

Recovering Access to Primary Care

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The national access recovery plan

Nationally published with tight and comprehensive deadlines

Seeks to address the significant downward trend in patient satisfaction since 2019/20

Focuses on two key metrics: same day disposition, and appointments within 14 days

12 key areas of focus – upcoming slide

Winter resilience planning – emergency admission reduction & protecting primary care access

People in Somerset will experience primary care services that give them a warm welcome and are caring

People working in our primary care services will have the time and space to do a professional job, responding to what matters to patients

Primary care services will be local, effective, and comprehensive

People will be able to access care when they need it – access is 1 of 3 priority areas in our strategy

Provider collaboration – GP Provider Board/PCN Investment & Impact (IIF)

Primary Care Access Delivery Group established

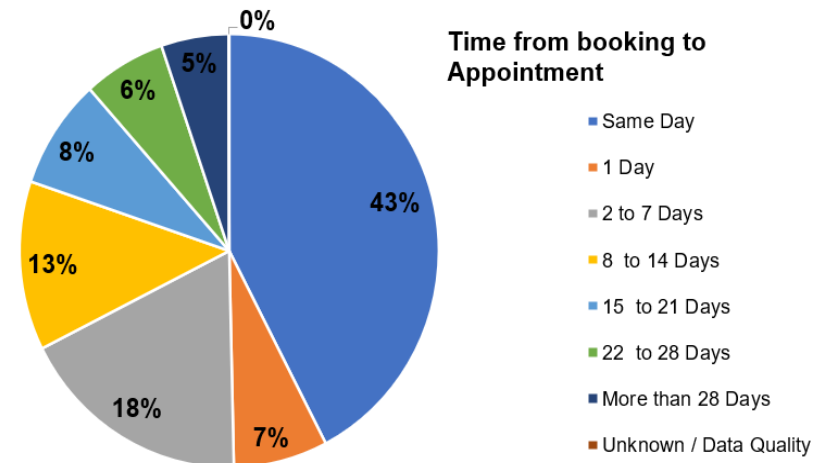
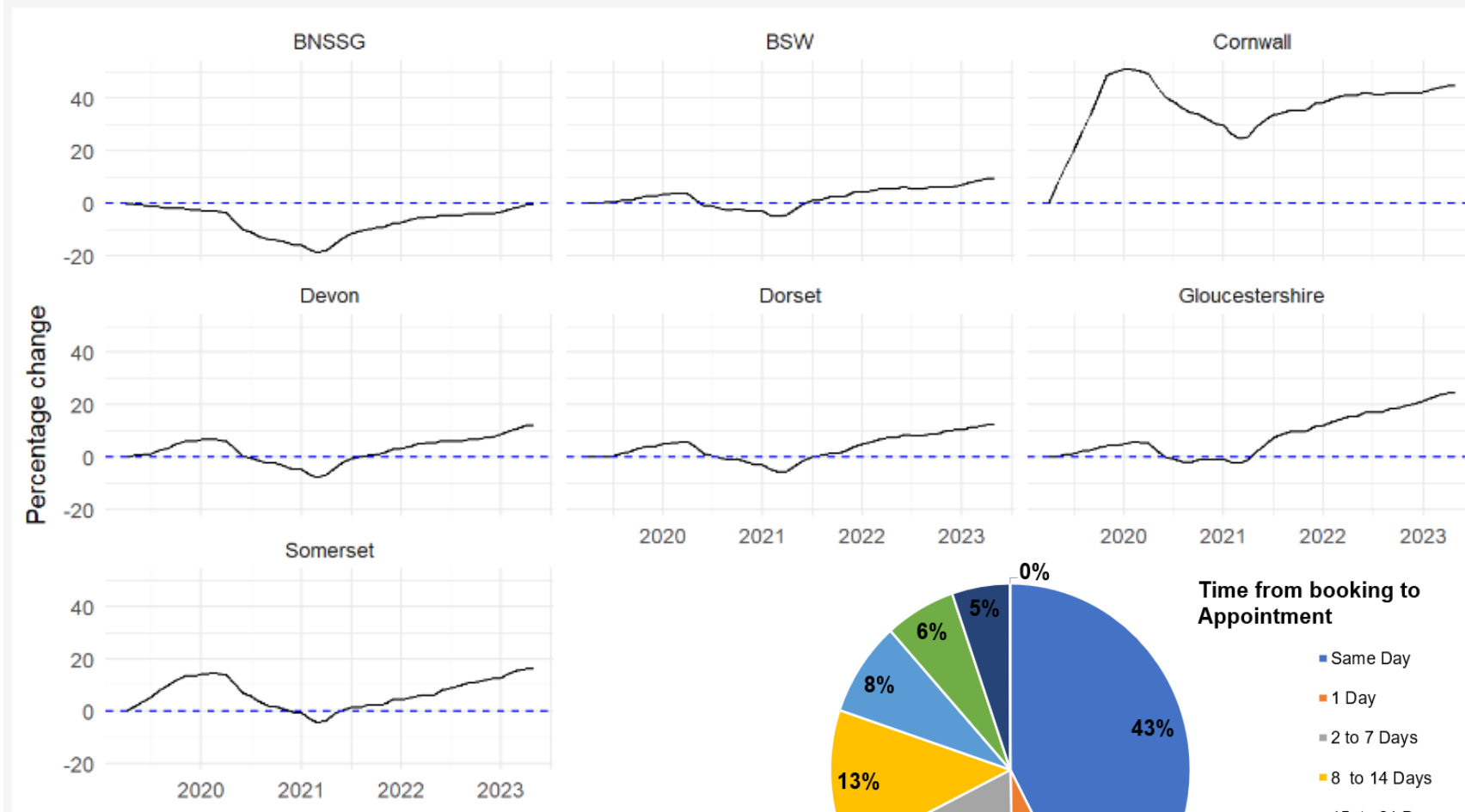
Somerset system plan submission – 31st July

12 key requirements

1. Increase self-care and self-directed care – 7 self-referral pathways by 30 September
 - falls response, MSK, audiology, weight management, community podiatry, and wheelchair & community equipment services
2. Expanding community pharmacy services – winter resilience link
3. Improving digital telephony
4. Simpler online request/access process – online consultations, messaging, appt. booking
5. NHS App usage increased – all functions of NHS app enabled by 31 October 2023
6. Navigation, assessment and response – care navigation, quality of appointment data
7. Larger multi-disciplinary teams
8. More new doctors
9. Retention and return of experienced GPs
10. Higher priority for primary care in housing developments
11. Improving primary/secondary care interface – winter resilience link
12. Reducing administration

Baseline position – no. of appointments offered

SW Systems Overview - Percentage change from 2019 baseline



Support level framework (SLF) conversations – identifying practices

General Practice Improvement Programme

- Intermediate, intensive, PCN offer, quality leads, universal offer, digital & transformation leads

GP Provider Board/PCN collaboration

Facilitation vehicle of Primary Care Access Recovery in supporting winter resilience

Public Board Meeting – October/November 2023

Monitoring/evaluation – measurement of success – GP patient survey

Involvement always welcome!