

Strategic Programme Board November 2022 Update

STRATEGIC PROGRAMME FOR PRIMARY CARE

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OTHER NEWS

Signposting people with urgent care needs to the right place, first time

As part of the [Six Goals for Urgent and Emergency Care](#), an NHS 111 Wales campaign launched on Monday 14 November 2022. Sponsored by Goal 2, “*Signposting people with urgent care needs to the right place, first time*”, the national campaign aims to increase awareness, understanding and trust in NHS 111 Wales, and help patients with urgent care needs get the right care, in the right place, first time. [You can access the toolkit and asset bank here.](#)

111 Online. On the phone. Healthcare advice you can trust 24|7. If you are feeling unwell, but are not sure what to do, or where to go, NHS 111 Wales can help. NHS 111 Wales provides round-the-clock expert healthcare advice, both online and on the phone, making it easier for you to get the right care, in the right place, first time. The [NHS 111 Wales website](#) can check your symptoms, provide trusted healthcare advice, and help you find your local GP, pharmacies, Minor Injuries Unit and other professional services nearby. If you or a loved one have an urgent but non-life-threatening concern, call 111 and highly trained call handlers will give you trusted advice on your next steps.

National Primary Care Board (NPCB)

NPCB took place on 11th November. The Board received reports for discussion and endorsement including

- SPPC mid-year update report

- Urgent Primary Care Centres (UPCC) end of Phase 2 report

- Mental Health Support in Primary Care report

- Community Nursing Specification

The Board also received its regular updates from:

- Directors of Primary Care Peer Group; with a specific focus on GMS sustainability
- All Wales Cluster Leads Peer Group; including reflections from a recent Cluster Leads Survey
- ACD Programme progress; update position on the ACD Readiness Checklist
- 111 /OOH
- Welsh Government

Following NPCB a short summary communique is produced, if you would like to receive a copy please email: sppc@wales.nhs.uk

COMING NEXT MONTH

Primary and Community Care Reference Group is scheduled for 15th December. We will be engaging on the draft UPCC Model Principles and Components; the scope for a programme of work in conjunction with HEIW to develop a Primary Care Workforce Plan for Wales and will be looking for early user feedback on the Community Infrastructure Toolkit and the Urgent Primary Care Centre Toolkit that are due to be launched on Primary Care One in the next 2 weeks.

NEWS

Strategic Programme Mid-Year Update: this report provides an overview of progress from April 2022 to October 2022, notes the work of the National Leads and then provides a look ahead for our programme of work into 2023. One of the most notable developments has been the work across national programmes – 6 Goals for Urgent and Emergency Care, Mental Health Programme, and with wider stakeholders and national Peer Groups, and as we move forward, we intend to build on this. It is also good to see further progress for primary and community care in terms of whole system planning and in wider performance and daily escalation discussions.

Accelerated Cluster Development: a new chapter has been added to the ACD toolkit the [Workforce Chapter](#) contains resources relating to Primary and Community Workforce and Workforce Planning.

Community Nursing Specification: was endorsed by the National Primary Care Board and **Executive Directors of Nursing Peer Group**. The specification **outlines at a strategic level the overarching principles, characteristics and functions of Community Nursing in Wales for individuals aged 16 and over and its aims i.e. standardise, simplify and collaboration. This is the first key product from the Community Infrastructure workstream.**

Urgent Primary Care Centre (UPCC) Phase 2 Evaluation Report: has been published, which captures progress, learning and next steps for the UPCC model. The report highlights the good progress being made across Wales and high levels of patient satisfaction from the work to date (80%+). The 8 UPCC centres are currently serving 1.8m of the population across 256 GMS practices in Wales with future plans for scale and spread across the whole **Welsh population**. **The report also includes key messages such as the clear demonstrable evidence in terms of wider disciplinary working.**

Mental Health and Wellbeing – A National Review of Mental Health Demand and Activity: report was endorsed by the National Primary Care Board. The report highlights key themes for providing mental health support in primary care, demand and activity profiles for each health board, an outline of variation in provision across Wales including the provision of third sector mental health support. Consensus on future work includes a focus on the significant unwarranted variation in service provision, consideration for future consistent terminology and definitions in primary care mental health, more clarity on the interface and overlap between services and more consistency in the commissioning of third sector mental health needs across Wales and that a 'National Offer' should be made that supports the consistent delivery of accessible and effective Primary Care Mental Health Services across Wales.

The **Cluster leads forum:** in Wales have produced a [in conversation with Cluster Leads video](#) which provides useful reflections on Cluster working in Wales. This and many more videos are available on our [SPPC YouTube channel](#).

The **National Days at Home Measure for Wales (HDAH):**Workshop took place (16 November) and engagement throughout the event was encouraging, with a peak audience of 74. Four national HDAH Wales formulae were agreed (components and weighting) for either January 2023 beta launch or April 2023 formal launch of both the national and local dashboards. Scoping for further development (including social data) was agreed; details to be included in the post workshop report. Coming soon...

Reports and papers mentioned above will be available once translated on [Primary Care One](#), if you would like a copy of any reports in advance of this please email: sppc@wales.nhs.uk

NEWS YOU MIGHT HAVE MISSED

Gwella Portals for Professional Collaboratives and Clusters HEIW, working with the Strategic Programme for Primary Care, have developed a suite of resources to support new and existing leaders within primary care in their leadership journey.

The site can be accessed [Professional Collaborative - Gwella HEIW Leadership Portal for Wales](#). For further information please contact: heiw.gwella@wales.nhs.uk