

# The Primary Care Model for Wales

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# Primary Care Plan for Wales 2015-18

Five priority areas for action:

- *Planning care locally*
- *Improving access & quality*
- *Equitable access*
- *A skilled local workforce*
- *Strong leadership*



# Cluster Working

“A cluster brings together all local services involved in health and care across a geographical area, typically serving a population between 25,000 and 100,000.

Working as a cluster ensures care is better co-ordinated to promote the wellbeing of individuals and communities”

# Progress Against Primary Care Plan

## Planning care locally

- Pacesetter programme, 24 projects 2015-18
- 'Transformational' primary care model

## Improving access & quality

- 111 roll-out, choose pharmacy & common ailments

## A skilled local workforce

- New roles eg community paramedics, navigators

## Equitable access

- Inverse care law

## Strong leadership

- P&C Care Hub, development programmes

DP&CC Annual Report 2017-18

# The Parliamentary Review of Health and Social Care in Wales

## A Revolution from Within: Transforming Health and Care in Wales



Final Report  
January 2018



# Key Messages

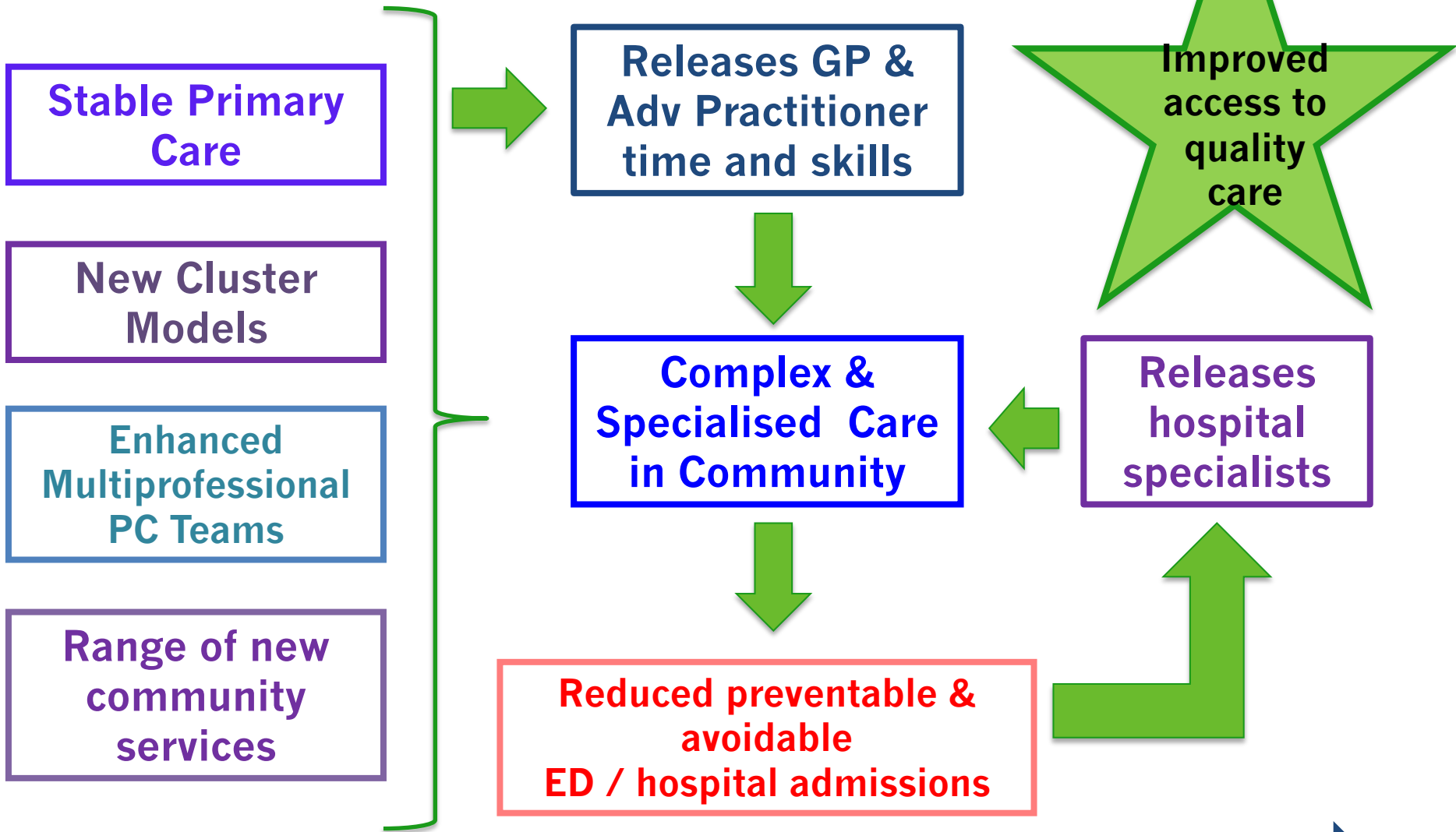
- Get better at measuring what really matters to people
- Greater emphasis on wellbeing
- Health and Social Care will work together..... joined up and scaled up
- Work as a single system, everyone working together
- Invest in new technologies
- Shift services out of hospitals into the community
- Implement the Primary Care Model for Wales

# Pacesetter Programme 2015 – 18

24 projects evaluated on 'Once for Wales' basis

- ✓ MDT Primary Care Clusters are the way forward
- ✓ Safe & effective triage systems direct people to the right professional in the team
- ✓ Integrated teams ensure a holistic approach to care - physical, mental and social well-being
- ✓ Services must work well across in- and out-of-hours
- ✓ Success also depends on an informed public

# IMPROVING ACCESS & QUALITY...



**Integrated, whole systems approach: Well Being of Future Gen Act**

# ALL WALES WHOLE SYSTEM APPROACH

Empowered  
Citizens

Informed  
Public

Stable Primary  
Care

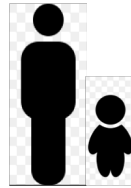
Motivated  
professionals

Promotion of  
Healthy Living

Integrated, Whole  
Systems Approach

Increased  
citizen  
wellbeing

Sustainable  
Community Resources



Sustainable Models of  
Care

Improved  
access to  
quality  
care

Accessible  
Resources

New Cluster  
Models

Support for  
Self Care

Complex &  
Specialised Care  
in Community

Increased  
Community  
Resilience

Wide Range of Community  
Resources

Reduced  
preventable &  
avoidable  
ED/hospital  
admissions

# Components of the Primary Care Model for Wales

- 1. Informed Public**
- 2. Empowered Citizens**
- 3. Support for Well-being, Disease Prevention and Self Care**
- 4. Community Services**
- 5. Cluster Working**  
**Cluster planning, Integration, Sustainability, Cluster Development, Evaluation, MDT Working**
- 6. Call-handling, Signposting, Clinical Triage / Telephone First Systems**
- 7. Urgent Care - 111 and Out of hours & In hours**
- 8. Shifting Resource**
- 9. Complex Care in the Community**
- 10. Infrastructure to support Transformation**

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# What next for Primary Care....

- Reinforces our direction of travel
- Looking for pace & scale

## *“Strategic Programme for Primary Care”*

- Not a ‘new’ plan...continuation of the journey
- Primary Care Model for Wales
- Social model of care
- Three strategic areas to progress

# **I. Primary Care Specific Workstreams**

- Prevention and wellbeing
- 24/7 Model
- Digital Technology
- Workforce & Organisational Development
- Communication & Engagement
- Transformation & the Vision for Clusters

# **II. Seamless Working**

- Health Board
- Wider Stakeholders

# **III. Primary Care Contractors**

- GMS, Pharmacy, Optometry, Dental

**Thank you for listening**