



**NAPC** | National Association  
of Primary Care



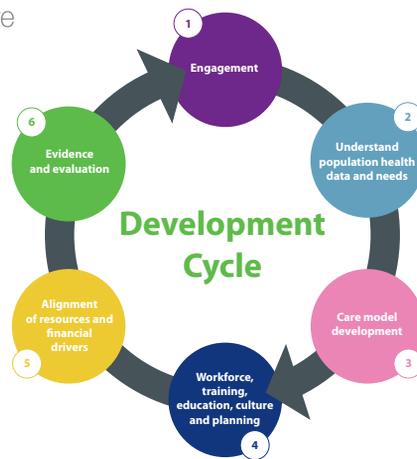
# Primary care network support



## Getting started with population health management

Population health management is a proactive approach to improving the health and well-being of a population. It aims to incorporate the total care needs, costs and outcomes of the whole population.

With a focus on patient health outcomes and a clear picture of the care needs of your primary care network (PCN), you will be better placed to identify clear priorities for service change and workforce development.



## Challenges

Primary care networks are expected to play a central role in tackling their neighbourhood's health, care and wellbeing needs resulting in improved outcomes. This requires segmenting the whole population into cohorts based upon their health needs, gaining an understanding of the wider determinants of health, individual behaviours and lifestyles, the communities you live in and the level of integration across the health and care system. Using this data to identify and anticipate the needs of population groups and individuals, can ensure that networks act as early as possible to keep people well and target support where it will have the greatest impact. But understanding the whole population's health needs using data from multiple sources can be challenging.

## How we can support you

Our team will build on the work you've done so far to identify your population's health needs:

### 1. Engage

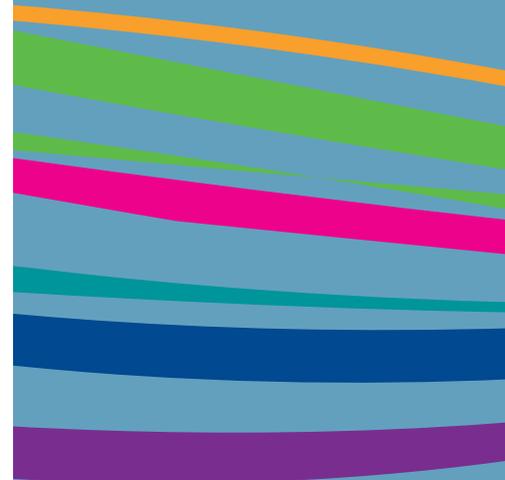
Our approach brings together a range of stakeholders from across the local health and care system to begin to build a picture of your local populations.

Early engagement builds trust and openness between partners and ensures that patients' and carers' views are involved.



*The event was really good... and has provided some valuable information to networks to begin to map out their population health needs.*

*Clare o'Toole, Primary Care Newton and Haydock/South Network Manager, NHS St Helens CCG*



To help you achieve innovative approaches to community engagement, we can also advise on how to embed person-centred care.

## 2. Understand data available and start analysis

We can give you hands-on support and advice to identify the most relevant data to look at. To get going, you can start with intelligence and data that is easy to access, for example, colleagues' experiences, and extend this over time to build a more complete picture of the population you support.

It can be helpful to use a simple segmentation approach as a starting point, we can help you with this and have experience of interpreting the data to help you identify gaps in services and the priorities for different population groups.

## 3. Build capability

We will work alongside you (and analysts if you have them) to support you to develop the skills to carry out population segmentation and analysis. Through our partnerships, we can help you access additional analytical support if needed.

## 4. Use data to identify priorities

Our analysis will enable you to identify local priorities and patient groups who you can work with in a different way to enhance their care.

We can also help you to put in place more preventative measures by developing a risk profile of your well population.

## 5. Work together on new models of care

Once you have your priorities set, our experienced teams can support you to design, develop and deliver new models of care and the multidisciplinary teams needed to match the needs of your population. An early crucial step is to involve communities, patients, carers and families to understand their needs and co-design future services.

# Our expertise

NAPC are the architects of the primary care home (PCH) model – the original primary care network (PCN) which has informed national PCN policy. There are more than 240 PCH sites across England, covering 10 million patients. NAPC has worked with STPs and ICSs spreading the model to one fifth of the health and care system.

We have a growing PCH faculty of more than 50 primary care and PCH experts including clinicians with hands-on expertise of delivering primary care at scale. Through this unique faculty, we can share and spread best practice from around the country.

# Get in touch

For further information about how we can support your primary care network, please contact us:

Tel: **020 7636 7228**

Email: **[napc@napc.co.uk](mailto:napc@napc.co.uk)**

For more information visit our website: **[www.napc.co.uk](http://www.napc.co.uk)**

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*Operating on a small-enough scale to make relationships work is an essential facet of the 'primary care home' sites, whose experiences have informed these plans.*

*Investment and evolution: A five-year framework for GP contract reform to implement the NHS Long Term Plan, January 2019*

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