

The Strategic Programme for Primary Care

Plan on a Page (PoP) for Urgent Primary Care (April – September '22)



Why is the project needed?

Primary care delivers urgent care at high volume however a clear urgent primary care model for Wales remains undefined. As part of the work programme for the 24/7 work stream for 2020/21, urgent primary care pathfinders were implemented for the winter period in order to increase capacity and test different models. This was phase 1 and a full evaluation is available. There are two models emerging through this work, one at a cluster level and one aligned with emergency departments. The ongoing evaluation of the pathfinder models will inform an urgent primary care delivery model to meet the needs of the population.

The proposed new structure for the national unscheduled care programme will see primary care as one of the key pillars of urgent and emergency care. This is a significant step forward and will support the alignment of the urgent primary care work with developments such as 'Think 111' and facilitate an integrated whole pathway approach.

What is the scope of the project?

1. Define the delivery models and key performance indicators.
2. Work with Health Boards to build a service to meet their local needs through a cluster approach
3. Develop the multi-professional model which may include pharmacy, dental, optometrists, community nursing, mental health etc.
4. Work as part of the National Six Goals Urgent and Emergency Care programme.
5. Identify opportunities to build the service offer which meets ongoing changes in needs of patients on a local basis and provides a consistency of approach 24/7.

Who will be delivering the project?

Lead: Richard Bowen
Health Board Director of Primary Care Lead: Lisa Dunsford
Policy Lead: Ceri Davies
Project Manager: Jane Daly

Key deliverables

Initial staged deliverables include:

1. Evaluation of pathfinder models to inform a national consensus of 'what good looks like' to define an urgent care delivery model for services in primary care to meet the varied needs of the population.
2. Consistent with the above model, operational plans to be developed by each Health Board for a consistent and sustainable Urgent Primary Care Service 24/7.
3. Link to the National Six Goals Urgent and Emergency Care Programme to define and implement the urgent primary care component of the programme.

Outcome / Success criteria:

- A framework for the delivery of urgent primary care in Wales.
- A set of key performance indicators
- Provision of urgent primary care capacity to meet the needs of patients at the right time, in the right place by the right person.
- A clear set of clinical guidelines for appropriate presentations and outcomes which includes patient flow through 111.
- Development of an integrated response to the challenges in urgent and emergency care – clarity on alignment with key components of the Six Goals.
- Improved use of primary care resources and the multi-professional approach demonstrated through the proportion of time spent on long term conditions.

When will the project be delivered?

- April 2022 – Local site evaluations due for submission.
- July 2022 – Phase 2 National Programme Evaluation.
- August 2022 – Using learning to date (evaluation, metrics etc.) identify the key components/principles of the delivery of urgent primary care services in Wales.
- Sept 2022 – Inform IMTP planning guidance with key components/principles.
- TBC – Phase 3 funding round.
- April 2023 - Urgent primary care capacity is in place to ensure patients are seen (as required) in the right place, by the right person at the right time.