



Chester East Primary Care Network

PRACTICES IN PARTNERSHIP

Health and Wellbeing Strategy 2022-24



Heath Lane Medical Centre

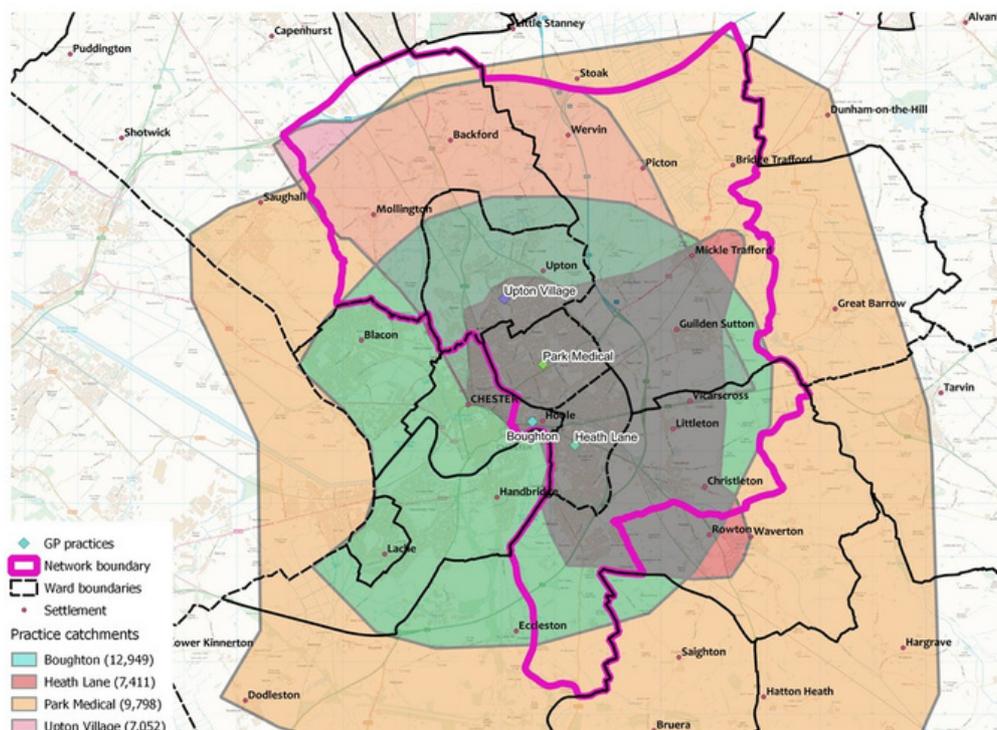


Upton Village
Surgery

Introduction

The NHS Long Term Plan was published in 2019 and called for health and care to be joined up locally to meet people's needs. Since then, GP practices across England have been working collaboratively together and in partnership with key stakeholders to support communities. Each Primary Care Network (PCN) is working towards providing personalised care, which is valued by patients and GPs, whilst taking advantage of economies of scale. Taking collective responsibility for improving the health and wellbeing of the local population has enabled practices to build upon existing primary care services. This enables a greater provision of care coordination and the management of resources.

Here in Chester East, our PCN has a patient population of almost 39,000 cared for by four practices: Boughton Health Centre, Park Medical Centre, Heath Lane Medical Centre and Upton Village Surgery. Our network has relatively low levels of deprivation. As a result of an ageing population (23.5% over 65+), we aim to support our frail patients and those living with multiple long-term conditions. This is alongside any underlying issues that may have been exacerbated as a result of the COVID-19 pandemic.



Data as of January 2019

In the pages that follow, we have set out our Health and Wellbeing Strategy and associated aspirations that will help us achieve our objectives. They are derived from the NHS Long Term Plan, Five Year Strategy, GP contracts and the Fuller Stocktake Report.

Our Mission

To deliver high quality, innovative and sustainable care for our community

Our Vision

To support our community to live healthier lives through excellent care

Our PCN's Strategic Objectives are as follows

Improve Patient Access

Work towards a Healthy Population

Work with our Partners

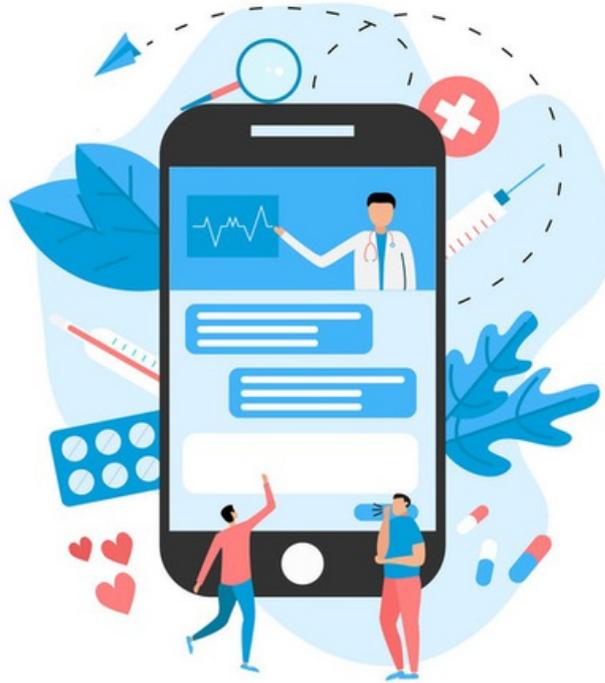
Aim for sustainable practice



Our Values

- Person-Centered approach
- Integrity
- Compassion
- Collaboration
- Accessibility
- Good Communication
- Effectiveness
- Inclusivity

Patient Access



Patient access is what connects our patients to healthcare services when they need them the most. Here are some of the actions we are taking to improve how our patients connect with us.

- Upgrading our telephone systems to offer a call back system to ensure our patients have contact with us that very day.
- Equipping patients with the necessary information to allow them to access the most effective services.
- Offering additional appointments across the 4 practices during early morning, evening and at the weekend through our Enhanced Access service.
- Listening to our patients and Patient Participation Groups (PPGs) by acting upon survey feedback and results to identify areas for improvement.
- Employing Care Coordinators to ensure that our patients can effectively navigate services available.
- The PCN have been allocated the funds to employ and develop a range of additional healthcare professionals including clinical prescribers to work with our patients.
- Personalising care and utilising shared decision making to deliver better outcomes and patient experiences.

Healthy Population



As part of our vision to support our patients to live healthier lives through excellent care, we are doing the following:

- Supporting those who require long term condition management.
- Utilising our newly appointed Mental Health practitioners to help patients navigate a more personalised mental health service.
- Addressing health inequalities within our PCN by utilising local data and identifying areas for improvement.
- Continuing our focus on Cancer screening and early Cancer diagnosis through working with GPs and other partner organisations.
- Having a Cardiovascular disease focus, where our practices can act as the first point of contact for tests, treatments and prescribing.
- Working to reduce type 2 Diabetes and encourage patients with Diabetes to take steps towards managing their condition.
- Focusing on preventative care by working collaboratively with our local teams.

Our Partners



Cheshire and Merseyside



Cheshire West and Chester



Cheshire West Voluntary Action
Championing the community sector



Countess of Chester Hospital
NHS Foundation Trust



CHESTER SOUTH
Primary Care Network



CHESTER CENTRAL
PRIMARY CARE NETWORK

healthwatch
Cheshire West



Cheshire and Wirral Partnership
NHS Foundation Trust



Primary Care
Cheshire



UNIVERSITY OF
LIVERPOOL



University of
Chester



University of
Salford
MANCHESTER



Care Quality
Commission



CHESTER EAST
CARE COMMUNITY

HEALTHBOX

COMMUNITY WELLBEING SERVICES



Active
Cheshire

Our Partners

To meet our objectives we are partnering with the local authority, other local health providers and the health and voluntary sector to deliver our services. We partner with:

- Primary Care Cheshire to offer Enhanced Access Services on a Friday evening and a Saturday.
- Our local Social Prescribing Link Workers who continue to liaise with other local providers, including the voluntary sector, to offer alternative healthcare solutions and options for patients.
- Chester Central PCN and Cheshire and Wirral Partnership Trust (CWP) to deliver the Covid Booster and Flu Vaccine Campaigns.
- The Universities of Chester, Salford and Liverpool to maintain our staff training and upskilling workers.
- Cheshire West Foodbank as part of our health inequalities strategy, setting up food donation points within practices.
- Community Groups to address health and wellbeing local needs.
- Healthwatch to ensure our patient voices are heard.
- Collaborate with our Patient Participation Group's to form the PCN PPG Steering Group.
- Public Health within the Local Authority to improve the health of people in our communities.



Sustainability

It is important to us to be sustainable and resilient, therefore we are:

- Continuing to provide the necessary training and development to our teams.
- Engaging with our teams, patients and patient groups regularly.
- Ensuring we are supporting the health and wellbeing of our teams.
- Encouraging physical activity in staff and patients with the support of the Active Practice Charter.
- Developing effective staff support and peer networks to support all roles in the PCN.
- Looking to implement Standard Operating Procedures throughout the PCN in order to avoid duplication of work and share best practices.
- Aiming to explore the development of a recruitment and workforce bank allowing practices more flexibility in managing their staffing resources.
- Recycling inhalers or helping patients transition to more sustainable alternatives.
- Following the NHS 10 point green plan.
- Collaborating with local partners to work sustainably.



What will help us achieve our aims?

Use data to improve patient care

Using local and national population health data to establish the needs and priorities in our PCN

Utilise digital systems to support care

Utilise local and national digital services to improve patient communication, access and support digital literacy

Governance

Ensuring we use an appropriate framework of accountability to ensure control of PCN activity

Communication Strategy

Communicating and engaging effectively and inclusively with our patients, teams and partners

Estates

Working with the NHS to ensure PCN buildings are fit for purpose

Limited Company

Allowing the PCN to transition to a separate legal entity to ensure business continuity

Achieving Objectives and Aspirations

Working in partnership continues to be key to our success. Our aim is to improve the sustained health and wellbeing of the population. We will do this by ensuring that we offer high quality, joined up, accessible care.

We will draw on the expertise and resources available from our partners to have a positive impact on the health and wellbeing of our local population.

We will also work collaboratively with NHS and third sector providers to focus on what we can do to tackle health inequalities in our local area, supporting our most vulnerable communities.

We know that achieving our ambitions will be a challenge, but we also know that as the pandemic has shown, together, we are better. Our experience from the pandemic response will enhance our ability to serve our communities, especially our most vulnerable residents.

Transformation programmes, including national programmes linked to the NHS Long Term Plan, will support the delivery of our aims. We will work closely with local partners to ensure our approaches are evidenced based and can demonstrate impact.

We will use our Vision, Mission, Strategic Objectives and Aspirations to underpin all our work, and regularly engage with our patient populations on our progress.



Want to find out more?

To find out more information on the data and resources that helped us form our strategy you can use these links here for further reading:

The Clare Fuller Report:

<https://www.england.nhs.uk/publication/next-steps-for-integrating-primary-care-fuller-stocktake-report/>

The NHS Five Year Plan:

<https://www.england.nhs.uk/five-year-forward-view/>

The NHS Long Term Plan:

<https://www.longtermplan.nhs.uk/>

NHS 10 Point Green Plan:

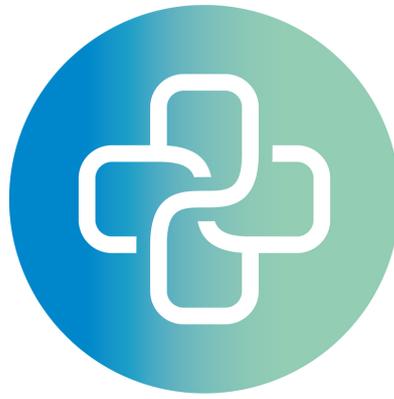
<https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2022/06/10-point-green-plan-for-practices-2022-to-2023-1.pdf>

Active Practice Charter:

<https://elearning.rcgp.org.uk/mod/page/view.php?id=12583>

NHS Cheshire and Merseyside Integrated Care System:

<https://www.cheshireandmerseysidepartnership.co.uk/>



Chester East

PRIMARY CARE NETWORK

Produced in collaboration with
Boughton Health Centre, Park Medical Centre,
Heath Lane Medical Centre and Upton Village Surgery.



Website: www.chestereastpcn.co.uk



Email: Chestereastpcn@nhs.net



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Heath Lane Medical Centre



Upton Village
Surgery