

The new landscape for primary care

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What we will be covering



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- How will the development of Integrated Care Systems and the passing of the Health and Care Bill impact on GP practices?
 - How has the Covid-19 pandemic changed the way in which primary care works, including in particular online consultations as the “new normal”?
 - What next for Primary Care Networks?

How are you....?



The Health and Care Bill – when will it become law?



Key issues in the Bill for primary care



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- Integrated Care Boards
 - General Practice representation
 - Primary Care commissioning functions including dental and ophthalmic
 - Procurement and competition

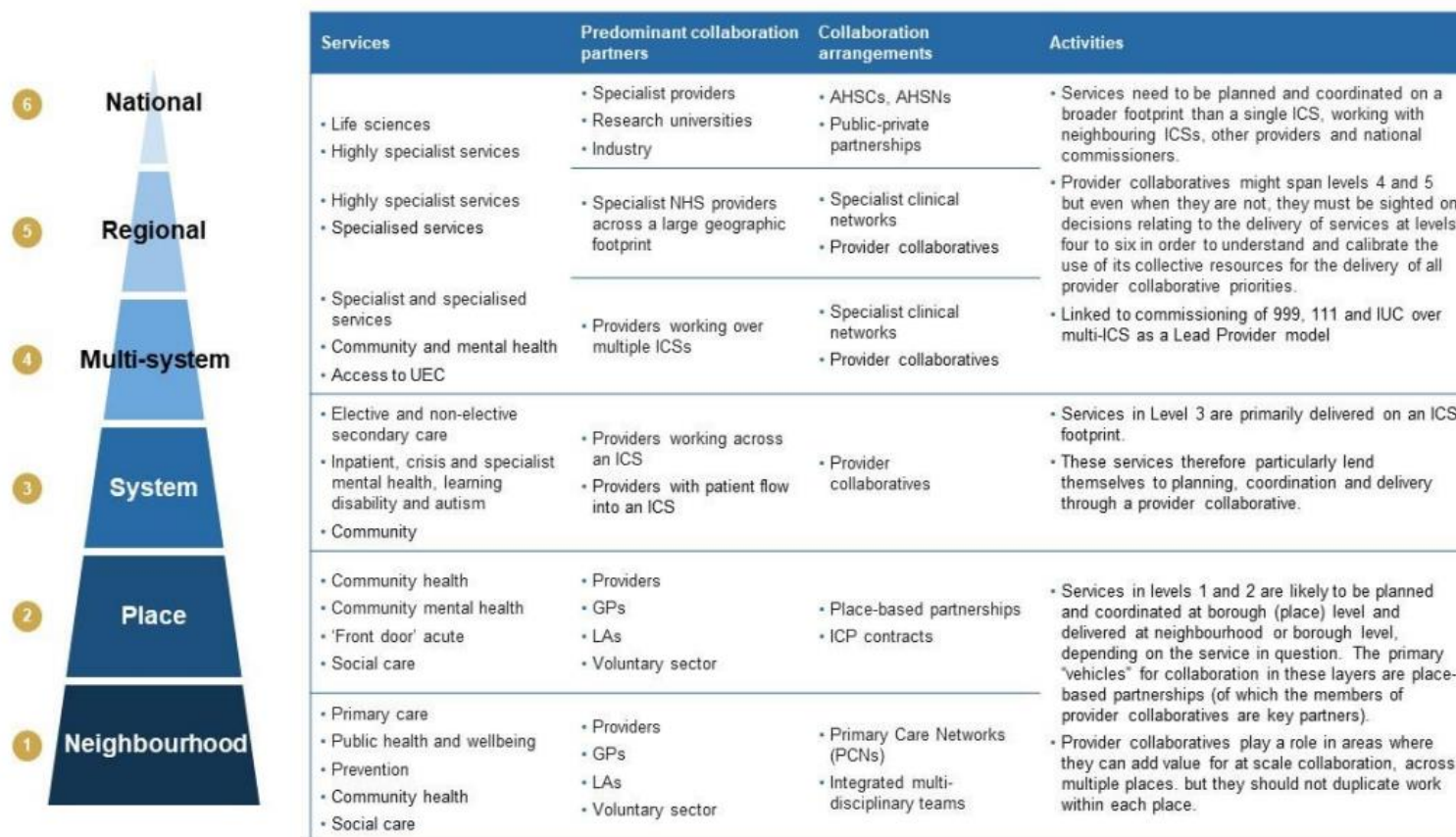
How will ICSs work?

System: the level of the ICS, typically covering a population of 1–3 million people. Key functions include setting and leading overall strategy, managing collective resources and performance, identifying and sharing best practice to reduce unwarranted variations in care, and leading changes that benefit from working at a larger scale such as digital, estates and workforce transformation.

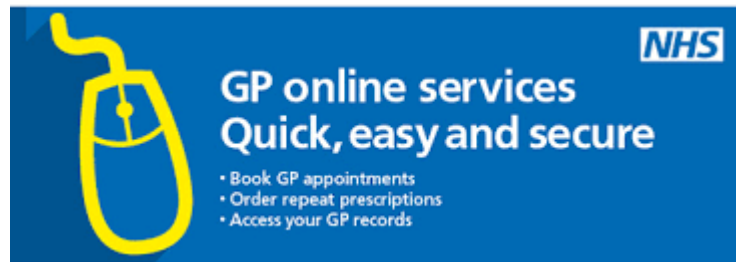
Place: a town or district within an ICS, often (but not always) co-terminous with a council or borough, typically covering a population of 250–500,000. This is where the majority of changes to clinical services will be designed and delivered, and where population health management will be used to target interventions to particular groups. At this level, providers may work together to join up their services through alliances or more formal contractual arrangements.

Neighbourhood: a small area, typically covering a population of 30–50,000 where groups of GPs and community-based services work together to deliver co-ordinated, proactive care and support, particularly for groups and individuals with the most complex needs. Primary care networks (PCNs) and multidisciplinary community teams form at this level.

Figure 1: Collaborations and activities that align with typical levels of service planning and delivery



How did the pandemic change ways of working?



NHS

GP online services

Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

A blue rectangular graphic with a yellow mouse cursor icon on the left. The text is white and black. The NHS logo is in the top right corner.

NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

A graphic showing a smartphone displaying the NHS App interface. The app screen has a blue background with the NHS logo and several menu options. To the right of the phone is the text "NHS APP" and a descriptive paragraph.

Online GP appointments



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- GP Contract – 25% of appointments offered online from April 2019; more targeted approach to be adopted in 2022
 - In January 2022:-
 - 25,690,000 appointments
 - 15,405,000 face to face
 - 9,185,000 telephone
 - 115,725 online

Some issues to consider when delivering online consultations



General
Medical
Council



GMC's high level principles for online consultations



1. Make patient safety the first priority
2. Understand how to identify and protect vulnerable patients
3. Make introductions and explain how the consultation will work
4. Explain potential limitations on ability to prescribe
5. Obtain informed consent
6. Carry out an adequate clinical assessment
7. Give information about all available options
8. Make appropriate arrangements for aftercare
9. Keep full and accurate notes
10. Stay up to date with training, support and guidance

Data security and online consultations



- Patient identification
- Secure video-links
- Data storage and cyber security



The current position of PCNs



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- Access to staff through ARRS
 - Pump priming funding for development and education
 - National framework for collaboration –c75% of Covid vaccines delivered
 - Early evidence of improvements in operational service provision

What next?



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- Further funding through ARRS
 - Extended access funding through Network DES to come into effect in October – all PCNs to offer bookable appointments outside core hours
 - Increasing trend for PCNs to incorporate
 - Current contract framework ends March 2024 – then what?



If you want to find out more



- A one-year Diploma to develop the skills and competencies for managing primary care at scale within the NHS
- Modules focussing on leadership, legal/governance and NHS finance
- 60 credits (3x20 per module) at postgraduate level (1/3rd MBA)

The poster for the Diploma in Advanced Primary Care Management is set against a light green background. At the top left is the logo for the National Association of Primary Care (NAPC). To its right, the text "In association with" is positioned above the logos for the National Institute for Health Research (NIHR) and Capsticks. The main title, "Diploma in Advanced Primary Care Management", is centered in a bold, dark font. Below the title, a short description reads: "A one-year diploma to develop the skills and competencies for managing primary care at scale within the NHS." At the bottom, a white banner contains logos for "Delivery partners" (including NHS Digital and NHS England), "NHS England", and "NHS Digital".

Any questions?



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