

Our Autumn/Winter Support Offer to Primary Care Services

In response to the COVID-19 pandemic, the Primary Care Improvement Portfolio completed an extensive review with our stakeholders to identify our priority areas for improvement and redesign support. Our aim is to support primary care services to **build resilience** and **deliver high quality** care by supporting implementation of the interventions highlighted below.

To find out more join our [PCIP Support Offer webinar](#)
12 November, 1 – 2pm



Support general practice to implement safe and effective processes for **Care Navigation**

Why?

- To enable better use of GP practice appointments and resources and ensure patients can be seen by the right person, at the right time and in the right place.
- To improve sharing of responsibility within practice teams and the wider primary care system.
- To promote effective multidisciplinary working.

How?

We are launching the newly developed **Care Navigation in General Practice: 10-Step Guide**. This resource provides practical guidance on how to set up, or review, care navigation processes and pathways within general practice at pace and scale. It also links and references to related support materials from our national partners.

To support the implementation of this guide, we are offering an **extensive package of practical support** including:

- virtual 1-hour awareness sessions
- follow-on bespoke support delivered through group coaching workshops, and
- one-to-one support calls to practices on request.



Support general practice to implement **Serial Prescribing** safely and efficiently

Why?

- To improve patient access to repeat and long-term prescriptions.
- To ensure medicines-related activity is dealt with by the right member of the pharmacy team at the right time, safely and efficiently.
- To reduce GP practice and pharmacy staff workload.

How?

Working with practice teams and pharmacy staff across a range of NHS boards and HSCPs, we will develop **practical guidance and resources** to support set-up and implementation of serial prescription services.

To support implementation we will be providing **practical and operational support** including:

- QI expertise to support teams with rapid testing of new resources.
- group support through virtual workshops, enabling networking opportunities
- sharing the learning through national webinars, and
- one-to-one support to practices on request.



Enabling improvement in **Anticipatory Care Planning (ACP)**

Why?

- To support delivery of person-centred care for people across health and social care.
- To Improve coordination of care across care settings both in and out of hours.
- To reduce inappropriate interventions, hospital admissions and repeated difficult conversations.

How?

We will work with professionals from across health and social care, the third sector and with people with lived experience to revise online **resources**, with signposting to relevant materials. We will also update and share resources such as the Essential ACP.

To support improvements in practice, we will enable the **sharing of learning** via:

- webinars
- case studies from a range of sectors, and
- providing access to networking opportunities.

We will also work with our partners to develop longer term plans for ACP beyond April 2021.

The **Primary Care Learning System** will continue being a key element of our work and underpins all our activities. It aims to accelerate sharing of learning and improvement work through a range of engagement and learning opportunities