

URGENT PRIMARY CARE PATHFINDER

Fact Sheet 4

Impact, Value and Next Steps



Context

The Urgent Primary Care Centre (UPCC) Pathfinder is part of Strategic Programme for Primary Care (SPPC).

Pathfinder is a collaborative approach between Health Boards & Welsh Government to address the requirements of *A Healthier Wales* (2018), *Social Services and Well-being (Wales) Act 2014* and the *Well-being of Future Generations (Wales) Act 2015*.

Previous Urgent Primary Care (UPC) pilots demonstrated considerable success but the learning identified a number of barriers:

1. Lack of common language including definition of urgent primary care
2. Difficulty measuring and assessing impact with no common dataset
3. Localisation to meet cluster population needs led to different aims with different service specifications

National Products

A fully participative approach was implemented to maximise contributions by the UPCC Pathfinder with a clear governance structure providing support and guidance. The following provides an overview of three national products.

1. **Definition of urgent primary care** - after extensive discussion and review from the national UPCC Pathfinder groups (which

included the Clinical Reference Group, Implementation Board, Evaluation Group and Panel) the definition has been agreed and can be accessed via fact sheet 1.

2. **Commissioned an external national evaluation framework** for the UPCC Pathfinder which would meet both local and national requirements. This was produced in collaboration with pathfinder sites, stakeholders and South Wales University.

- a) **Core Dataset** – 47 items; the format and content for an urgent primary care minimum dataset has been collectively agreed across Wales as important and identified by all sites as easy to collect.
- b) **UPCC Development Matrix** – a self-rating assessment tool to identify local needs and competencies.
- c) **UPCC Literature Review** - to provide an evidence base for pathfinder sites to develop services.
- d) **Once for Wales UPC Patient Satisfaction Questionnaire** – developed based on 'Your NHS Wales Experience'.

3. **A workforce analysis was undertaken** and key areas of challenge and opportunity were identified:

- Understanding of presenting need to inform workforce requirements, including skills development, prioritisation and organisation of resource.

- To include standardising what level of clinical practice is required in UPCCs in

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relation to required roles to meet presenting needs i.e. Advanced Clinical Practitioner vs. practitioners with Advanced Levels of Clinical Practice.

- Provide associated governance structures to support this in terms of both practicality e.g. requesting scans and providing Fit Notes, as well as in terms of consistency of role, skills and pay bands.

Urgent Primary Care Pathfinder Project 2020/21

In October 2021, £4million was made available for Health Board bids over the winter period 2020/21 to develop urgent (same day) primary care pathfinders, building on the learning of previous work.

- **Eight pathfinder centres (in six Health Boards) were established serving over 900,000 population.**
- The Pathfinder aims included multidisciplinary 24/7 care, to simplify the health provision, enable better management of demand, avoid 'multiple entry points'.
- A literature review by the University of South Wales concluded that this UPC work and the agreed definition of UPC is pioneering and Wales is ahead of other countries in this area
- Evaluations were devised through collaboration between Health Board

Pathfinders, PRIME Centre Wales (University of South Wales) and the Welsh Institute for Health and Social Care. A core dataset (concept mapping), UPC development matrix, once for Wales UPC patient satisfaction questionnaire were produced to supplement the local Health Board activity reports.

NEXT STEPS

The approval of funding of UPCC in 2022/22 is subject to the national UPCC evaluation framework developed during the original Pathfinder, to evidence successful implementation and tangible impact. Building on learning to date to:

- a) Agree data definitions
 - b) Standardisation of reporting across different IT systems
 - c) Build UPCC Dashboard
 - d) Implement recommendations from the National Workforce Report
 - e) Define a national model for UPCC based upon the experience of original Pathfinder and the intelligence gathered during phase 2.
- Funding is available for 2021/22 to build upon the learning from Phase 1 and move into Phase 2.

For further information please contact: SPPC@wales.nhs.uk

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