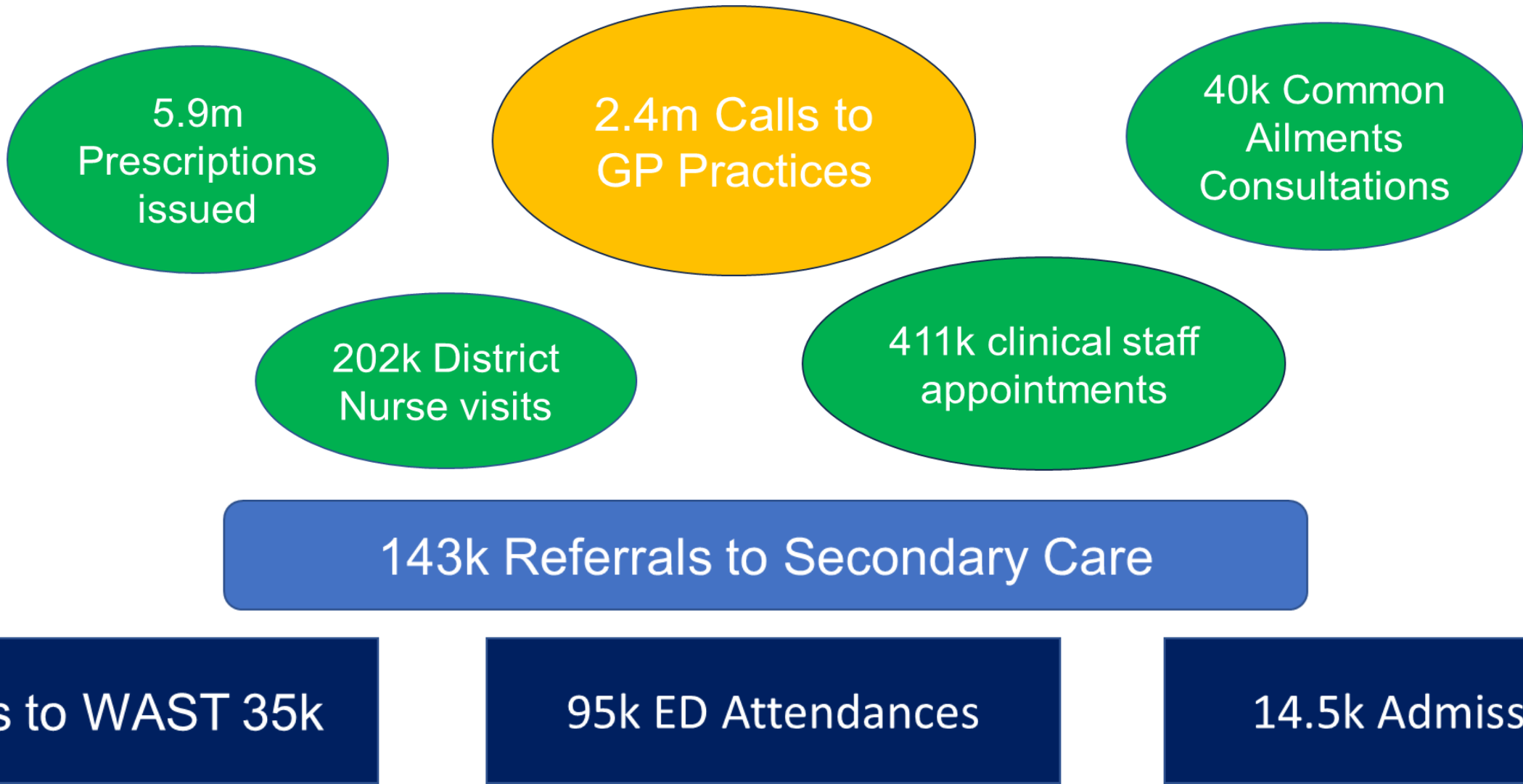
Primary Care: A national overview



Contract Values

General Medical Services	£624m
Pharmaceutical Services	£136m
General Dental Services	£200m
General Ophthalmic Services	£43m

Activity Overview: June 2024



PCMw: Four Main Themes



- 1. CLARITY.** Work to refine the PCMw to ensure simple messaging on the what, the how and the impact.
- 2. ACCOUNTABILITY.** Strengthen governance and accountability, including reinforcement of Executive level responsibility for Primary Care, metrics as part of mainstream reporting, National Framework for Population Health
- 3. REBALANCE.** Reviewing pathways with a ‘community as default’ approach to maximise the potential of integrated health boards in Wales, realignment of resources
- 4. DELIVERY.** The development of population needs based, multi-professional, place-based care as a core foundation of local strategies. With consideration of alternative delivery mechanisms to deliver ‘at scale’ (cluster and pan cluster level)

Since May 2024

1. Development of a Primary Care Issues Paper
2. Public and Workforce Engagement
3. Development of a Community Issues Paper
4. Creation of a set of themes in line with the Primary Care Model for Wales outcomes, to develop into a set of options

Public & Workforce Engagement Findings

Public

- Accessibility: seeing a GP in a timely way.
- The approach and time available for GPs to listen to patient needs.
- Having access to an NHS dentist is a problem for the majority of respondents with many reporting that they access a private dentist or not be seen at all.
- Accessing service information in alternative format to online, many of the respondents reported not being technology equipped and requiring service information in alternative ways e.g. leaflets.
- Community services available to support mental health and wellbeing in Clusters, access to weight management support (that doesn't incur a fee) and walking groups.
- Accessing services outside of usual working hours with a request for more flexibility.
- Understanding referral pathways, and how or where patients can self-refer without visiting a GP.

Workforce

- Greater offer of Mental Health services within communities
- Adequate funding for Primary Care that is invested in better estate, training and improved infrastructure.
- Less duplication of electronic IT systems
- Integration of AI technology, allowing Primary Care and Secondary Care to communicate more effectively.
- Create a continuum of care across all services.
- Greater public health support towards prevention
- Overcome recruitment issues, to enable further recruitment of clinical and administrative staff to deliver services already established.

Primary Care & Community Issues Papers

1. Workforce
2. Estates
3. Finance

Next Step

The Next phase of the Strategic Plan will focus on the development of a series of Options in line with the available evidence and will contribute to the refresh of AHMWW strategy. As a result, the Options Development process will reflect and align with the CSP programme where applicable.

Themes identified from evidence using issues paper and engagement feedback and align with the Primary Care Model for Wales outcomes and promote sustainable use of resources include:

- How health services are organised and delivered and costed across Primary Care and Community Services
- Systems and processes that support change, integrated ways of working and changes patient culture and reliance on Primary Care services early on
- Governance and leadership of Primary Care and Community Services
- Estate and Capital Planning
- Design and implement a communication and engagement campaign for Primary and Community Care Services in line with continuous engagement principles for patients and workforce
- Improve partnership working internally and externally
- Improve patient access and continuity of care

Strategic principles agreed as a result of the August 24 Board workshops describe:

- Sustainable General Practice is essential to the delivery of the Transforming Clinical Services Strategy
- Supporting the shift of work from General Medical Services to Community Pharmacy to enable multi professional working, allowing professions to work at the top of their license, and release capacity in General Practice to support the shift left
- Increasing access to services outside of hospital and maximising the more specialised eye care pathways through Optometrists
- Improving access to General Dental Services to support proactive not reactive care and improving oral hygiene and health, by reconfiguring the dental budget

Reporting Mechanism:

- Primary Care and Community Services Strategic Plan Development Group established and meets monthly
- Primary Care and Community Services Strategic Plan Development Group reports into A Mid and West Wales Working Group
- Assurance reports into Strategic Development and Operational Delivery Committee SDODC as required

Next Steps:

- Paper to the Executive Team Business meeting on 12 February 2025
- Paper to Board Seminar on 20 February 2025: if agreed establish a Clinical Reference Group who will be tasked with a series of questions to test out the potential scope and scale of services that support the shift left into Primary Care and Community Services delivery
- Paper summarising the work to date on options development to Board in May 2025
- Potential public engagement during the Autumn 2025



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