

Y Grŵp Iechyd a Gwasanaethau Cymdeithasol

Health & Social Services Group



**Llywodraeth Cymru
Welsh Government**

By Email

Health Board Directors of Primary and Community Care

CC: National Director & Strategic Lead for Primary Care

24 September 2020

Dear Colleagues,

Q3/4 Priorities for the Recovery and Re-set of Primary and Community Care

Following agreement at the National Primary Care Board on 20 August, I am pleased to confirm the Welsh Government's Primary and Community Care Recovery Oversight Group's endorsement of the attached *Primary and Community Care Operating Framework, Recovery for Q3/4*, with the 6 priority areas which you have collectively agreed. These are:

- I. Deliver of Essential Services
- II. Covid-19 local outbreaks and second wave
- III. Care Homes
- IV. Rehabilitation
- V. Step-up and step down bedded community services
- VI. Urgent primary care

As agreed with you on 4 September, we are re-setting the 2020-21 delivery milestones for the Primary Care Model for Wales centred on these 6 priorities.

Your Health Board's plan for Q3/4 should include action to achieve these delivery milestones, which can be found at Annex A. Full information about these plans is set out in Andrew Goodall's letter on the NHS Wales COVID 19 Operating Framework Q 3/4, which he will issue very shortly.

Yours sincerely,

Alex Slade

**Dirprwy Gyfarwyddwr- Yr Is Adran Gofal Sylfaenol
Deputy Director – Primary Care Division**

Re-set Delivery Milestones for 2020-21

Priority	National Resource	Delivery Milestone	Timescale
<i>Delivery of essential services</i> – note specifically, the complexities of delivering the flu and COVID vaccination programmes and management of individuals with long term conditions who have/are not accessing care.	The <i>Strategic Programme for Primary Care</i> , data & digital work stream will provide a standardised approach to reporting the essential services metrics.	Health Boards will use this monthly reporting mechanism to monitor activity against the five essential services categories to be provide an indication of recovery of the primary care system.	End of October 2020
<i>COVID-19 local outbreaks or second wave</i> – including delivery of services in response to surges and outbreaks.	The <i>Strategic Programme for Primary Care</i> will update the toolkits for primary care services with the latest guidance.	Health Boards will have plans in place to respond to local outbreaks including the reestablishment of COVID-19 hubs and urgent and emergency care centres for dental and optometry.	End of October 2020
<i>Care Homes</i> – primary and community care service provision.	The <i>Strategic Programme for Primary Care</i> will develop a framework for primary and community care provision to care homes.	Health Boards will assess their service provision to care homes against the framework with a view to adopt, adapt or justify. This will include: <ul style="list-style-type: none"> i. an immediate plan for winter 2020/21 ii. a long term plan 	End of October 2020 End of March 2021
<i>Rehabilitation</i> – recognising the increased demand for rehabilitation across four main population groups.	The <i>Strategic Programme for Primary Care</i> will develop targeted 7 day rehabilitation guidance for Primary and Community Care	Health Boards will assess their rehabilitation services against the guidance with a view to adopt, adapt or justify. This will include:	

		<ul style="list-style-type: none"> i. an immediate plan for winter 2020/21 ii. a long term plan 	<p>End of October 2020</p> <p>End of March 2021</p>
<i>Step-up and step down bedded community services – to address the issues identified in Right Sizing Community Services (Delivery Unit)</i>	<i>The Strategic Programme for Primary Care</i> will develop a suite of delivery specifications of care to support step-up and step-down.	<p>Health Boards will assess current models against this framework with a view to adopt, adapt or justify. This will include:</p> <ul style="list-style-type: none"> i. an immediate plan for winter 2020/21 informed by the DU right-sizing work. ii. a long term plan 	<p>End of October 2020</p> <p>End of March 2021</p>
<i>Urgent primary care – an urgent primary care model is yet to be defined and needs to be considered within the context of new developments in access such as ‘phone first’, remote consultations and consultant connect.</i>	<i>The Strategic Programme for Primary Care</i> will develop an integrated 24/7 urgent primary/same day care model.	<p>Aneurin Bevan UHB, Cardiff & Vale UHB and BCUHB will establish pacesetters for Urgent Primary Care centres.</p> <p>Evaluation of the initial pacesetters to inform the development of a model for roll out across Wales in 2021/22.</p> <p>All Health Boards will have plans in place for the national model with a view to adopt, adapt or justify.</p> <p>People contacting GP practices are responded to in line with Access to In-Hours General Medical Services National Standards.</p>	<p>End of November 2020</p> <p>End of February 2021</p> <p>End of March 2021</p> <p>End of March 2021</p>