Dudley Primary Care Strategy 2022 - Vision



Access

To address the challenges of access, workforce and estates whilst embracing the opportunities afforded by best practice and national policy, including the Fuller recommendations.



Sustainability

To support and enable general practice and PCNs to offer a sustainable model of primary care that is the first point of contact and principle point of continuing care for the population



Population Health

To support and enable general practice and PCNs to provide a consistently high level of care. address unwarranted variation, and improve access, quality and population health outcomes as measured through

the DQOFH.



Multi-disciplinary

To develop a model of care that is multi-disciplinary and responsive to the specific needs of the population, focussed on prevention, selfcare and shared health outcomes and supported by appropriate estate and facilities



Personalisation

To support patients to take a more active role in improving and managing their own health and be better informed about which professional is best able to help them.



Collaboration

To deliver the national, regional and local requirements in partnership with the ICB and general practice.



Development

To represent and enable primary care to lead the development of the transformation strategy for primary care within the ICB.



Resilience

To provide an organisational model to support the resilience and sustainability of primary care with innovative workforce models and a range of support offers

These Dudley Integrated Health and Care NHS Trust commitments underpin the strategy

Put people first





Enable and support our staff





To connect with the people of **Dudley, embrace our diversity** and support them to live longer, healthier lives

Everything we do is underpinned by the **Dudley Integrated Health and Care NHS Trust purpose**

We will do this ensuring everyone involved in the provision of care works together, keeping the person at the heart of everything we do

> **Community where** possible, hospital when necessary

Simplify what can be complex



Be accountable for our actions







Dudley Primary Care Strategy 2022 - Priorities

Access

To deliver extended access appointments over 7 days a week through the access hub and develop a sustainable improving access plan including the role of the Urgent Treatment Centre.

Additional Role Reimbursement Scheme (ARRS)

To develop our ARRS service offer to PCNs – consistent operating model with the ability to flex, in partnership, to meet population needs of practices.

Clinical

To develop and implement a primary care operating model, for practices and Integrated Care Teams, that defines how services operate in support of general practice, Primary Care Networks and the Dudley place.

Development

To develop our strategic approach to providing primary medical services. To develop and implement an operating model for general practice for the provision of primary medical services.

Digital and Business Intelligence (BI)

To develop a digital blueprint in support of the primary care operating model. To produce BI and population health analytics that enable operational services to respond to the needs of the population.

Dudley Quality Outcomes Framework for Health (DQOFH)

To lead the review of DQOFH indicators and the way in which services are organised to support the delivery of DQOFH.

Learning & Development

To co-produce and implement a strategy, with the Training Hub, to offer a broad range of professional and personal development to all roles across primary care.

Quality

To provide a quality improvement support function, sharing policies and procedures to enable practices reach good or outstanding in every Care Quality Commission domain.

Stakeholder Engagement

To support primary care to be informed and to represent and reflect the "voice" of primary care across the system.

Corporate

To develop and provide a business partnering support function to general practice and Primary Care Networks for quality, business intelligence, HR, administration and financial support.

Estates

To develop and implement an estates strategy that supports the delivery of the primary care operating model

Workforce

To create a strategy to recruit and retain staff, including the creation of a bank of clinical and non-clinical staff, to sustainably deliver primary care.