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Welsh Government

We know the challenges, but where next for General Practice?

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Overview

- 1. Where we are now:**
 - Unified Contract
 - Assurance Framework
 - Access
 - Staff pay
- 2. Where next?**
 - Multi-professional teams
 - Cluster delivery
 - Engaging the public on use of primary care

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Unified Contract

- Consists of three parts:
 - Unified Services
 - Supplementary Services
 - Quality Improvement Framework
- Underpinned by a robust approach to assurance

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Assurance Framework

Process for the evaluation of assurance on services delivered through the Unified Contract.

- A nationally agreed **data set**
- A nationally agreed **process** for assessing compliance against contractual requirements.
- A nationally agreed **escalation ladder** for managing concerns.

Key principles:

- open and transparent in process;
- proportionate and not bureaucratic in execution;
- makes use of existing sources of data;
- includes data analysed at a national level and provided to practices and Health Boards;
- uses national standards and measures;
- is consistently applied across Wales
- sets out processes that are formative and supportive where possible; and
- provides a clearly articulated stepped approach to escalation if concerns exist.

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Access

Access Commitment in place since April 2022.

The commitment prioritises:

- a blended model of access, combining remote and face to face appointments, helping to address accessibility issues;
- the expectation that people will have their needs met the first time they call the practice, and that they can call at any time throughout the day;
- care navigation to make sure people are directed to the right professional for their needs;
- the ability to book appointments in advance for less urgent needs;
- collating and responding to patient feedback to ensure a service that meets the needs of those using it.

Will be reviewed this year.

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Where next?

Key building blocks:

- Primary Care Model for Wales
- Multi-professional teams
- Clusters

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Engaging the public in protecting services

- Bringing the public with us on using GMS well this winter
- 80, 000 missed appointments each month
- Help Us Help You campaign