

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

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

Updates to the summary of support offer include:

- Revised timescales for Digital Pathway Framework
- Link added for transition cover and transformation support funding guidance
- Additional information provided on Digital and transformation lead training

	Detail	Date
	Commitment: Modern General Practice Access	
1	Financial and procurement support to any practice that indicates to its ICB that it wants to move from analogue to digital telephony The Better Purchasing Framework is live with qualifying suppliers	Final date 1 July 2023
2	Funding of high-quality tools for online consultation, messaging, self-monitoring and appointment booking tools Online consultation tool pre-guidance published by June (complete). Digital Pathway Framework lot on Digital Services for Integrated Care (DSIC) Summer – Autumn 2023 and fully launched in December 2023 with supplier contracts awarded	All products funded by new framework due by December 2023

Detail	Date
<p>3 The National General Practice Improvement Programme (GPIP) provides nationally funded tailored support through 23/24 and 24/25 to practices and PCNs to help them implement modern general practice and realise the biggest benefits in the shortest timeframe. It includes four elements:</p> <ul style="list-style-type: none"> • Universal support: ‘how to’ guides, webinars and online support sessions available to all practices and PCNs • Intermediate support for practices and PCNs: three months of hands-on facilitated support for practices; and six months of hands-on facilitated support for PCNs • Intensive support for practices: six months of hands-on facilitated support • Capability building: provides individuals in practices and PCNs with practical development programmes that will increase their core skills and understanding of QI tools and techniques and managing change as well as support ICB to establish or further develop local communities of practices to enable peer to peer learning <p>See here for further information</p>	<p>ICBs to nominate practices and PCNs likely to benefit from intensive and intermediate support offers (up to 1550 practices for 23/24 and up to 1650 practices for 24/25)</p>
<p>4 Transition cover and transformation support funding where practices/PCNs are transitioning to Modern General Practice Access Model and require additional support (e.g. extra practice shifts, locums, or peer support) utilise an average of £13.5k per qualifying practice of flexible funding through capacity fund reimbursements</p> <p>Available through 2023/24 and 2024/25</p> <p>See published guidance on transition cover and transformation support funding</p>	<p>Agree with ICB as required through 23/24 and 24/25 utilising recovery planning process</p>
<p>5 Care navigation training: every practice can nominate to their ICB one member of staff to undertake training, which commenced on 10th July</p> <p>Digital and transformation lead training: designed to equip individuals in the Digital and Transformation Lead ARRS role with the core skills to be able to lead transformational change. Every PCN can nominate one lead to undertake training – see here for further information</p>	<p>Nominated through 23/24 and 24/25</p>

Detail	Date
<p>6 Repurposed £246 million of IIF to support improving access and provide capacity for transformation:</p> <ul style="list-style-type: none"> • Reduced IIF indicators from 36 to 5, releasing staff capacity • ~£172.2 million to be unconditional 'Capacity and Access Support Payment' paid monthly from April (~£11.5k/month/average PCN¹) • 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) <p>Guidance released 30 March 2023</p>	Ongoing in 2023/24
<p>7 Increase in ARRS flexibility and ARRS numbers</p> <ul style="list-style-type: none"> • Increase ARRS funding by £385 million • Increase flexibility by including apprentice physician associates and advanced clinical practitioner nurses <p>Guidance and calculator available</p>	Ongoing in 2023/24
<p>8 Communication materials available for all practices to support patients to understand digital access to practice, NHS App for repeat prescriptions, multidisciplinary general practice teams and wider care available (Pharmacy & 111)</p> <p>There are also other materials that practices may find useful (Enhanced access, Looking after you coaching, and staff respect)</p>	Ongoing in 2023/24

¹ 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 actions²

Updates to key practice/PCN actions include:

- Action 9 – now references guidance shared with regions
- Action 10 – link included for draft GPAD guidance which is undergoing testing with practices
- Action 12 – clarifies digital telephony functionality
- Action 13 – clarifies timescale for ICBs to identify digital tools
- Action 14 – updated to reference importance of maximising digital tools already available and in use
- Action 18 – now references a system-wide approach to improving the primary-secondary care interface and reminds practices to share examples of bureaucracy

	Action for practices / PCNs	Measure – how will this be assured by ICBs?	Time due
Commitment: Empowering patients			
Practices/PCN have enabled all four NHS App functions for patients			
1	Apply system changes or manually update patient settings to provide prospective record access to all patients. See regulation , support, guidance and checklist	POMI (% of practices that have enabled prospective records, repeat prescriptions, secure messaging, and managing	By 31 Oct 2023
2	Ensure directly bookable appointments are available online following bookable online appointment guidance		By 31 July 2023
3	Offer secure NHS App messaging to patients where practices have the technology to do so in place		Ongoing

² Where possible Primary Care Networks should leverage scale and act together (eg 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.

	Action for practices / PCNs	Measure – how will this be assured by ICBs?	Time due
4	Encourage patients to order repeat medications via app supported by comms toolkit	appointments) multiplied by % of population with app	Ongoing
Practices enable self-directed care			
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
Commitment: Modern General Practice Access			
Complete IIF CAIP baselining and recovery planning			
6	Complete prework and fill in template (Annex B IIF CAIP guidance) 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 transformation lead training, GPIIP 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

	Action for practices / PCNs	Measure – how will this be assured by ICBs?	Time due
9	Complete PCN/practice access improvement plan ³ with committed offers Guidance shared with regional leads	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 guidance , which categories are same day guidance , which categories are two-week guidance) Additional simplification and unified draft guidance published on FutureNHS	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
Digital tools and implementation (including telephony, online consultation and messaging tools)			
12	If already on digital telephony, ensure call-back functionality and queuing is enabled, where the functionality is included in the current contract costs	Assessment by ICB of improvement from April 2024 achieve IIF CAIP	By 31 July 2023 and assessment from April 2024
13	Work with ICB to identify digital tools to procure in preparation for framework launch. Further purchasing guidance to be developed through procurement exercise Implement tools once acquired		Identify tools by 30 November 2023

³ 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

	Action for practices / PCNs	Measure – how will this be assured by ICBs?	Time due
14	Use website guidance to update and ensure improved user experience with online tools correctly displayed and ensure that online tools already available to the practice/ PCN are maximised		Ongoing in 2023/24 and 2024/25
Care navigation and alternative pathways for patients to use			
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
Commitment: Capacity			
ARRS planned recruitment			
16	Submit ARRS and workforce plan to ICB (Contract specification p40 & p19 DES guidance)	Data automatically collected via NWRS	By 31 August 2023
Recruitment and retention offer			
17	Review and take up local offers for retention, see System Development Funding (SDF) guidance for 2023/24.	Money/offers awarded to practices/PCNs	Ongoing
Commitment: Reducing bureaucracy			

	Action for practices / PCNs	Measure – how will this be assured by ICBs?	Time due
18	Opportunity to feed back to ICB on progress against primary and secondary care interface difficulties, ensuring a system-wide approach – AoRMC report . Practices are reminded of the request in the recovery plan to share examples of burdensome bureaucracy in general practice they would like to reduce, or contact the DHSC using the online form link in PCARP	ICB public board report	Ongoing

Checklist of key ICB actions

Updates to ICB actions include:

- Action 1 – reference to all 7 self-referral routes and clarification that expanding direct access is an action in operational planning guidance
- Action 2 – reference to ICBs supporting expansion of community pharmacy services included
- Action 3 – updated timescales and purpose for using the commercial hub
- Action 4 – updated acronym on framework, revised date due, clarified procurement approach
- Action 5 – updated to clarify action for ICBs in nominating practices for the GPIIP and associated timescales
- Action 6 – added ‘at least’ 850 practices
- Action 7 – includes link to transition funding guidance and reference to ICBs maximising use of funding
- Action 8 – includes link to QI capability improvement training
- Action 11 – references guidance shared with regions
- Action 14 – includes link to published briefing note
- Action 16 – additional action for ICB Chief Medical Officers
- Action 17 – includes reference to a system-wide approach for improving the primary-secondary interface
- Action 18 – additional action to encourage sign up to ‘Register with a GP service’

	Action for ICBs	Reporting	Time due
	Commitment: Empowering patients		
1	Expand self-referral routes (falls services, musculoskeletal services, audiology for older people including loss of hearing aid provision, weight management services, community podiatry, and wheelchair and community equipment services) as set out in 2023/24 operational planning guidance . ICBs should also note operational planning action <u>to expand direct access where GP involvement is not clinically necessary</u> .	Report progress into public Oct/Nov 2023 board and public Apr/May 2024 board	By 30 September 2023
2	Support the expansion of community pharmacy services (including the oral contraception and blood pressure services) and coordinate local communications		Ongoing
	Commitment: Modern General Practice Access		
3	Sign up practices ready to move from analogue to digital telephony , and co-ordinate access to specialist procurement support through NHS England's commercial hub to achieve and track the transition of the majority of practices from analogue to CBT by 31/12/23 and the remainder by 31/03/24 Determine whether ICB wants to follow scale approach to telephony (see Leeds case study on p23 in Delivery Plan for Recovering Access to Primary Care) Use peer networks and demonstrations with practices/Practice Participation Groups/PCNs to help practices and PCNs identify and adopt digital telephony		By 1 July 2023 for sign up Ongoing for co-ordination
4	<ul style="list-style-type: none"> Select digital tools from the Digital Pathway Framework lot on Digital Services Integrated Care (DSIC) product catalogue Determine at what scale the procurement approach would align with local need Use peer networks, user research and demonstrations with practices/Practice Participation Groups/PCNs to help practices and PCNs identify and adopt the most usable software 		Framework due to be available by December 2023

Action for ICBs	Reporting	Time due
<p>5</p> <p>Nominate practices and PCNs for national intensive and intermediate transformation support and encourage uptake and participation in GPIP hands-on support.</p> <p>Prioritise support to practices working in the most challenging circumstances such as areas of high deprivation and need, rurality etc. Practices will need to have data from their telephony system to participate in the support programme. See here for further information.</p> <p>Nominate further practices as they implement digital telephony</p> <p>ICBs to nominate up to 1550 practices for 23/24 and up to 1650 practices for 24/25 through NHS England phases – forthcoming phases Phase C Intensive by September and Phase D Intermediate by November. ICBs should work with regions to determine population appropriate share of nominations which map to local need.</p> <p>Use the Support Level Framework during 23/24 to understand need.</p> <p><u>ICBs to establish and/or build on current local peer to peer learning infrastructure to develop local communities of practice to support shared learning and data driven improvement which includes enabling Modern General Practice</u></p> <p><u>ICBs to put in place a strategy for auditing usability and accessibility of all general practice websites</u> using the GP website benchmark and improve tool. All GP websites to be audited in 23/24 and an improvement plan agreed</p>		<p>ICBs to collectively nominate 1550 practices by December 2023</p>

	Action for ICBs	Reporting	Time due
6	<p>Fund or provide local hands-on support to at least 850 practices nationally (ICBs should work with regions to determine population appropriate share of target). We would expect the level of support to be similar to the national GPIP intermediate offer, and offered alongside wider and/or ongoing support for practices and PCNs where required to implement Modern General Practice, using the outputs of the SLF to help guide specific support needs</p>		31 March 2024
7	<p>Agree and distribute transition cover and transformation support funding (an average of £13.5k / qualifying practice) to support practice teams seeking to implement Modern General Practice</p> <p>See published guidance on transition cover and transformation support funding</p>		Maximise use of ICB allocations for 23/24 and 24/25
8	<p>Encourage uptake and co-ordinate nominations and allocations to care navigator training, and digital and transformation PCN leads training and QI capability improvement training – see here for further information</p> <p>ICBs should work with regions to determine population appropriate share of nominations</p>		50% of 2023/24 nominations by 31 July 2023
9	<p>Understand and sign off PCN/practice capacity and access IIF CAIP baseline using guidance and Annex B template</p>		By 30 June 2023
10	<p>Agree with practice/PCN support needs (digital telephony, online tools, training, capacity backfill, intensive support, etc)</p> <p>Support practice/ PCN to secure and put support needs into place</p>		By 15 July 2023 Ongoing

	Action for ICBs	Reporting	Time due
11	<p>Co-develop and sign off PCN/practice access improvement plans⁴ - guidance shared with regions in June</p> <p>Oversee and support Practices/ PCNs in implementation of access improvement plans</p>		<p>By 31 July 2023</p> <p>Ongoing</p>
12	<p>Assess improvement and pay 30% CAP IIF funding at the end of year using progress against baseline and access improvement plans, as well as improvement activity across all three areas over the year as per template in guidance & further guidance to be issued by 30 June</p>		<p>Instruct PCSE by 6 August 2024</p> <p>To be paid by 31 August 2024</p>
13	<p>Set up process for practices to inform of diversion to 111 and monitor exceptional use when over capacity</p>		<p>Ongoing 2023/24</p>
14	<p>Develop system level access improvement plans 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). Briefing note published on 31 July to support development of system-wide plans and submission to public boards</p>		<p>By October /November board 2023</p>
	Commitment: Capacity		

⁴ 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

	Action for ICBs	Reporting	Time due
15	Support PCNs to use their full ARRS⁵ budget and report accurate complement of staff using NWRS portal		Ongoing 2023/24
	Commitment: Reducing bureaucracy		
16	ICB Chief Medical Officers to establish the local mechanism, which will allow both general practice and consultant led teams to: <ul style="list-style-type: none"> raise local issues to improve the primary- secondary interface jointly prioritise working with LMCs tackle the high priority issues including those in the AoMRC report, and address the four priorities in the Recovery Plan 		By October /November 2023
17	Report in public board updates and plans for improving the primary–secondary care interface (four focus areas highlighted in the recovery plan) ensuring a system-wide approach to actions		By October /November board 2023
18	Support practices to sign up to our Register with a GP surgery service , either on an individual practice basis or via bulk ICB enrolment and track uptake of the service using regional and ICB data		By December 2023
	Commitment: Enablers		
19	Co-ordinate system comms 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

⁵ 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.

	Action for ICBs	Reporting	Time due
20	Maintain an up-to-date DoS and deliver training to all practices/PCNs on DoS		Ongoing 2023/24