



NAPC | National Association  
of Primary Care



# Primary care network support

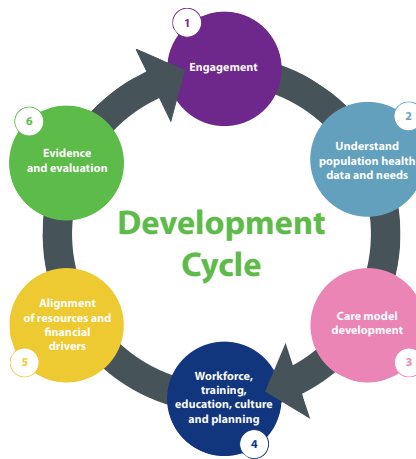


## Care model design and understanding your workforce needs

To meet the vision of the NHS Long Term Plan, primary care networks (PCNs) face the task of redesigning services to be more proactive, personalised, person-centred and integrated based on their population's health needs – breaking down the divide between primary and community services.

As architects of the primary care home model (PCH), our approach starts with understanding population health needs. This is the key component which leads on to defining the right care and support functions as well as the skills needed to deliver them.

Throughout we encourage you to work with a wide range of stakeholders including local provider organisations, the voluntary sector, local authorities, patients, people and communities to develop a shared ambition and co-design new models of care.



## Challenges

Collaboration involving multiple organisations is difficult to achieve, particularly where historical tensions exist and there are fears of losing contracts. The pace and scale of change is influenced by shared values, vision and priorities. Lack of a common purpose can derail plans or result in slower progress. Spending time forging strong relationships will help overcome challenges.

## How we can support you

We have developed a five-step approach based on our PCH model to redesign and improve services based on your community's local health needs. Our experienced teams – including clinicians who've been ahead of the game and already developed new services and models of care – will guide you through the process.

Our support will be tailored to your needs and can either start with supporting you on one service improvement project or take a broader approach to look at the needs of the whole population.



*It was so important for us to work with you as we were designing new models of care, to hear your stories and gain insights from other areas in the country was really powerful and gave new ideas that clinicians have taken away and developed.*

*Dr Karen Kirkham, GP,  
National Clinical Advisor for  
Primary Care, NHS England  
and Clinical Lead, Dorset  
Integrated Care System (ICS)*





### 1. Agree the population priorities

- Discuss and agree priority areas informed by population health data
- Identify priority groups of people with similar characteristics and care needs
- Encourage teams to shift thinking from roles to functions

### 2. Design right care and support model

- Bring together stakeholders to support planning for the local population
- Promote a multi-agency perspective to the solutions developed
- Consider current trends, strengths and opportunities – with learning from the PCH community of practice

### 3. Define workforce requirements and plan

- Consider functions first then roles
- Confirm required skills based on care and support functions identified
- Work through how the existing skill mix can meet the needs of the proposed model

### 4. Understand training and development needs

- Identify gaps and development needs to access the right training and development
- Consider recruitment and retention approaches
- Offer team-based leadership development for clinical directors and others

### 5. Review and evaluate

- Agree the timescales for the proposed changes
- Confirm communications required
- Define the outcomes desired and how these will be measured

## 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 PCH faculty members have held senior leadership positions within the health and care system or have significant experience of working and supporting leadership development across the NHS.

## 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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