

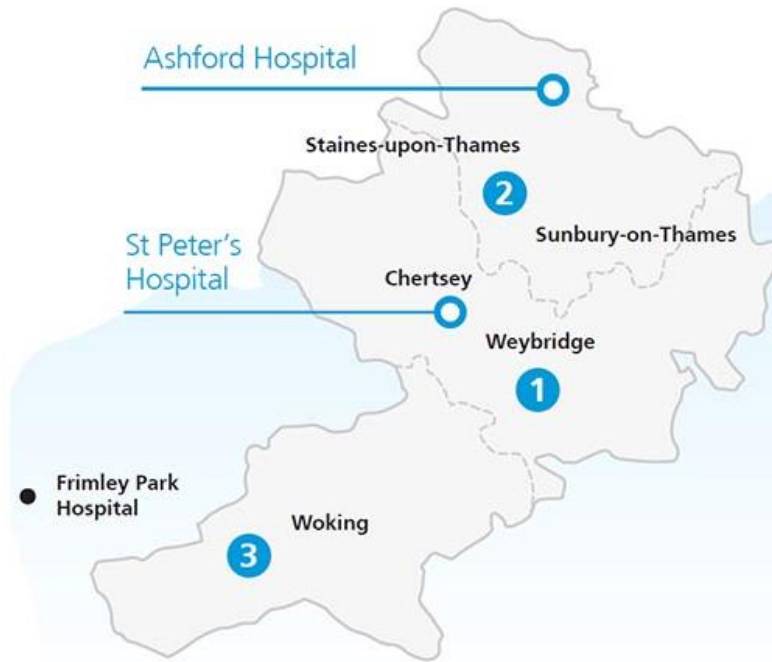
NORTH WEST SURREY HEALTH AND CARE PARTNERSHIP



This presentation will broadly cover two topics:

1. The role of North West Surrey CCG and the new North West Surrey Integrated Care Partnership
2. An overview of key developments to improve primary care access in Spelthorne and North West Surrey; addressing specific questions raised by the committee

The North West Surrey Integrated Care Partnership



Our ICP will bring a change to the traditional relationship between provider and commissioner; and drive the integration of health and social care.

Services will be provided holistically through a single, design decision making and financial structure, to deliver better outcomes to our patients and residents



Our Areas of Focus & Approach

Innovation

- Community asset & vol. sector development
- Industry partnerships
- External Focus
- Research
- Bids & Commercial

Transformation

- Primary Care Networks
- Technology
- One Public Estate & Community Vision
- Care Homes
- A&E New Build & Urgent Care
- Reablement & Care Services

Intelligence

- Population Health Management
- Wider determinants of health
- Inequalities and variation
- Single view of quality, performance and spend

An established delivery structure

- Clear priorities, manageable number, strong focus
- Executive leadership across partners for priority programmes
- Dedicated delivery capacity and resource
- Collective oversight



Our Priorities

Structured system-wide work across 6 key programmes:

Primary Care Networks

- Network formation
- Social Prescribing
- Clinical Pharmacy Model
- Test Beds
- GP Access/Workforce Model

Care Homes

- Support model
- Technology
- Training

Community Development

- Social movement
- Prevention
- Community Asset Dev.
- Voluntary Sector Dev.

Community Resp & Care @ Home

- Crisis Response / Rapid Domiciliary Care
- Catheter Care
- Respiratory
- Discharge/D2A/Funding

Digital & New Delivery Models

- Virtual consultations
- Outpatients Transformation
- Referral Processes
- Remote monitoring
- Initiated follow-up

Workforce

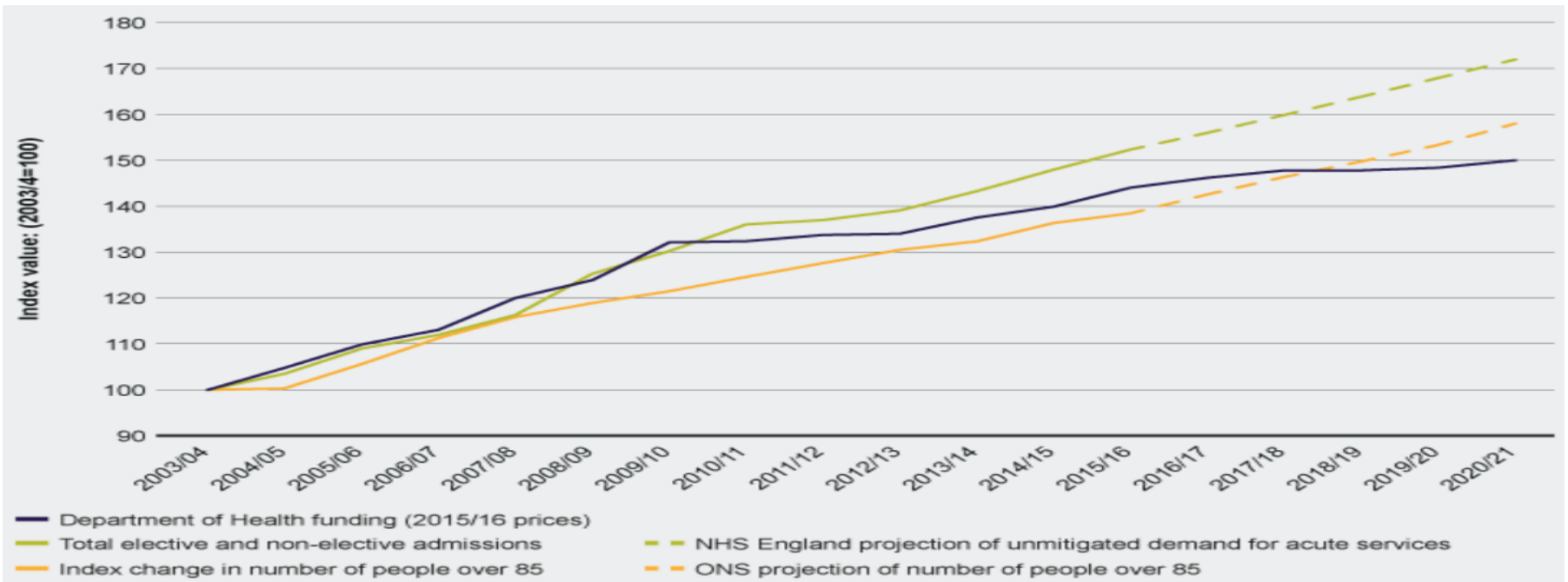
- Community Nursing
- Care workers



What needs to change?



A wider focus...



Communities not Services



Key Challenge – Primary Care Capacity

Challenges

Constrained access to primary care services exacerbated by:

- Population growth and age
- Long term condition prevalence
- Social isolation and mental health
- Recruitment and training
- Ageing workforce and retention
- Poor infrastructure and physical space

Response

A comprehensive response is required to improve access and build sustainable primary care services

- £1.5m new investment in GP appointments
- Development of video consultations 50,000 delivered this year
- Primary Care Network development – focus on mental health and social isolation
- Improved partnership working with Borough Councils through the ICP e.g. estates, prevention
- GP retention initiatives
- National overseas recruitment programme

Specific Questions Raised by the Overview & Scrutiny Committee

- **Shepperton Medical Practice – New Booking System Pilot**
 - Role of the CCG
 - Pilot delivery, evaluation and next steps
- **Access to services and doctors appointments for elderly residents**
 - Increasing capacity
 - Risk stratification and new technologies & virtual consultations
 - Locality Hub model
 - Named doctor provision
- **Estates and Reception Privacy**
 - Estate capacity and practice autonomy to design internal space
 - Reception privacy requirements
 - Process for recruitment onto patient panels