

# Delivery Plan for Recovering Access to Primary Care ([link](#)):

Summary of support offer for practices and PCNs through NHS England and ICBs, and checklists of actions

Commitment	Detail	Date
Modern General Practice Access	<p>1 <b>Financial and procurement support</b> to any practice that indicates to its ICB that it wants to move from analogue to <b>digital telephony</b> The Better Purchasing Framework is <a href="#">live</a> with qualifying suppliers</p>	Final date 1 July 2023
	<p>2 <b>Funding of high-quality tools</b> for online consultation, messaging, self-monitoring and appointment booking tools Online consultation tool pre-guidance published by June and Digital Pathway Framework lot on Digital Care Services Catalogue fully launched in August with supplier contracts awarded</p>	All products funded by new framework by 31 August 2023
	<p>3 A range of <b>transformation support</b> from the National General Practice Improvement Programme (NGPIP):</p> <ul style="list-style-type: none"> <li>• <b>Universal:</b> online resources, local improvement communities, and webinars available to all practices</li> <li>• <b>Intermediate:</b> targeted, hands-on, support for practices in challenging circumstances to deliver significant change (up to 13 weeks)</li> <li>• <b>Intensive:</b> targeted, hands-on, tailored support for practices in most challenging circumstances to deliver significant change (up to 26 weeks)</li> </ul> <p>Details can be found in <a href="#">NGPIP intro deck</a> and on the <a href="#">NGPIP website</a></p>	ICBs nominate practices and PCNs for support throughout 23/24 and 24/25 utilising recovery planning process
	<p>4 <b>Transition cover and transformation support funding</b> where practices/PCNs are transitioning to Modern General Practice Access Model and require additional support (eg extra practice shifts, locums, or peer support) £13.5k/practice of flexible funding through capacity fund reimbursements Available through 2023/24 and 2024/25 Details <b>will soon be added</b> in <a href="#">NGPIP intro deck</a></p>	Agree with ICB as required through 23/24 and 24/25 utilising recovery planning process
	<p>5 <b>Care navigation training:</b> every practice can nominate to their ICB one member of staff to undertake training – details to be released in June <b>Digital and transformation lead training:</b> every PCN can nominate to their ICB one member of staff to undertake training - Details can be found in <a href="#">NGPIP intro deck</a></p>	Nominated through 23/24 and 24/25
	<p>6 <b>Repurposed £246 million of IIF</b> to support improving access and provide capacity for transformation:</p>	Ongoing in 2023/24

	<ul style="list-style-type: none"> <li>• Reduced IIF indicators from 36 to 5, releasing staff capacity</li> <li>• ~£172.2 million to be unconditional 'Capacity and Access Support Payment' paid monthly from April (~£11.5k/month/average PCN<sup>1</sup>)</li> <li>• Up to ~£73.8 million to be 'Local Capacity and Access Improvement Payment' (CAIP) awarded based on commissioner assessment of improvement in access performance, specifically patient experience of contact, ease of access and demand management, and accuracy of reporting in appointment books (paid no later than 31 August 2024)</li> </ul> <p><a href="#">Guidance</a> was released 30 March 2023</p>	
7	<p><b>Increase in ARRS flexibility and ARRS numbers</b></p> <ul style="list-style-type: none"> <li>• Increase ARRS funding by £385 million</li> <li>• Increase flexibility by including apprentice physician associates and advanced clinical practitioner nurses</li> </ul> <p><a href="#">Guidance</a> and <a href="#">calculator</a> available</p>	Ongoing in 2023/24
8	<p><b>Communication materials</b> available for all practices to support patients to understand <a href="#">digital access to practice</a>, <a href="#">NHS App for repeat prescriptions</a>, <a href="#">multidisciplinary general practice teams</a> and wider care available (<a href="#">Pharmacy &amp; 111</a>)</p> <p>There are also other materials that practices may find useful (<a href="#">Enhanced access</a>, <a href="#">Looking after you coaching</a>, and <a href="#">staff respect</a>)</p>	Ongoing in 2023/24

<sup>1</sup> Funding is additional to Core PCN funding, the Clinical Director Payment and the PCN Leadership, Management Payment, and ARRS funding

## Checklist of key practice/PCN actions<sup>2</sup>

Commitment	Action for practices / PCNs	Measure – how will this be assured by ICBs?	Time due	
Empowering patients	<b>Practices/PCN have enabled all four NHS App functions for patients</b>			
	1	Apply system changes or manually update patient settings to provide prospective record access to all patients. See <a href="#">regulation</a> , <a href="#">support, guidance and checklist</a>	POMI (% of practices that have enabled prospective records, repeat prescriptions, secure messaging, and managing appointments) multiplied by % of population with app	By 31 Oct 2023
	2	Ensure directly bookable appointments are available online following bookable <a href="#">online appointment guidance</a>		By 31 July 2023
	3	Offer secure NHS App messaging to patients where practices have the technology to do so in place		Ongoing
	4	Encourage patients to order repeat medications via app supported by <a href="#">comms toolkit</a>		Ongoing
	<b>Practices enable self-directed care</b>			
5	Use messaging software to support patients to communicate with practice including for self-monitoring (where not in place see 12 below)	ICB assessment	Ongoing	
Modern General Practice Access	<b>Complete IIF CAIP baselining and recovery planning</b>			
	6	Complete prework and fill in template ( <a href="#">Annex B IIF CAIP guidance</a> ) to baseline existing position	Submit to ICB for sign off	Agreed and submitted by 30 June 2023
	7	Confirm to ICB request to move from analogue to digital telephony	Submit to ICB for sign off	By 1 July 2023
8	Confirm requested support offers to ICB (including care navigator / digital and transf. lead training, transformation support, capacity backfill support (for transition cover and transformation support funding), higher quality online consultation tool, , etc)	Submit to ICB for sign off	By 15 July 2023	

<sup>2</sup> Where possible Primary Care Networks should leverage scale and act together (e.g., in procurement of digital tools and telephony, and in developing recovery plans), but there will be variation, and some actions will happen at the practice level.

Commitment		Action for practices / PCNs	Measure – how will this be assured by ICBs?	Time due	
	9	Complete PCN/practice access improvement plan <sup>3</sup> with committed offers Guidance/example practice/PCN access improvement plan to be published by 9 June	Submit to ICB for sign off	By 31 July 2023	
	10	Sign self-certification of accurate recording of all appointments and compliance with GPAD guidance (17 appointment categories <a href="#">guidance</a> , which categories are same day <a href="#">guidance</a> , which categories are two-week <a href="#">guidance</a> ) Additional simplification and unified guidance coming in July	Assessment by ICB of correct use of categories or improvement	Sign self-cert and be assessed by 31 March 2024	
	11	Make improvements identified in practice/PCN access improvement plan (related to actions 6,7, 8, and 9) and report to ICBs	Assessment by ICB using relevant measures identified during pre-work	By 31 March 2024	
	<b>Digital tools and implementation (including telephony, online consultation and messaging tools)</b>				
	12	If already on digital telephony, ensure call-back functionality and queuing is enabled	Assessment by ICB of improvement from April 2024 to achieve IIF CAIP	By 31 July 2023 and assessment from April 2024	
	13	Work with ICB to select tools to procure by reviewing user experience guidance and online consultation, messaging and booking tool pre-guidance published by June 2023. Implement tools once acquired		By 30 September 2023	
	14	Use <a href="#">website guidance</a> to update and ensure improved user experience with online tools correctly displayed		Ongoing in 2023/24 and 2024/25	
	<b>Care navigation and alternative pathways for patients to use</b>				
	15	Training all practices in the PCN to understand and use local DoS including self-referral, community pharmacy and other services	Local recording of completion of training	By 31 March 2024	
	<b>Capacity</b>		<b>ARRS planned recruitment</b>		

<sup>3</sup> As specified in Network Contract [DES](#) IIF Capacity and Access improvement payment guidance. The plan should also cover all the items in this practice/PCN action checklist

Commitment		Action for practices / PCNs	Measure – how will this be assured by ICBs?	Time due
	16	Submit ARRS and workforce plan to ICB ( <a href="#">Contract specification pg.40</a> & <a href="#">p19 DES guidance</a> )	Data automatically collected via NWRS	By 31 August 2023
	<b>Recruitment and retention offer</b>			
	17	Review and take up local offers for retention, see SDF guidance being published soon	Money/offers awarded to practices/PCNs	Ongoing
<b>Reducing bureaucracy</b>	18	Opportunity to feed back to ICB on progress against primary and secondary care interface difficulties – <a href="#">AoRMC report</a>	ICB public board report	Ongoing

## Checklist of key ICB actions

Commitment		Action for ICBs	Reporting	Time due
<b>Empowering Patients</b>	1	<b>Establish all self-referral pathways</b> (including MSK, audiology and podiatry) as set out in 2023/24 <a href="#">guidance</a> , also ensure pathways are in place between community optometrists and ophthalmologists		By 30 September 2023
<b>Modern General Practice Access</b>	2	<b>Sign up practices ready to move from analogue to digital telephony</b> , and co-ordinate access to specialist procurement support through NHS England's commercial hub Determine whether ICB wants to follow scale approach to telephony (see Leeds case study on p23 in <a href="#">Delivery Plan for Recovering Access to Primary Care</a> ) Use peer networks and demonstrations with practices/PPGs/PCNs to help practices and PCNs identify and adopt digital telephony		By 1 July 2023 for sign up  Ongoing for co-ordination
	3	Select digital tools from the Digital Pathway Framework lot on <b>DCS product catalogue</b> (published in August), using user research and preview to be published by June Determine whether ICB wants to follow scale approach to digital products Use peer networks and demonstrations with practices/PPGs/PCNs to help practices and PCNs identify and adopt the most usable software	Report progress into public Oct/Nov	31 August 2023
	4	<b>Nominate practices and PCNs for national intensive and intermediate transformation support</b> matched to needs using the Support Level Framework where possible to understand support needs, with the aim being for all practices to have had a facilitated discussion using the SLF during the year. Prioritise practices with greatest	2023 board and public Apr/May 2024 board	ICBs nominate practices and PCNs for support through 23/24 and 24/25

Commitment	Action for ICBs	Reporting	Time due
	challenges, and with data from digital telephony already in place, and nominate further practices as they implement digital telephony (ICBs should work with regions to determine population appropriate share of nominations). Phase A (Intensive) (250 practices nationally) nominated by 30 May 2023 Phase B (Intensive & intermediate) (250 and 100 practices nationally) nominated by 14 June 2023 Further phases to be nominated, in July, September and November 2023		
5	<b>Fund or provide local hands-on support to 850 practices nationally (ICBs should work with regions to determine population appropriate share of target).</b> We would expect the level of support to be similar to the national intermediate offer, and offered alongside wider or ongoing support for practices and PCNs where required, using the outputs of the SLF to help guide specific support needs		31 March 2024
6	Agree and <b>distribute transition cover and transformation support funding</b> (£13.5k / qualifying practice) to support practice teams seeking to implement Modern General Practice Access model Guidance on distribution to be published soon		Ongoing
7	Co-ordinate nominations and allocations to <b>care navigator training, and digital and transformation PCN leads training and leadership improvement training</b> Cohort 1 (40 PCN D&T leads nationally) nominated by 7 June 2023 3,250 Care Navigators nationally nominated by 31 July ICBs should work with regions to determine population appropriate share of nominations.		50% of 2023/24 nominations by 31 July 2023
8	<b>Understand and sign off PCN/practice capacity and access IIF CAIP baseline</b> using guidance and <a href="#">Annex B template</a>		By 30 June 2023
9	<b>Agree with practice/PCN support needs</b> (digital telephony, online tools, training, capacity backfill, intensive support, etc)		By 15 July 2023
10	<b>Co-develop and sign off PCN/practice access improvement plans<sup>4</sup></b> leveraging example practice access improvement plans published by NHS England by 9 June		By 31 July 2023
11	<b>Assess improvement and pay 30% CAP IIF funding at the end of year</b> using progress against baseline and access improvement plans, as well as improvement		Instruct PCSE by 6 August 2024

<sup>4</sup> As specified in Network Contract [DES](#) IIF Capacity and Access improvement payment guidance. Plan should also cover all the items in this practice/PCN checklist

Commitment		Action for ICBs	Reporting	Time due
		activity across all three areas over the year as per template in <a href="#">guidance</a> & further guidance to be issued by 30 June		To be paid by 31 August 2023
	12	<b>Set up process for practices to inform of diversion to 111</b> and monitor exceptional use when over capacity		Ongoing 2023/24
	13	<b>Develop system level access improvement plans</b> which include summary of practice/PCN improvement plans, challenges, wider support needs and barriers and ICB actions (including leading local improvement communities, leveraging and promoting universal support offer, and improving the quality of core digital patient journeys for patients and staff and usability of practice websites supported by the national website audit tool). Guidance/example system level access improvement plan to be published by 31 July Guidance/example board report on plan and progress to be published later by 31 August		By October /November board 2023
<b>Capacity</b>	14	Support <b>PCNs to use their full ARRS<sup>5</sup></b> budget and report accurate complement of staff using NWRS portal		Ongoing 2023/24
<b>Reducing Bureaucracy</b>	15	Report in public board updates and plans for <b>improving the primary–secondary care interface</b> (four focus areas highlighted in the recovery plan)		By October /November board 2023
<b>Enablers</b>	16	<b>Co-ordinate system comms</b> to support patient understanding of the new ways of working in general practice including digital access, multidisciplinary teams and wider care available. This messaging should include system specific services and DoS (Directory of local services).		Ongoing 2023/24
	17	<b>Maintain an up-to-date DoS</b> and deliver training to all practices/PCNs on DoS.		Ongoing 2023/24

<sup>5</sup> The ARRS scheme is highlighted in The Primary Care Access Recovery Plan. The action is therefore included here, even though it is an ongoing action for ICBs.