

## Update for Wiltshire Area Boards

December 2023

### System-wide Primary Care Access Recovery Plan (approved BSW ICB Board 16.11.23)

The Primary Care Access Recovery Plan for BSW has been developed following the publication of NHSE guidance earlier in the year and has been led by the BSW ICB Primary Care team working with all the GP practices across BSW and with system partners. The document format is based on a standard template provided by NHSE regional colleagues.

The context and content of the document was discussed in detail at the Board development session in October. Following the discussions, a final version of the document has now been produced with an associated communications plan.

The Board is now asked to approve the plan.

The following sets out a brief summary of the content of the document, however the full version is available to Board members and to the public via the ICB website, found [here](#)

The Primary Care Access Recovery Plan PCARP forms part of the operational planning guidance. The PCARP supports all three elements of the Fuller Stocktake vision and the development of Integrated Neighbourhood Teams but focusses on the first element of streamlining access to care and advice. The **national ambitions** for the PCARP are:

- To make it easier for patients to contact their practice and;
- For patients' requests to be managed on the same day, whether that is an urgent appointment, a non-urgent appointment within 2 weeks or signposting to another service.

The PCARP seeks to support recovery by focussing on four key areas:

Area	Focus
Empower Patients	<ul style="list-style-type: none"> <li>• Improving information and NHS App functionality</li> <li>• Increasing self-directed care where clinically appropriate</li> <li>• Expanding community pharmacy services</li> </ul>
Modern General Practice	<ul style="list-style-type: none"> <li>• Implementing 'Modern General Practice Access'</li> <li>• Better digital telephony</li> <li>• Faster navigation, assessment and response</li> </ul>
Build Capacity	<ul style="list-style-type: none"> <li>• Larger multidisciplinary teams</li> <li>• More new doctors</li> <li>• Retention and return of experienced GP's.</li> <li>• Higher priority for primary care in housing developments</li> </ul>
Cut Bureaucracy	<ul style="list-style-type: none"> <li>• Improving the primary – secondary care interface</li> <li>• Building on the 'Bureaucracy Busting Concordat'</li> </ul>

## Caring Steps Together

We are incredibly pleased to be sharing with you the outcome of more than a year of work to improve the way in which we share information with people who are discharged from our acute trusts into intermediate community-based services. We led this work from Wiltshire, but we've worked with colleagues across the BSW system in doing so, and it will be used by all of our services system-wide.



Resources to help patients, families, carers and colleagues working in health and care understand the discharge process and how to access onward care and support.

For more information:  
[www.bswtogether.org.uk/discharge](http://www.bswtogether.org.uk/discharge)

Giving you confidence to move forward

The programme was established as a response to the learning and insights we gathered from patients and their families / carers and colleagues working in and around these services – whilst they often told stories of feeling well supported, too often they were about feeling confused, worried and out of control about what was happening to them. So, we've worked with people to understand what they wanted to know (both from those who have gone through the pathway and those who haven't) and how they wanted to be given the information. We even got their views on language, colours, pace and the kind of people they wanted to see in the resources.

The Caring Steps Together web site is now available [here](#) and the websites of all our providers will point to this when referencing the discharge process. The site (which will also be accessible via QR codes on lanyards that we are handing out to colleagues across the system) is split into patient-facing and staff facing resources (though everything is open access). Our VCSE colleagues are also participating in the programme as well as providing information around the support they can offer outside of statutory services.

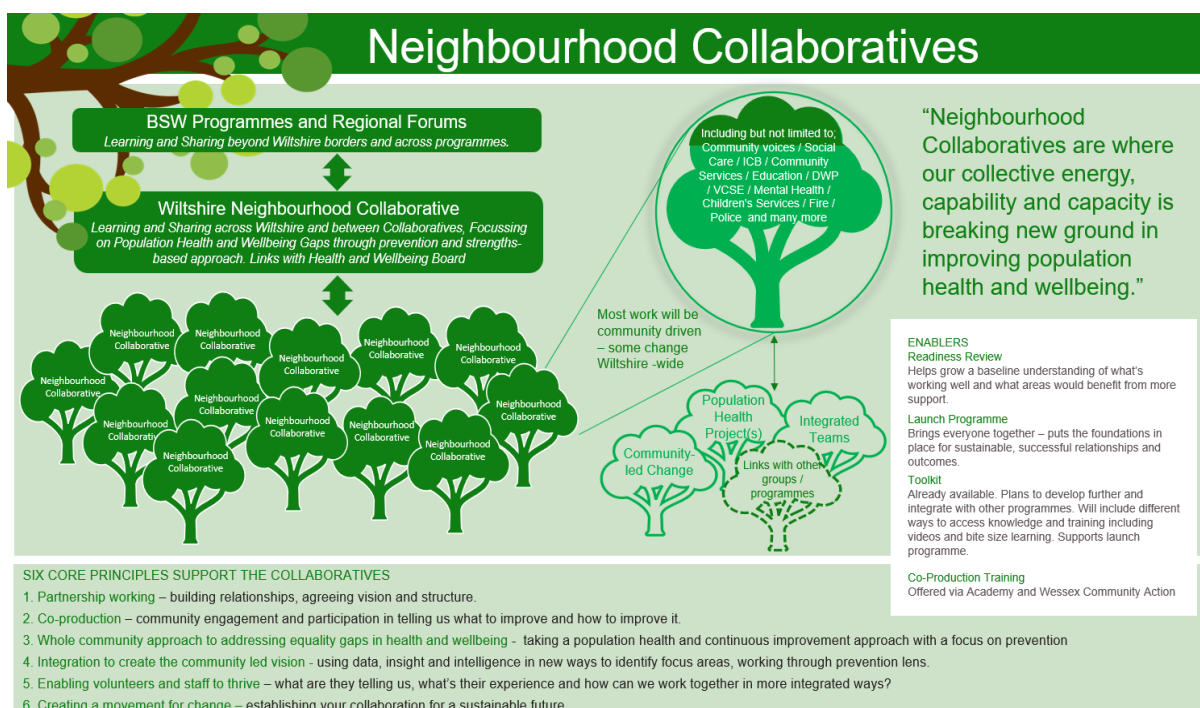
## Neighbourhood Collaboratives

Aiming to reduce health and wellbeing inequality gaps within neighbourhoods across Wiltshire through partnership and a prevention focussed approach, we are continuing to make progress in our Neighbourhood Collaboratives which are part of the Implementation Plan of the Integrated Cared Strategy and the Joint Local Health and Wellbeing Strategy.

Whilst recognising that this is a significant change to the way in which we work and takes time, we are on track to reach our aim of working with at least 5 areas by the end of March 2024. With strong links to the Fuller Stocktake and Integrated Teams, the Collaboratives Steering Group is now made up of over 30 partners across health, local authority, public service and the VCSE sectors and supports the development of each of the collaboratives. It is building links with other programmes of work such as Community Conversations, the Families and Childrens Transformation Programme and work in mental health.

The Collaboratives have recently been awarded £100,000 of Health Inequalities Funding to provide seeding for increased pace and scale of the Neighbourhood Collaboratives movement and to be able to develop and test an innovative model of community engagement and co-production principles. We will be working to deliver this during 2024.

There is a lot more information available in the form of newsletters, a web platform and things like recorded presentations – all of which are available on request. The two graphics below hopefully offer a high-level summary of the model and the current status:



## Collaboratives in 2023

Neighbourhood	Highlights
Trowbridge	(initial pilot) continues with its work in preventing increases in the housebound population. Health Inequalities and Neighbourhood Collaboratives project teams met with Trowbridge and agreed a plan to establish a broader collaborative group and commence launch programme in early 2024.
Melksham and Bradford on Avon	<p>Pathfinder site – quick testing and learning from the model and will be able to share the learning to inform the tools and the approach that will be used by other sites.</p> <p>Coproduction training has taken across partners in this area. Feedback from the training will be used to help identify our baseline awareness of Co-production within the locality which should help to identify areas of future need.</p> <p>Cohort identified: Previously unidentified people as first of a first serious fall – aiming to reduce prevalence of serious first falls and subsequent ambulance attendances / hospital admissions.</p> <ul style="list-style-type: none"><li>• Mapped and collected existing falls prevention resources across MBoA – will share example</li><li>• Engagement with the identified group of patients is nearing completion – utilising co-production</li><li>• Delivery of the Development programme, (an adaptation of the Launch Programme), happened 27/11/23</li></ul>
Devizes	After a period of engagement with partners in this neighbourhood and plans to focus on children and young people, the support team stepped back whilst this area discussed and agreed it's way forward. This area will progress in early 2024 with the Readiness Review and launch programme.
Chippenham, Corsham & Box (CCB)	Areas of interest reviewed and undertaken data analysis with the Health Inequalities team. The early stages of this collaborative are progressing well and there is a structure of meetings in place. The Readiness Review has been completed – launch programme due early 2024. Reducing Hypertension is initial area of focus.
Salisbury – area wide	Three of the four Salisbury PCNs (offer to join will be extended to the 4 <sup>th</sup> PCN area) have proposed a Salisbury-wide approach to developing a Collaborative. This will be taken forward – next step is to undertake the Readiness Review. Plans also in place to work with farmers and support a dementia network approach.

### Holiday Season

We would like to wish all of our partners a very happy Christmas and a healthy and prosperous 2024. Thank you for your support, hard work and commitment to the ongoing priorities. We hope you have a lovely break over the holidays with your nearest and dearest.



Fiona Selvin-Brown, Director of Place - Wiltshire