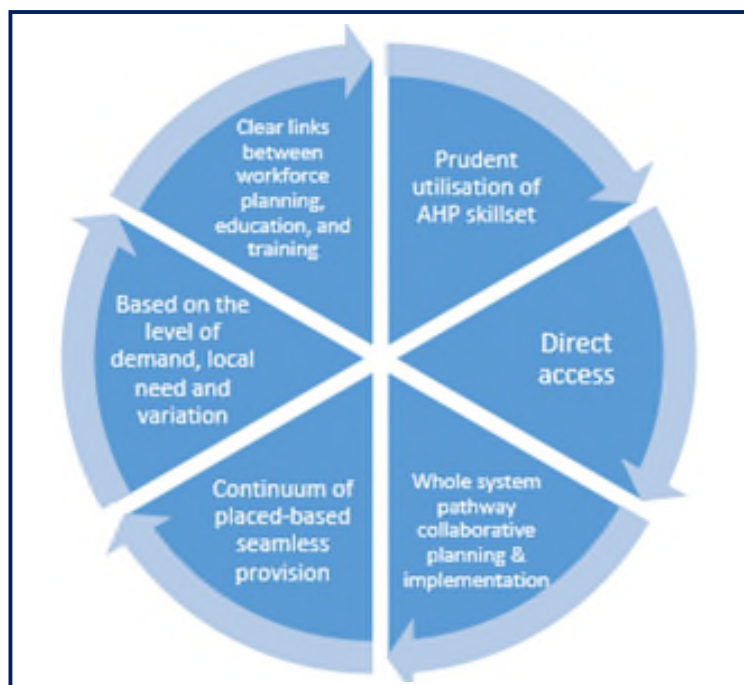




## Context

This Fact Sheet from the [Strategic Programme for Primary Care](#) (SPPC) presents a summary of key workforce observations from the initial implementation phase of the Urgent Primary Care Centre (UPCC) Pathfinder, along with a series of recommendations and required actions for its next phase of implementation.

These have been informed by a series of workforce meetings between UPCC Project Leads and the National Leads for Allied Health Professions (AHPs) and Nursing.



## Recommendations

The following are the headline recommendations for system leaders in response to the key themes:

- Agreed principles regarding UPCC key functions; including standardising levels of clinical practice regarding roles to meet presenting needs;
- Organisation of workforce with skillset to meet prioritised activity / identified needs;
- Gaps identified and agreed long term plan to address including workforce development – link with HEIW vision with regards to locality hubs / primary care academies;
- Whole system response: based on population need and required skills;
- System leaders to come together to overcome obstacles to optimising workforce utilisation;
- Focus on culture and compassionate leadership development;
- Clear communication framework and engagement across all stakeholders to support sustainability and learning;
- Employ to deploy and shared workforce models;
- Outcome measures including wider system impact focus; and
- Digital communication, information sharing and platform connectivity across services.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg



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## Key themes

Analysis of the engagement sessions revealed eight key themes that framed the development of the project:

1. Unclear ambition / purpose influencing the developing UPCC model
2. Unclear reasoning with regards to variance in Standard Operating Procedure (SOP) i.e. non-medical prescribers
3. Multiple single points of access' (SPA) across the health board footprint for services that deliver support for *urgent health and well-being issues*;
4. Workforce: 'all fishing from the same pond'. Competition for workforce across developing priorities including Same Day Emergency Care (SDEC) and Mental Health with associated difficulty recruiting;
5. Inequitable UPCC offer across the health board footprint;
6. Difficulty in engaging the whole system when fragmented and as a result enables discussions in isolation;
7. Challenge with engagement across settings when there is a perception that it is a 'Primary Care' issue; and
8. Varying triage models, that may influence the developing UPCC model and understanding of needs e.g.:
  - o Where additional layer of navigators utilised & training influenced by exclusion / inclusion criterion (vs. triage by experienced clinicians)

### Further Reading

This Fact Sheet is aligned to the *Primary & Community Care Allied Healthcare Professions (AHP) Workforce Guidance: Organising Principles to Optimise Utilisation*.

For further information please contact: [SPPC@wales.nhs.uk](mailto:SPPC@wales.nhs.uk)

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