

Update for Wiltshire Area Boards

November 2023

The BSW Primary and Community Care Delivery Plan (PCCDP)

The BSW ICB Board has approved a Primary and Community Care Delivery Plan (PCCDP) for BSW.

The PCCDP builds on existing BSW strategies, including the BSW Together [Integrated Care Strategy](#) and [Implementation Plan](#) as well as national policy and guidance.

It consolidates existing documentation and reflects the engagement work completed with service users, providers and wider stakeholders to identify initiatives and solutions to deliver our ambition.

This delivery plan also incorporates feedback from over 40 stakeholders including primary care GPs, integrated care board (ICB) members, the clinical oversight group, and the integrated community-based care (ICBC) programme.

It sets out a number of priorities to deliver transformation for primary and community care and reflects the engagement work completed with service users, providers and wider stakeholders to identify initiatives and solutions to deliver our ambition.

There will be opportunities for engagement with partners and our communities about how we deliver our transformational priorities.

The six transformation priorities are as follows:

1. Deliver enhanced outcomes and experiences for our adults and children by evolving our local teams. We will build on our existing primary care networks to create more integrated neighbourhoods serviced by providers who can share information, caseloads, and estates to provide more joined up care and the capacity to do so.
2. Adopt a scaled population health management approach by building capacity and knowledge. We will use data and insight to understand our populations better, identify health inequalities, target marginalised groups, and develop initiatives and services that improve access and result in fairer health and outcomes.
3. Actively co-design and co-deliver preventable models of care by strengthening local partnerships and assets. We can promote healthier communities and increase healthy life expectancies through better

understanding and working with our local communities. We recognise that care and support is best delivered by those who understand the adults and children who live within them.

4. Increase personalisation of care through engaging and empowering our people. We need to shift towards greater prevention and early intervention. We can do so by tailoring our support to a persons' specific needs and using technology advances to provide support in formats that align with individuals' needs and preferences.
5. Improve access to a wider range of services closer to home through greater connection and coordination. We will deliver excellent health and care services closer to people's homes and overcome inequality of access by creating stronger physical and virtual connections between primary and community care and specialist services.
6. Support access to the right care by providing co-ordinated urgent care within the community. We want emergency care to be for those who need it most and know we can help people to address their urgent needs within the community. This can prevent avoidable admissions and result in better outcomes and experiences.

Winter Planning

As our health and care system continues to experience unrelenting demand challenges and operational pressures, we are continuing to work with our partners to deliver existing demand management and capacity improvement plans.

Operationally there continues to be significant joint working in the locality under our Urgent Care, and Ageing Well programme, and the Home First project which support patients to remain at home, aiming to reduce our reliance on bed-based care and improve patient outcomes and experience.

We have also continued to increase our use of NHS@Home (virtual wards) - a flagship BSW scheme. A key focus for the coming months is on increasing referrals to the Wiltshire Health and Care service through continuing to raise the profile of the service.