



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	24 October 2019	Agenda Item	4.2
Report Title	Urgent Primary Care Peer Review Action Plan		
Report Author	Kevin Duff, Service Manager Urgent Primary Care		
Report Sponsor	Jason Crowl, Nurse Director Primary and Community Services		
Presented by	Hilary Dover, Director Primary and Community Services		
Freedom of Information	Open		
Purpose of the Report	To provide an update of the action plan emerging from All Wales process of peer review of Urgent Primary Care (UPC) Services and to note the project plan for the UPC Service in Swansea Bay UHB.		
Key Issues	<p>The All Wales Peer Review Action Plan captures all the key issues to be addressed following a series of peer reviews of individual Health Board Urgent Primary Care Services across Wales (Appendix 1).</p> <p>The updated project plan for the Swansea Bay UHB UPC Service (Appendix 2) draws on both the ABMU (now SB UHB) UPC Service action plan, following its peer review of 10th December 2018, and the All Wales Peer Review Action Plan.</p>		
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendations	<p>Members are asked to :</p> <ul style="list-style-type: none"> • NOTE the All Wales Peer Review Action Plan (Appendix 1); and • NOTE the updated project plan for the Swansea Bay UHB UPC Service (Appendix 2) which reflects both the ABMU (now SB UHB) specific plan and the All Wales Peer Review Action Plan. 		

URGENT PRIMARY CARE PEER REVIEW ACTION PLAN

1. INTRODUCTION

The ABMU Urgent Primary Care Service (previously referred to as GP Out of Hours) was subject to a peer review on 10th December 2018 as part of a series of peer reviews for all GP OOH services across Wales. The Peer Review Team consisted of doctors and managers from GP OOH Services in Aneurin Bevan, Hywel Dda and Cardiff and Vale Health Boards, the 111 Service and Welsh Government and was chaired by Dr Chris Jones (Chair of HEIW). The review took the form of a collection of key data from ABMU Urgent Primary Care Service, a series of presentations and a question and answer session. Feedback from the review team took the form of a letter to the ABMU Health Board Chief Executive. The Peer Review across Wales also resulted in an All Wales Peer Review Action Plan with some actions appropriate to UPC Services within each Health Board (Appendix 1).

2. BACKGROUND

The ABMU Urgent Primary Care (UPC) Service was able to report to excellent progress in the operational and strategic development of its service.

The UPC service was also able to report a detailed plan for change to enable it to remain sustainable, effective and prudent for the future. The plan is based on creating a more multi-disciplinary team basis for the service and the introduction of a “roundhouse” model of care which sees the GP overseeing care provided by a range of professionals and only having to treat those patients that need to be seen by a GP. Progress on the implementation of the plan includes:

- Service Level Agreement agreed with Welsh Ambulance Service NHS Trust for a dedicated paramedic to undertake all home visits for UPC in the evening and overnight, service commenced 5th November 2018
- A small number of pharmacists trained in minor ailments and able to see patients face to face, with plans to train more
- Piloting the use of Health Care Support Workers in UPC February – April 2019
- Band 6 Nurse Secondment agreed with NHS Direct (NHSD provide the nurse phone triage for 111) to provide face to face care for patients in UPC
- Ongoing discussion with NHSD on the potential to rotate more Band 6 nurses between 111 Nurse Triage (“hear and treat”) with UPC to provide face to face appointments with patients (“see and treat”)
- Move in Morrison Hospital from current location to Health Vision Swansea (Outpatients suite) mid-February to provide more room for wider range of professionals working in UPC (except overnights).
- ABMU UPC successful proposal to Welsh Government for Invest to Save money support training, education and skills development in staff in UPC.

Feedback from the Peer Review Team was very positive and recognised the significant benefit to the wider unscheduled care system the Urgent Primary Care Service offers, when it is working well. In particular, the review team felt that ABMU is “...at the vanguard of shaping the urgent care agenda in Wales and should continue to drive the prudent healthcare principles as part of this approach”. The feedback commented on the significant improvement in GP shift fill, compared to the same time

last year, and that the patient experience remained consistently high, with low numbers of complaints.

The peer review feedback was accompanied by an action plan specific to the ABMU (now SB UHB) UPC Service, which has formed part of the overall change management programme being taken forward by the Urgent Primary Care Team. Individual Health Board action plans, following each Health Board peer review, have since been followed up with an All Wales Peer Review Action Plan capturing all the key issues to be addressed (Appendix 1).

Appendix 2 contains the updated project plan for the Swansea Bay UHB UPC Service, which accompanies the Swansea Bay UHB GP OOH Strategic Plan 2018/19 – 2019/20. The Strategic Plan has been endorsed by the P&CS Board and the updated project plan was received by the P&CS Board at its meeting of 12th June 2019. The project plan draws on both the action plan specific to the ABMU (now SB UHB) UPC Service and the All Wales Peer Review Action Plan.

3. GOVERNANCE AND RISK ISSUES

The Primary and Community Services Unscheduled Care Group oversee implementation of the urgent primary care change management programme with progress reports made to the P&CS Management Board, overseeing governance of the programme.

Risk, mitigating actions and assurance around the operation of the service, patient safety and the ongoing change management are reported through the P&CS Quality and Safety Group (with a specific focus in the P&CS Non-GMS Q&S Group). The recently appointed revised clinical management structure for urgent primary care, which includes a Clinical Advisor (Maintaining Standards), will serve to strengthen and enhance clinical governance, quality and patient safety in the service.

4. FINANCIAL IMPLICATIONS

The introduction of a wider skill mix with urgent primary care will enable a more sustainable and prudent service to be achieved.

5. RECOMMENDATION

Members are asked to :

- **NOTE** the All Wales Peer Review Action Plan (Appendix 1); and
- **NOTE** the updated project plan for the Swansea Bay UHB UPC Service (Appendix 2) which reflects both the ABMU (now SB UHB) specific plan and the All Wales Peer Review Action Plan.

Governance and Assurance		
Link to Enabling Objectives <i>(please choose)</i>	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input checked="" type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>	
Health and Care Standards		
<i>(please choose)</i>	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
The Peer Review showed that the patient experience in ABMU Urgent Primary Care Service remained consistently high, with low numbers of complaints. Clinical governance in the service will be further enhanced by the introduction of revised clinical management structure.		
Financial Implications		
The introduction of a wider skill mix with urgent primary care will enable a more sustainable and prudent service to be achieved.		
Legal Implications (including equality and diversity assessment)		
Implementation of the workforce plan in Urgent Primary Care enables the Health Board to continue to meet its statutory obligations to provide an out of hours primary care service.		
Staffing Implications		
Implementation of the workforce plan is critically dependent upon the Urgent Primary Care Team being supported and able to introduce a wider range of skills / professions into the service.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
Successful implementation of the workforce plan will have a considerable effect on the long-term health of the population in ABMU Health Board through access to good out of hours primary care. The 111 Pathfinder with GPOOH is a good example of integration in line with the 5 ways of working in the Wellbeing of Future Generations (Wales) Act 2015.		
Report History	This is the first report presenting the All Wales Peer Review Action Plan to the Senior Leadership Team. The Swansea Bay UHB UPC Project Plan was endorsed by the Primary and Community Services Board on 12 th June 2019.	
Appendices	Appendix 1: All Wales Peer Review Action Plan	

	Appendix 2: Swansea Bay UHB UPC Project Plan
--	--