

### Reasons for Change

- No standardisation in the ways data is coded and collected across General Practice. Due to this resource allocation is not well informed
- The 2018 GMS Contract is not best placed to meet patients needs in an efficient and effective manner in Grampian.
- There are increasing and more complex demands on our health service
- The digital programme is not meeting the requirements of General Practice
- The patient pathways between GPs and secondary care are not standardised and patients are unable to track their progress on a waiting list
- MDTs are understaffed so unable to achieve the full breadth of service delivery.
- Urgent and unscheduled care provision often takes president over routine, longer term CDM, this impacts on patients long term health.
- Current premises are not fit for new ways of working which best meet the needs of our communities.
- There is a growing need for Mental Health and Wellbeing support for our communities.
- There are recruitment challenges for attracting new staff to come to the Grampian region including as new and experienced for GPs.

### Our Key Themes to work towards Sustainability for General Practice

**Data:** Develop a programme of work to identify and define data sets, create data gathering processes which allow for standardised data and develop relevant data sharing agreements where necessary.

**Models of Contract:** Develop a flexible approach to the delivery of the existing GMS contract, using currently available levers to support practice sustainability.

**Keeping the Population well:** Develop a programme to deliver targeted and comprehensive health interventions for at risk communities to offer proactive preventative care and empower communities to participate in their own healthcare and wellbeing.

**Digital :** Support the development of a digital plan for Grampian. Including the development of a prioritised set of digital solutions to ensure the wider system is best placed to meet the needs of communities.

**Pathways:** review pathways to explore the opportunities, risks and challenges and create priority-based implementation plan to improve these pathways.

**Multi-disciplinary team:** initiate and complete an evaluation and review of PCIP services that are in place across NHS Grampian.

**Continuity of Care:** Through tests of change, create pathways that achieve continuity of care for those who will benefit most from continuity of care.

**Premises:** Produce a detailed service and estate plan detailing the requirements for our premises to support the delivery of high-quality, patient-centred healthcare services for our communities.

**Mental Health and Wellbeing:** Improve mental health and wellbeing support, encourage better wellbeing across patient groups and identify improvements that will ensure patients see the most appropriate person the first time, for example, supporting social prescribing and realistic medicine where appropriate

**Recruitment, Retention & Education:** develop and implement comprehensive training initiatives that will inspire individuals to enter careers in General Practice and wider MDT and practice management roles to encourage the retention of talent in Grampian.

### Impact Of Change

- Optimise clinical decision making, improve patient outcomes and enhance operational efficiency
- Improve sustainability, support financial viability, and foster stronger GP partnerships within the area.
- Improve population health outcomes and reduce healthcare disparities.
- Streamline administrative processes, and enhance communication between general practice and patients and other areas of the system alike
- Improve patient experience and health outcomes.
- Identify opportunities for enhancing collaboration and improving patient care delivery.
- Improve care coordination, and enhance patient satisfaction.
- Create environments that promote patient-centred care and support the well-being of our workforce.
- Improve mental health outcomes, reduce stigma, and foster a culture of well-being within our community.
- Address workforce shortages, enhance team cohesion, and ensure the sustainability of our general practice workforce



### How will we know if we have made a difference ?

- There will be standardised data sets, data gathering process and data sharing agreements in place to facilitate data sharing across community planning partners;
- General Practices will be able to utilise a flexible approach to the GMS Contract;
- Patients will be able to digitally track where they are on a secondary care waiting list;
- Increased use of automation in General practice to increase efficiency;
- A successful pathways test of change will be implemented improving efficiency, patient safety and wellbeing;
- A review and evaluation of PCIP within Grampian will be complete with recommendations implemented;
- A successful test of change for continuity of care will be identified and implemented; and
- A detailed services and estate plan will be included within the 2025 Primary Care Premises Plan;
- People will have access to a range of mental health and wellbeing interventions; and
- General Practice and other clinical roles vacancy rates will be reduced.