Greater Manchester Primary Care and Primary Care Workforce Strategies

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The ambition for primary care is for people in Greater Manchester to live well and to their full potential, with more people in employment, living healthier lifestyles and with good mental health.
WHERE ARE WE NOW?

• We have **2000** points of delivery
• There is a **single voice** for primary care through the GM Primary Care Provider Board
• There are 67 **Primary Care Networks**, with Clinical Directors across GM
• There are **clear ambitions** for dental, optometry and pharmacy commissioning through the Local Professional Networks
**ACHIEVEMENTS SO FAR**

- **£41.2m**: Invested to deliver the GM Primary Care Reform Programme, supporting general practice to improve patient care.
- **1500**: Hours of routine, urgent and general practice during evening and weekends, 7 days a week, from a range of staff.
- **700**: Early Years settings have joined the supervised brushing scheme in 4 localities.
- **1700**: GP administrative and clerical staff trained in active signposting and/or clinical correspondence.
- **2500**: Dementia Friends working in community pharmacies.
- **5000**: Primary Care professionals have undertaken the Pride in Practice accreditation to better support LGBT communities.
- **200**: Young people attended the GM primary care careers event.
- **95%**: Of community Pharmacies are ‘Healthy Living’ pharmacies, providing holistic messages and advice to patients and the public.
There is still work to do...

As we come to the end of the existing primary care strategy, the NHS Long Term Plan, the focus of neighbourhoods and place-based working provides opportunity to renew the primary care ambition, build on what has already been achieved and continue to address challenges.
Primary care should be the best possible, most suitable, primary care for the 2.8 million population of Greater Manchester, ensuring it is adaptable and has underlying support to continue to be so for many years to come.

This includes:

- The right number and types of organisations, in the right settings, as well as the right workforce to provide primary care
- Leaders who can work across Primary Care Networks (PCNs), neighbourhoods, localities and GM to develop systems and local responses fit for both current and future needs
- The infrastructure in place to meet the changing demands of primary care provision as it evolves over time
- Understanding the environmental impact of everything we do
THE GM PRIMARY CARE AND WORKFORCE STRATEGIES

To make these plans a reality the refreshed primary care and primary care workforce strategies focus on:

- Developing a model of primary care based on a **neighbourhood** approach to provide care closer to home

- Supporting personalised care through **trusted relationships** developed over time

- Improving primary care **quality** across Greater Manchester, reducing unwarranted variation and supporting better health and wellbeing for everyone

- Making our system **sustainable**, so primary care provision can manage both current and future demand
We want to create a system that understands the relationship between health and the wider determinants of health. *We will achieve this by:*

- Providing care closer to home
- Ensuring continuity of care
- Neighbourhood working and Primary care networks
- Digitally enabling primary care
- Prevention and early detection
- Adopting new ways of delivering care
- Embedding person and community centred approaches
- Improving access to primary care

**Group Consultations – supporting people with long term conditions**

It is our ambition to expand the workforce that delivers group consultations, so that these consultations can be delivered by a range of roles, including pharmacists and community paramedics.

**Trainee Nurse Associate Programme**

Nursing associates will be trained to work independently under the direct and indirect supervision of the registered nurse. They will understand medicines management and be able to administer medicines, within the confines of local employer policies.

**Social Prescribing and Person Centred Approaches**

Across primary care we are developing health solutions that are much more than medicine and involve connecting people to non-medical care, support, information, advice and activities in the community.
IMPROVING QUALITY IN PRIMARY CARE

Quality means ensuring everyone gets equal access to consistently high standards of care, with services based on evidence of what benefits patients, and delivered in the best way possible by people with the right skills and experience.

We will achieve this by:

• Tackling inequalities
• Supporting resilience and independent living
• Improving the quality of primary care
• Using information for improvement
• Ensuring seamless care across health and care providers
• Improving equality, diversity and inclusion

Pride in Practice
Steps are being taken to improve the primary care experience of LGBT people in Greater Manchester. Already 5000 Primary Care professionals have undertaken the Pride in Practice accreditation to better support LGBT communities.

The Greater Manchester Employment Charter
Greater Manchester’s Employment Charter aims to help ALL employers reach excellent employment standards and become more successful as a result.
Greater Manchester aims to provide the best primary care to the population as well as ensure they are able to do so for many years to come. To do this we need the right number and types of organisations, in the right setting, as well as the right workforce to provide primary care.

*We will achieve this by:*

- Ensuring environmental sustainability
- Improved relationships across providers and with patients and the public
- Retaining our current workforce
- Recruiting new workforce in the right roles
- Embedding new roles into primary care
PRIORITIES

- Integrated **neighbourhood** working
- **Digitally** enabled primary care
- Improving **access** to primary care
- Identifying critical gaps in **workforce**
- **New ways** of working (including new roles in primary care)
- Development and **sustainability** of the nursing workforce
- **Engagement** of the temporary workforce (locums)