

The Strategic Programme for Primary Care

Plan on a Page: Workstream 2 – UPCC Phase 3



Why is the Project needed?

Patients are increasingly presenting in large numbers at GP practices, out-of-hours /111 and Emergency Departments with urgent primary care needs which are not always being met by existing capacity and services.

Through the programme a number of urgent primary care models have been developed and piloted to meet these increasing demands Phase 3 of the programme is designed to take the learning and evaluation to develop a national UPCC framework to describe the principles and components of what a good model should look like for HBs to adopt in order to meet the needs of their local populations.

What is the scope of the project?

The Urgent Primary Care Centre Programme is delivered by the SPPC 24/7 work stream as part of the Six Goals for Urgent and Emergency Care in Wales framework and is a Ministerial priority. The aim is to provide people with urgent primary care needs access to advice, assessment and care closer to home, safely avoiding the need to present elsewhere in the system.

Phase 3 is designed to build on the foundations of the UPCC Pathfinder (Phase 1) and the Implementation Stage (Phase 2) and focus on:

1. Seeking to standardise the local and national UPCC offer in the future
2. Developing an UPCC national Framework supported by tools and guidance
3. Bespoke Performance Reporting Framework – aggregated patient data
4. Metrics to support the 6 Goals emergency care dashboard
5. Work with other national programmes and work-streams to develop the multi-disciplinary staffing model which includes pharmacy, urgent dental, optometrists, community nursing, mental health, etc., 7 days a week.
6. Identify opportunities to build the service offer which meets ongoing changes in needs of patients on a local basis and provides an UPC consistency of approach 24/7.

Who will be delivering the project?

U&EC Lead: Richard Bowen

Programme Advisor: Ceri Davies

Named Project Manager: Jane Daly

Key Deliverables: (Listed by stages/phases)

Initial, staged deliverables include:

1. Co-production of All-Wales National Framework for the UPCC Model (principles and components) to describe 'what good looks [Product]
2. Clear operational plans developed by Health Boards as part their (IMTP) annual planning cycle that define how Urgent Primary Care Centres & Services align with their local 24/7 Urgent and Emergency Care portfolio [Strategic Intent/Annual Planning Cycle]
3. Quantify impact of UPCC models locally/nationally with robust measures which are routinely reported & visible using a national dashboard including PREMS (DHCW) [Impact]
4. Programme close down end of June 2023 final programme evaluation and celebrate learning with national conference [Communications]

Outcome/Success Criteria:

- ✓ Improved public awareness and appropriate behaviours to access the right care, right place and right time.
- ✓ Increase capacity to meet demand in urgent primary care services on a consistent basis.
- ✓ Improvement in access to Urgent Primary Care Services (24/7).
- ✓ National UPCC framework describing the principles/components of what a good model looks like being adopted across Wales.
- ✓ Development of an integrated response to the challenges of Urgent Primary Care.
- ✓ Improved use of Primary Care Resources and MDT staff across Wales.

Timescale for Delivery:

- ✓ Performance Reporting Framework - Current State September 2022 & DHCW Future State December 2022 (DHCW workshop 17/10/2022)
- ✓ National UPCC Framework outlining principles/components (December 2022)
- ✓ National learning event (Summer 2023)
- ✓ Phase 3 Local HB evaluations & exit strategies (May 2023)
- ✓ USW Development Matrix national overview (June 2023)
- ✓ UPCC Programme National Evaluation (June 2023)