# Primary Care Network Assurance Engagement



One Gloucestershire — Transforming Care, Transforming Communities

## Project Team

| Name | Role |
|------|------|
| Becky Smith | Project Manager – PCN Development Team |
| Katrice Redfearn | PCN Service Implementation Manager |
| Jo White | Deputy Director of Primary Care and Place |

## About the Project

*PCNs can be reluctant to submitting assurance returns as they believe it will cause them extra work in an already demanding and busy time within Primary Care.*
*There is need for the ICB to improve engagement with PCNs to encourage them to share project progress and the PCN DES requirements. It could also be advantageous to encourage PCNs to involve all roles within the team in collating information needed for the assurance requirements and share best practice with other PCNs in Gloucestershire.*

## Aims & Objectives

**Aim:** To engage with PCNs to encourage them to submit assurance returns (e.g. PCN Network Contract DES (Direct Enhanced Service) specifications) to ensure we have shared knowledge to help improve patient care and the health of our communities.

**Objectives:**
1. Encouraging PCNs to engage with the ICB regarding assurance returns
2. Supporting PCNs to complete assurances return in a timely manner and in a way that will not cause them significant additional work
3. Understanding and adapting the process: How many assurances are completed? How many members of the PCN team are involved?
4. Enabling PCNs provide detailed information in one place/document to enable ICB colleagues to work effectively with them.
5. Enabling ICB colleagues to understand what challenges PCNs might be experiencing and what support might be needed
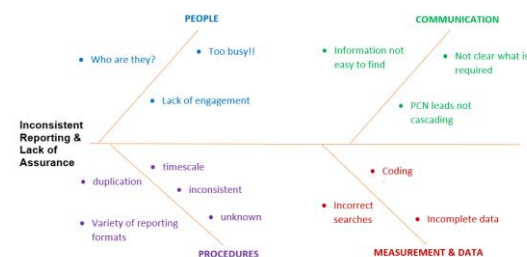
## Measures Used

Assurance Returns
- PCN Development team return rate
- Checks of quality of information supplied in returns

*To achieve this:*
- PCN Development team will ensure what is required from a return is clear to all
- Organise individual meetings with Business Managers as and when needed to answer their questions.
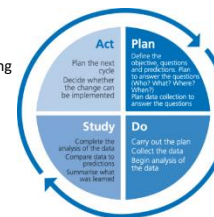- If time allows involve a few PCN Business Managers in reviewing the spreadsheet/workbook before circulating

## Quality Service Improvement and Redesign (QSIR) Tools: Methodologies used and contribution to your project

❖ Fishbone Diagram – has been used to identify factors can contribute in inconsistent report and lack of assurance



| Stakeholder | |
|-------------|--|
| Clinical Directors | Collaborator/Contributor |
| PCN Business Managers | Collaborator/Contributor |
| Other PCN Leads – Project Leads | Collaborator/Contributor |
| PCN Development Group (ICB) | Champions |
| LMC | Commentators |
| Individual PCNs | Competitors |
| ICB | Commissioners |
| Patients | Customers |

❖ Stakeholder Engagement - regular meetings are held with stakeholders; PCN Development Group, PCN Leaders, PCN Business Managers. These meetings are prime opportunities to present initial ideas for assurance returns. This gives stakeholders chance to view in advance and given critical feedback, changes can be made before circulating widely.

❖ PDSA cycles (small tests of change) will be a tool to use when producing spreadsheets/workbooks for PCNs to complete
- Plan – design the spreadsheet/workbook
- Do – share with stakeholders to review
- Study – select a stakeholder for example a Business Manager to test the spreadsheet/workbook
- Act – once reviewing the study amend the spreadsheet/workbook to reflect the outcome



## Project Outcomes, Progress and Impact

Feedback from Stakeholders:
*What is working well?*
- Very helpful to have all requirements in one place
- One place and a phased approach of completion/returns would be best
- Examples of good practice to be shared within an assurance workbook

*What are the challenges?*
- Need to be clear if it is to be formative or summative
- Still a significant amount of work when faced with other problems practices are facing currently
- PCNs will need reasonable timescales complete

**Note:** This project is currently on going due to high demand and pressure within Primary Care, one section of an assurance return has been put on hold. This will give us as a team to relook at what is required from the PCNs.

## Learning for the Improvement Community

- Collaboration with stakeholders is key.
- Stakeholder input on draft assurance returns is a useful step in the process
- It is important to be very clear about the level of detailed information required
- Using the improvement approach to support and encourage others
- Encouraging PCNs to utilise their wider team to complete their returns
- Using the PDSA approach (small tests of change)
- It can be very useful to implement QSIR models to approach projects in a more structured way

*#one_glos*