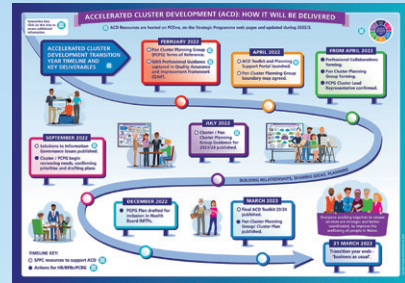


# ACCELERATED CLUSTER DEVELOPMENT (ACD): WHAT 'GOOD' LOOKS LIKE PRINCIPLES

A system designed to find the **right solutions** for continuous improvement for patients and professionals. **Solving** issues faced in day to day care is a key aim of the ACD programme.



Click on this icon to view the 'Accelerated Cluster Development: How It Will Be Delivered' visual.



Solution shared to enable wider system change.

Teams continually adapt to improve care. Organisations create cultures and environments which encourage and support reflection and problem solving.

Issue moves through the system until it is solved

## 7 Regional Partnership Boards

## 6 HB, LA and the 3rd Sector

## 5 Pan Cluster Planning Group

## 4 Clusters

## 3 Professional Collaboratives

## 2 Our Team Discussion

## 1 Consultation in the Community

7. RPBs lead strategic planning and partnership working between LAs, HBs and 3rd Sector. They set the direction and put the systems in place to make levels 1-6 work effectively.

6. HBs LAs and third sector partners use intelligence from County Plans to inform and steer their organisational decision making and Strategic Plans. Timely feedback of patient and professional experience ensures a shared understanding of risks and opportunities across the system to drive the development of appropriate solutions.

5. PCPGs coordinate the use of all available resources to meet local needs. Intelligence from Clusters ensure that the County Plan accurately reflects the populations health, care and wellbeing needs and supports actions to address issues raised across the system.

4. Clusters encourage and support multi-disciplinary problem solving and collaborative working. Clusters also gather and share intelligence to ensure that County Plans accurately reflect and respond to local population health, care and wellbeing needs and priorities.

3. PCs provide opportunities for peers to assess the quality and safety of local services, to explore concerns and propose solutions. This intelligence informs Cluster needs assessments and collaborative multi-disciplinary plans. PC leads ensure that that local priorities reflect population needs and facilitate communication between professional groups.

2. Teams are encouraged to work together to find solutions for complex issues or service gaps. When these cannot be resolved within the team they can be taken to the Professional Collaborative.

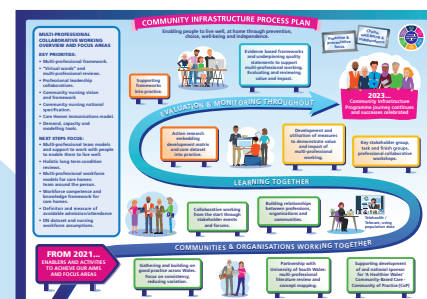
1. A huge number of contacts is managed every day in primary and community services. Most issues are resolved at first contact or through local pathways. Services must be designed to ensure that the needs of vulnerable and marginalised groups are supported.

At each level professionals and their teams do everything that they can, within their remit, to solve the issue presented. Issues are escalated when more support, resources or expertise are needed. Sharing this intelligence with the wider system highlights opportunities to move care closer to the patient and the community.

**Key:** HB: Health Board LA: Local Authorities PC: Professional Collaboratives  
RPB: Regional Partnership Board PCPG: Pan Cluster Planning Group

Patient Conversation

Issue



Click on this icon to view the 'Community Infrastructure Process Plan' visual.

