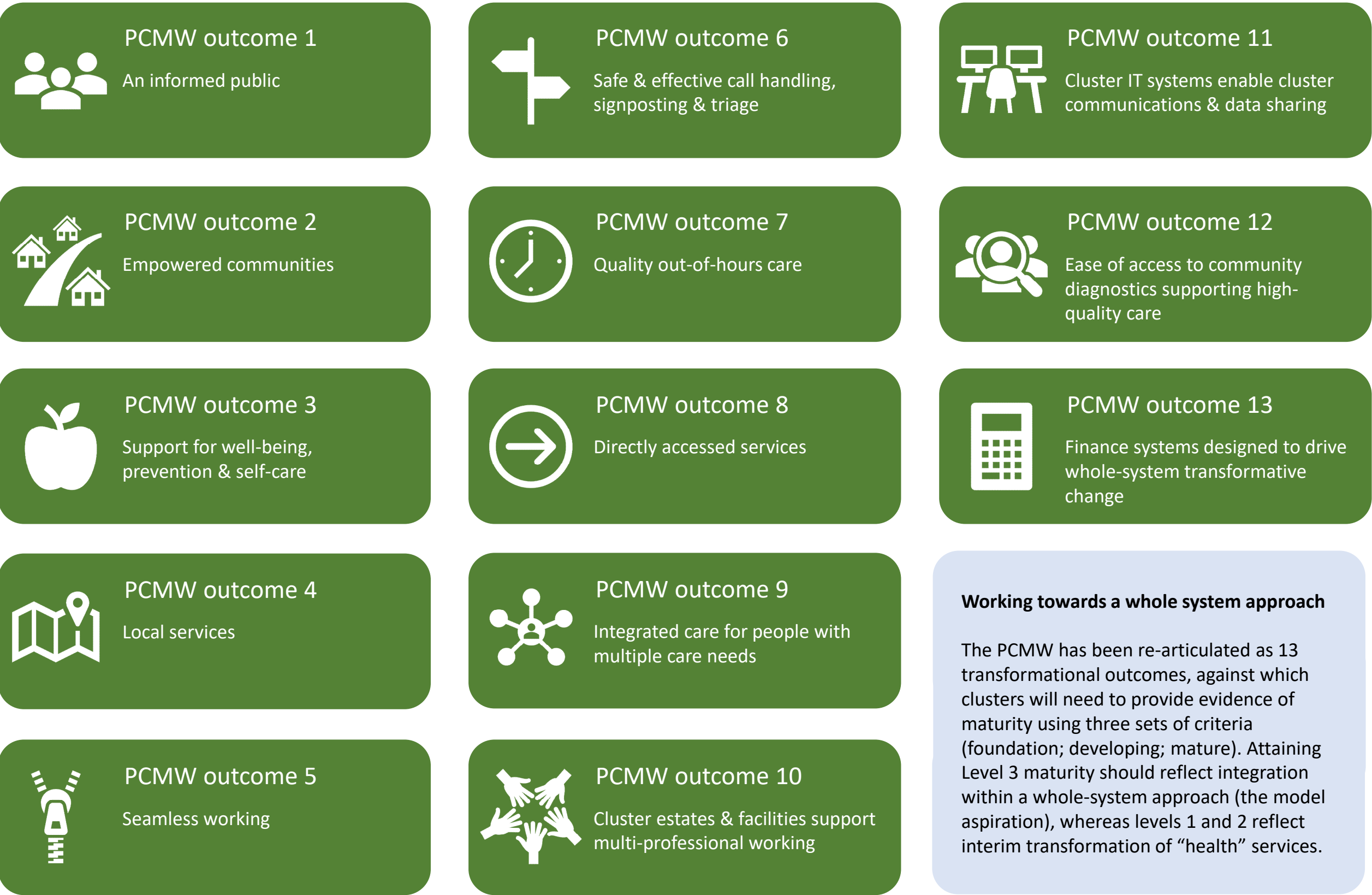# PCMW | PRIMARY CARE MODEL FOR WALES

Describes how care will be delivered locally, now & in the future, as part of a whole system approach to deliver *A Healthier Wales*

PCMW outcome 1

An informed public

PCMW outcome 6

Safe & effective call handling, signposting & triage

PCMW outcome 11

Cluster IT systems enable cluster communications & data sharing

PCMW outcome 2

Empowered communities

PCMW outcome 7

Quality out-of-hours care

PCMW outcome 12

Ease of access to community diagnostics supporting high-quality care

PCMW outcome 3

Support for well-being, prevention & self-care

PCMW outcome 8

Directly accessed services

PCMW outcome 13

Finance systems designed to drive whole-system transformative change

PCMW outcome 4

Local services

PCMW outcome 9

Integrated care for people with multiple care needs

Working towards a whole system approach

The PCMW has been re-articulated as 13 transformational outcomes, against which clusters will need to provide evidence of maturity using three sets of criteria (foundation; developing; mature). Attaining Level 3 maturity should reflect integration within a whole-system approach (the model aspiration), whereas levels 1 and 2 reflect interim transformation of "health" services.

PCMW outcome 5

Seamless working

PCMW outcome 10

Cluster estates & facilities support multi-professional working

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

ACD | ACCELERATED CLUSTER DEVELOPMENT

ACD's overarching aim is to meet cluster population health need through effective & robust planning & service delivery

ACD outcome 1
Enhanced integrated planning between clusters, health boards & local authorities

ACD outcome 2
Wider range of services delivered across a cluster, meeting population priorities and need, closer to home

ACD outcome 3
More effective leaders across the primary care system, collaboratives and clusters

ACD outcome 4
Improved equity of cluster care service provision based upon local need

ACD outcome 5
Improved multi-professional & multi-agency services delivered

ACD outcome 6
Effective, efficient and long term sustainable cluster workforce and services

ACD outcome 7
Empowered clusters with increased autonomy, flexibility and vision

What are PCPGs?

Pan-Cluster Planning Groups will collaboratively plan & commission place-based services, leaving clusters free to focus on delivering high-quality care.
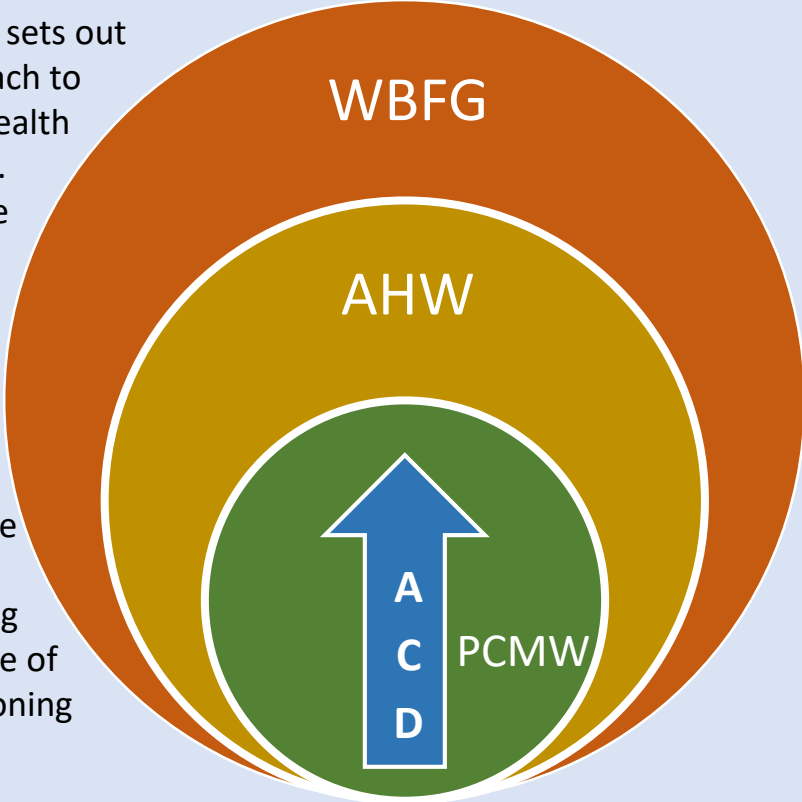
### What is the strategic context linking PCMW and ACD together?

A Healthier Wales (AHW; WG 2018) sets out the vision of a whole system approach to health and social care focused on health & wellbeing & on preventing illness. It sets the direction for attaining the corresponding *Well-being of Future Generations (Wales) Act 2015* [WBFG] goal.

In keeping with *Programme for Government 2021 to 2026 (*WG 2021) ACD aspires to accelerate pace of PCMW implementation towards realising AHW by separating cluster delivery functions from those of pan-cluster planning and commissioning functions.

WBFG

AHW

ACD PCMW

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

PCMW/ACD MONITORING & EVALUATION: OUTLINE OF THE DRAFT APPROACH

A set of tools will provide both quantitative measures and qualitative narrative on implementation progress across Wales
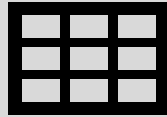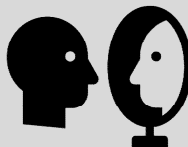
Cluster Development Framework

The CDF sets out standards & maturity criteria expected for demonstrating implementation progress; it identifies evidence requirements

Cluster 360 Peer Review

The 360 process describes how clusters & PCPGs will be involved in CDF-guided, peer-led developmental appraisal **once per IMTP cycle**

Self-Reflection Tool

The SRT is an **annual** online questionnaire asking clusters what went well, less well or could be done differently in relation to the CDF

Key Indicator Dashboard

The KID is a **live** online tile on the Primary Care Information Portal for reporting metrics around PCMW, ACD & other primary care outcomes

Other deliverables

These comprise a monitoring & evaluation plan; a national implementation progress report (annual) & endpoint evaluation

QUESTIONS

Seeking your views on the proposed approach

Q1: We propose to release a draft monitoring & evaluation plan for stakeholder review. *What are the key considerations you would like this to take account of?*

Q2: We propose an initial focus on piloting the 360 peer review element. *Do you anticipate any challenges in participating once per IMTP cycle in a process involving external peers (cluster, health board, RPB)?*

Q3: The Cluster Development Framework will define the standard for each outcome, including any maturity criteria (foundation; developing; mature), against which clusters will submit evidence. The 360 panel will select a subset of standards/ evidence as the focus for panel discussion. *Is this a pragmatic approach?*

Q4: There are three sets of interested parties in the 360 process, one of whom is the cluster being reviewed. *Any thoughts on which role(s) could best represent the cluster?*

Q5: Panels would be constituted from peers outside of the cluster being reviewed. *What type of roles/ positions should be represented, and who should chair the panel?*

Q6: The 360 panel would provide outcome letters to receiving LHB/ RPB Execs, who would respond to both the panel and their participating clusters. *Will this close the feedback loop to help mobilise regional resources/ support for issues raised during the process?*

Please provide your feedback to SPPC@wales.nhs.uk. Thank you.

STRATEGIC PROGRAMME FOR PRIMARY CARE

Canolfan Datblygu ac Arloesi
Gofal Sylfaenol a Chymunedol
Datblygu Gofal Sylfaenol yng Nghymru | Primary and Community Care
Development and Innovation Hub
Developing Primary Care in Wales

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