

NHS England, Derbyshire and Nottinghamshire Area Team

Primary Care Strategy: Engaging with Key Partners

This engagement process is designed to ensure our key partners are formally involved in the production of the primary care strategy for Derbyshire and Nottinghamshire. Primary care covers General Practice, community pharmacy, optometry and dental services.

The abridged primary care strategy is attached (Appendix 1), for a copy of the full version please contact Jennie Birch, Project Support Officer, Derbyshire & Nottinghamshire Area Team, NHS England, Birch House, Southwell Road West, Rainworth, Nottinghamshire, NG21 0HJ Tel: 0113 8255490 email: jennie.birch@nhs.net

This work will complement the extensive engagement already undertaken and ongoing with patients and the public in our region as part of the Call to Action.

The vision of the Strategy is:

Everyone has greater control of their health and their wellbeing, supported to live longer, healthier lives by high quality health and care services that are compassionate, inclusive and constantly improving

There are five objectives to be delivered by 2019; these outline how NHS England, Derbyshire and Nottinghamshire Area Team will deliver to the vision. Each objective has an associated outcome and impact:

1. Ensure **patients** have access to a core offer of high quality primary care that is continuously improving and delivering better health outcomes
2. Develop and improve **our people** to be the best healthcare workforce
3. Support the **processes** of transformation by innovation, excellence in monitoring and evaluation, and development at pace and scale across primary care
4. Align **our premises** to meet the needs of the population
5. Develop the **payments** and incentives system to reward improved outcomes and secure value for money

The Department of Health Mandate to NHS England (Department of Health 2012) highlights: *“An important responsibility to drive improvements in the quality of primary care, reflecting the vital role that stronger primary care will play in supporting delivery of objectives across this mandate”*

As a result, the Area Team have developed a draft Primary Care Strategy to deliver its statutory responsibilities and NHS Mandate duties.

We are really keen to seek the views of statutory partners and stakeholders in the development of the strategy and would welcome comments on the feedback form below (Appendix 2). You can contribute by completing our feedback form and e-mailing this to jennie.birch@nhs.net or alternatively completing survey monkey. **The survey opens on 13 March and closes on 27 March 2014.** If you require the documents in large print or in a language other than English, then please contact jennie.birch@nhs.net.

This strategy and plans will remain in draft until the end of April 2014 whilst we await views from all our stakeholders. We will separately engage with and seek feedback from primary care providers, patients and the public.

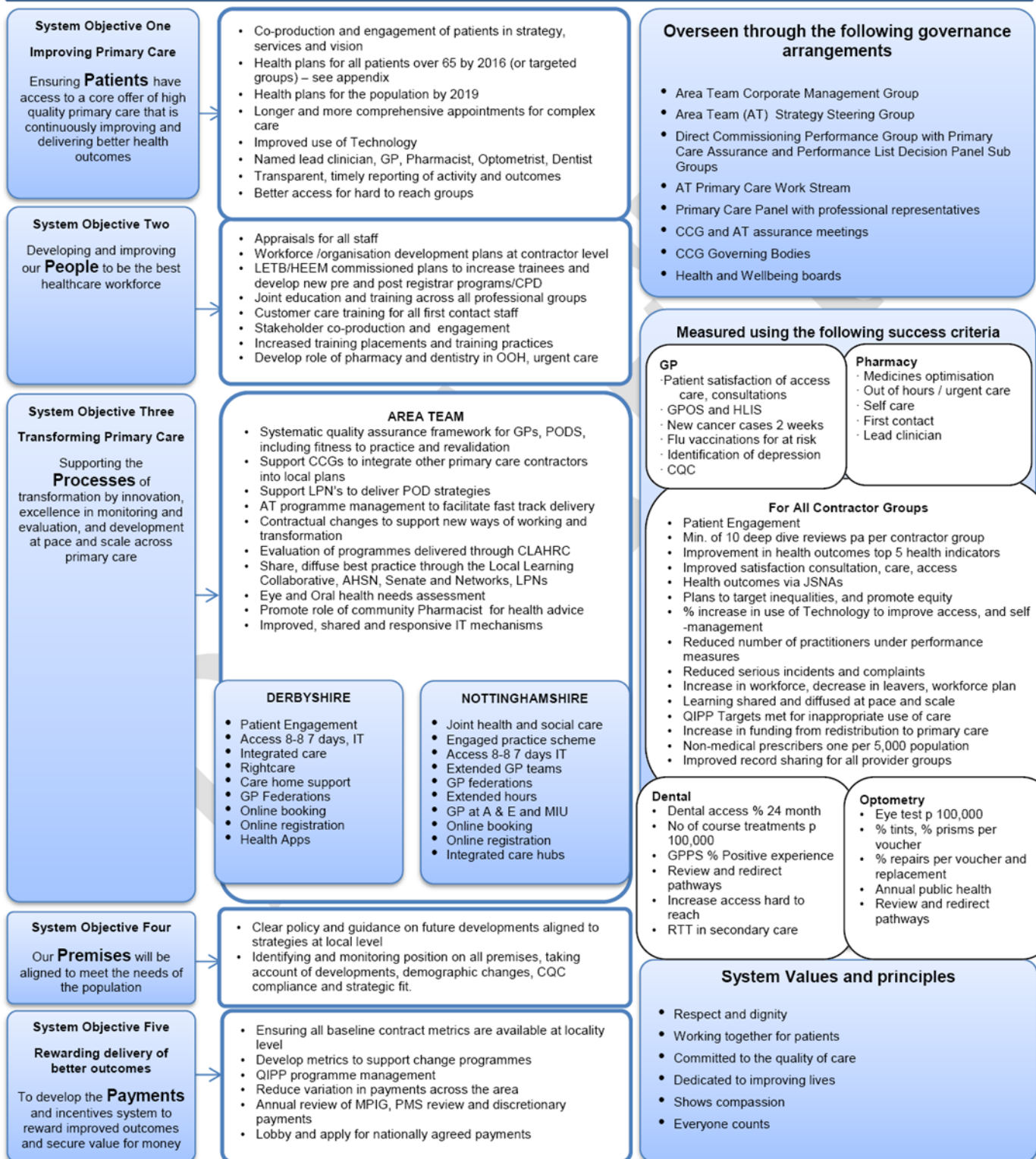
Appendix 1

Abridged version of the draft primary care strategy

SYSTEM VISION - PLAN ON A PAGE FOR PRIMARY CARE

Everyone has greater control over their health and their wellbeing, supported to live longer, healthier lives by high quality health and care services that are compassionate, inclusive and constantly improving.

OUR AIM IS TO PROVIDE THE RIGHT CARE AT THE RIGHT PLACE AT THE RIGHT TIME



Questionnaire and Feedback Form

1. Do you agree with the vision for primary care?

Yes

No

If no, please suggest below why, and if, you have an alternative vision

2. Do you agree with objective 1 and the outcomes (please see appendix below for more detail on Personal Health Plans)

Yes

No

If no please suggest below what you would want to see included

3. Do you agree with objective 2 and the outcomes

Yes

No

If no please suggest below what you would want to see included

4. Do you agree with objective 3 and the outcomes

Yes

No

If no please suggest below what you would want to see included

5. Do you agree with objective 4 and the outcomes

Yes

No

If no please suggest below what you would want to see included

6. Do you agree with objective 5 and the outcomes

Yes

No

If no please suggest below what you would want to see included

7. People tell us that many of our primary care services are good, but can you tell us what would make them great? Whether it's a big thing or a little thing, we are keen to hear your views
8. If you have any other comments about our draft Strategy plan for primary care, please let us know below:
9. If you have any other comments about our other areas of commissioning please let us know below:

AND FINALLY

10. About you

We would like to know a little about you. This will help us to know if we have heard from a wide range of partners and stakeholders. Please complete the section below:

Name:

Job title:

Name of the organisation/company that you are representing:

We would like to include some comments from our partners in our strategy. If you are able to provide a statement please use the space below and sign the bottom of the form so we have your permission to include your comments.

Thank you for your contribution.

Signed:

Dated:

Please email your completed questionnaire to jennie.birch@nhs.net or send to: Jennie Birch, NHS England, Birch House, Ransom Wood Business Park, Southwell Road West, Mansfield, Nottinghamshire, NG21 0HJ **by 27 March 2014**

Distribution:

Chief Executives and Chief Operating Officers of NHS organisations and out of hours providers

Health and Wellbeing Boards (includes Healthwatch)

Health Education England East Midlands

Local Professional Networks

Please note we will be separately engaging with our providers/contractors and are working with Clinical Commissioning Groups to engage further with local people and patient groups

Example of Personal Health Plan for Patients with Long Term Conditions

What are Personal Health Plans?

A Personal Health Plan (PHP) is a single overarching care plan bringing together all the information about a person, taking into account all their needs. The plan is targeted at people who are living with a Long Term Condition; it is developed and maintained by the patient themselves with the help of a Key worker, a carer or their community matron.

The uptake of PHP is optional. People with a Long Term Condition can fill out as much as they want, when they want to and decide who to share the information with. It is also designed to be regularly reviewed.

The PHP provides a record of health planning discussions between the patients and their health care professionals, as well as recording other sources of support and services available to help them live with their condition.

What are Personal Health Plans for?

PHPs aim to empower people with a Long Term Condition to be more involved with their care. It provides people living with Long Term Conditions with greater ownership and responsibility in the management of their care. PHPs will support people to develop confidence and competence in managing their own health. They are an important tool that support people to self-care but they are not about forcing people to self-care.

Who is responsible for Personal Health Plans?

The PHP is owned, completed and kept by the individual and they determine what information they wish to include in the PHP.

The individual can employ the help of a key worker to complete the PHP. A key worker is someone who is familiar with the health care system and acts as their primary contact. The role of the health care professional is to check that medical information is correct and to signpost the individual to relevant places for further information and support. It is important that the patient fills in most of the information, and has ownership of the plan.

There are a number of people who can be a key worker. These can include health care professionals such as community matrons, case managers, practice nurses, physiotherapists, occupational therapists, GPs and a voluntary sector representative.

The Personal Health Plan is private and confidential and the patient chooses who to share the information with.

What are the benefits of having a Personal Health Plan?

The benefits of having a personal health plan include:

- Empowerment of patients as they have increased confidence in their ability to manage their own condition
- Patients' use of consultation and the quality of consultation are improved, as they have access to the information they require about their condition, medication and the tests they may need
- Informed decision making, reducing poor compliance with treatment decisions
- Significant long term improvements in supported self-care in people with a Long Term Condition, with potential reduction in healthcare appointments and attendances.
- When used properly, the Personal Health Plan will enable individuals to go to the right place for the information and services they need, knowing what to do if their health gets steadily worse.

What if a patient does not want a Personal Health Plan?

It is important to know that not all people living with long term conditions will take up the offer of Personal Health Plans. Some will still be happier with healthcare professionals in charge

of making decisions about their health. However, their view may change with time and it is important that they have the opportunity to have the Personal Health Plan at a later date.

Some patients who have been diagnosed many years ago will have a good understanding of how to look after their health. They may initially see the Personal Health Plan as too much work. They need to be reassured that they can fill in as much or as little as they want, as not all parts of the Personal Health Plans will be relevant to every patient. However, they may find their Personal Health Plan a useful place to keep a record of their medication and recent test results.

Courtesy of the South East Essex – Long Term Conditions Team

For more information please visit <http://www.myhealthplan.see.nhs.uk/> or http://www.nhslocal.nhs.uk/sites/default/files/pcp_guidebook.pdf