



**NAPC** | National Association  
of Primary Care



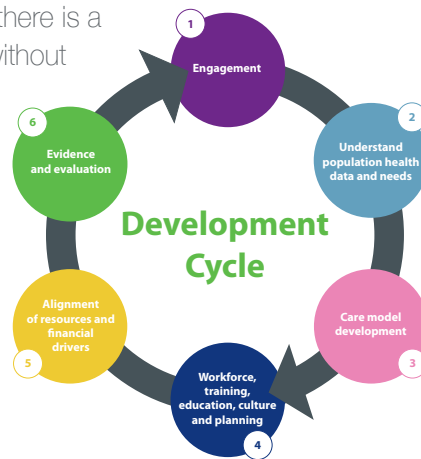
# Primary care network support



## A quality assurance framework for primary care networks

As primary care networks (PCNs) develop, there is a need to apply good governance practice, without stifling the potential for innovation, as networks look to provide more personalised and integrated high-quality care for their population.

To assist PCNs, the NAPC has developed a quality monitoring and assurance framework that will help them to be satisfied that their services are safe and clinically effective.



## Challenges

As PCNs look to shape their services with their communities based on their population health needs, they will need to have a growing focus on quality assurance and developing the right learning culture to ensure safe, high-quality person-centred care for patients. While many healthcare providers have sizeable quality teams, networks will need to strengthen these skills and develop performance measures and assurance controls to satisfy themselves, the Care Quality Commission (CQC), commissioners and other stakeholders. Developing high-performing teams is also associated with safer working practices.

## How we can support you

NAPC's approach supports networks to ensure the quality of their projects and services – both existing and proposed - are safe and effective while at the same time providing assurance for stakeholders.

Our quality monitoring and assurance framework works on three levels:

- **Delivery level** – helping networks self-assess and improve their services
- **Teaching and learning level** – providing 'how to' guides and workshops
- **Strategic level** – incorporating inter-organisational elements that will be valuable to STPs and ICSSs.



*We have found the team from NAPC supportive and sensitive to our needs and to primary care. They are co-producing with us a quality governance framework which will allow us to make sure we provide great care for our population.*

*Dawn Beadle, PCN Manager,  
Dr Chantel Ratcliffe, Clinical  
Director, Batley and Birstall  
Primary Care Network*



Our experts will work with your teams responsible for specific projects to identify the key stages, the areas that are relevant to each under the CQC's five key questions (domains) and the further questions (key lines of inquiry) that you need to be assured on. The aim will be to develop your own framework for each project or service.

1. Key stages	We will work with your PCN team to identify the key stages of your service or project.
2. Keys areas based on the CQC's five key questions (domains)	We will explore with your PCN team the five key questions (safe, effective, caring, responsive and well-led) for each stage of the service or project and highlight the key areas to address.
3. Further questions (CQC's key lines of enquiry)	We will work with your PCN team to determine the further questions that will need to be answered according to each line of enquiry.

This is how our approach would work if a PCN decided to provide home visits through a shared delivery model, employing advanced nurse practitioners (ANPs) and paramedics to run all home visits across its population.

- We would look at how the network would assess and assure the service is safe, effective, caring, responsive and well led. Example questions might be: Is there a forum for developing, agreeing, signing off, reviewing and monitoring a standard operating procedure for home visits? Are there minimum agreed qualifications or experience criteria for those carrying out home visits? How is compliance with the criteria monitored? Are there simple and understood mechanisms for voicing concerns?
- This support can be used as a means of coaching your PCN colleagues for future assessments. Based on the learning from our approach, they would be able to self-assess their other existing and proposed services.

## Our expertise

NAPC are the architects of the primary care home 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.

Many members of our PCH faculty have extensive experience of developing and applying governance frameworks, both in primary care and other healthcare settings. Among the latest services we have assessed are end-of-life care and dermatology.

## 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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