



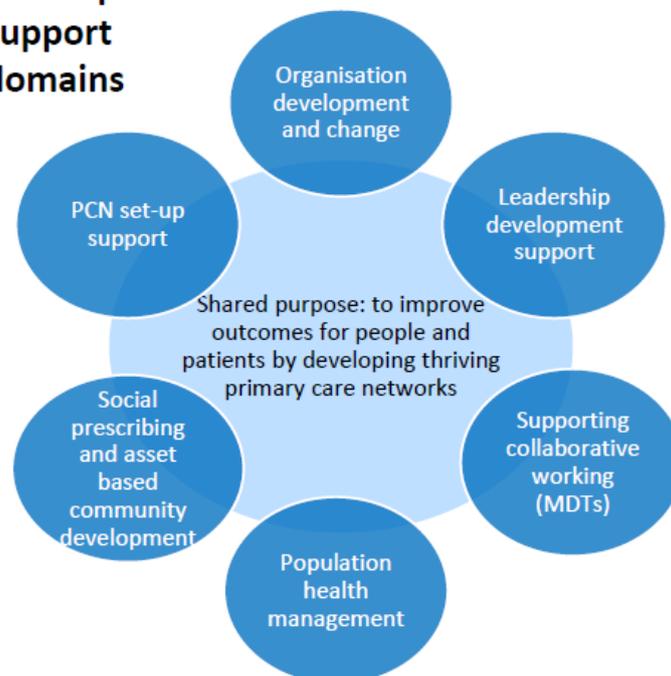
Primary care networks development support

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Development support domains



About us

PCC has spent more than a decade at the forefront of primary care development, providing practical, expert support to general practice and the wider NHS.

An independent, not-for-profit organisation with roots in the NHS, we believe that primary care is the heart of the NHS and key to sustainability and transformation. We provide training and support to help solve pressing problems today and build longer term capability.

We run hundreds of events and workshops each year on different aspects of personal, team and organisational development. We also support national programmes – most recently the clinical pharmacists in general practice initiative, where we have helped hundreds of practices successfully to embed pharmacists in their teams.

We have been involved with primary care networks (PCNs) nationally and provided support to enable PCN set up. Our leadership programmes have been redesigned to reflect the PCN leadership requirements.

We recognise that each PCN is unique so, whilst we have linked the support to the NHS England domains, we will listen to your needs and discuss the stages within the maturity matrix to match your required support.

This document gives examples of support we provide. We work with clients to design the support to match the client needs. Contact us via enquiries@pcc-cic.org.uk to discuss how we can help you.

PCN development support

Flexible support

Because no two PCNs are the same and because the issues they face will vary, we offer a menu of support options. These can range from facilitating discussions to reviewing the maturity matrix and supporting you to provide a development plan.

In every case our approach is to help you to build the capability and resources you need to work successfully across systems and develop a high performing PCN.

Organisation development and change for individual practices or groups of practices

Managing change

Successful change agents are able to adapt to changing circumstances and to bring their teams with them. This requires sound judgement, decision-making skills in an uncertain environment, personal resilience and an ability to understand and support others at different stages of change. We will equip you with tools to manage change such as Kotter's steps and the transition curve as well as looking at how culture underpins our behaviour in the NHS and breaking down some of the associated trends and behaviours that we come across regularly in a culture rich organisation.

Organisational development

We support practices and networks to focus on maximising the value gained from the organisation's resources, strategy, goals and core purpose with a planned, ongoing, systematic change that aims to embed continual improvement in the culture and working methods. By working with networks and reviewing the organisation, we will focus you to look at how you can work sustainably and get the most from your current teams working in a collaborative way.

Our trainers will provide highly practical and specific help to build flourishing teams, and develop a positive environment to succeed.

Leadership development and support

Leadership development support

Leading across systems needs people to build authentic relationships and listen to all colleagues and peers across the locality and network. A report by the Social Care Institute for Excellence on leadership in integrated care systems highlights the need to build and spend time maintaining good relationships with empathy and trust.

The move to network working means that leadership needs to shift from considering a single organisations to the whole system and integrating care. The Long Term Plan refers to whole system, not just the individual. PCC's leadership development support reflects this.

Participants will learn about the leadership shift from individual organisation to integrated systems and partnership working. It gives them the opportunity to discuss how best to implement this change, what their part in it will be, and improves skills and strategies to work successfully in newly formed or developed partnerships.

Our leadership development support enables participants to:

- Understand their leadership style
- Delegate more effectively
- Manage their teams more confidently
- Work more collaboratively
- Gain greater self-awareness and new perspectives in operating in an integrated delivery system
- Increase leadership capability and capacity for system and cross-organisation work to bring change and innovation

It provides new knowledge and skills, such as influencing skills theory, as well as practical support. It offers a space to practice, be coached, and develop skills to support their teams using a coaching for future sustainability.

We offer two day leadership development programmes and longer programmes which are monthly over a period of nine months for clinical leaders and practice managers.

We also offer a wide range of personal and team development training courses which support the further development of individual leadership skills as well as support for teams.

In addition, we can provide coaching and a critical friend service acting as a confidential sounding board to support leaders as they continue to develop in their roles.

Supporting collaborative working and multidisciplinary teams (MDTs)

PCNs will only work if they work with all partners. It is essential that time is taken to focus on this. We have experience of working with groups of practices to identify joint working options with other organisations and we can provide examples of what has worked elsewhere.

We will work with you to plan how you can effectively work with other providers, your patients and the wider community to create:

- Joint models of personalised care
- Improved professional relationships
- Cohesive policies and procedures
- Sustainability through working at scale
- Opportunities for service development

These sessions are delivered as both local events and as bespoke PCN sessions.



Population health management

Understanding population health will allow your PCN to develop more personalised approaches to care and meet the needs of people in your neighbourhood.

What does population health look like at a PCN level?

In order to know more about how to address the health issues experienced by the people in your locality, PCC can help you to make best use of the information you already have access to and to use it to think about how to work at a population health level.

We can help you to understand more about what population health means for your PCN by:

- Helping you interpret and make sense of the data you will receive from your integrated care system (ICS) or sustainability transformation partnership (STP) and bring this together with your own intelligence sources to identify key groups in your PCN population with specific needs, such as those at risk of falls, people experiencing low level mental ill health or those with respiratory difficulties.
- Make best use of the collective resources of your PCN
- Find out what matters to your patients in terms of their health, wellbeing and the place in which they live.

PCC offers full or half day workshops to build your understanding of your local population which pulls together existing intelligence, builds a profile of your PCN population and identifies the key issues to inform new ways of integrated working in primary care. (This would be PCN or Place/CCG specific)

We offer full or half day workshops on reaching out to the people in your community to help you know more about the health issues that people experience on a day to day basis. (This would be PCN or Place/CCG specific)

Social prescribing and community development

PCNs will need to be proactive in understanding how they can provide a range of co-ordinated services that meet different needs in their neighbourhood. The practices in your network will be supporting people to make informed decisions about their own health and care. This will require strong relationships with voluntary and community sector organisations and community groups as part of your wider network.



<https://www.england.nhs.uk/personalisedcare/social-prescribing/>

Working to address population health issues and developing your PCN's work on social prescribing and community development will go hand in hand.

Population health management will help you to identify the predominant patient groups with long-term conditions such as diabetes, COPD, asthma, anxiety and low level depression. This will help you think about how you can work with partners from local communities, the voluntary sector and social care to provide non-medical support. For example, identifying those most at risk of falling, could lead your PCN to commissioning or signposting to community based programmes run by charities in the community. These programmes could include balance classes, home safety assessments, dance classes and low impact activity sessions.

Around a third of people who seek an appointment with their GP could be effectively signposted using care navigation tools and techniques either to another clinician in practice (or in the wider PCN) or to activities provided by either statutory or voluntary sector agencies.

Practices in your network will need to connect people to a wide range of statutory and voluntary sector services and community activities through social prescribing.

Understanding and implementing proven asset based approaches to community development can help your PCN ensure everyone accesses the best services to support their health and wellbeing quickly, safely and effectively.

PCC can help your PCN get ahead by supporting you with:

- Understanding the role of your social prescribing link worker and how it fits with care navigation and active signposting across your PCN practices.
- Training GPs and clinical staff so that they can be fully informed about the role they play in implementing these approaches in your PCN
- Training for reception and other front line staff with how to implement care navigation and social prescribing in your PCN
- Understanding community development to help you build strengths based community partnerships
- Building a shared vision with your local voluntary and community organisations, local people and other public sector services.
- Linking with existing volunteers in the your area and how to create new opportunities for volunteering within the PCN
- Helping you to redesign and re-invigorate your patient group to make them champions of wellbeing both in the practice, in the network and in the community.

PCC offer:

- Practical approaches to involving communities in health and wellbeing. Helping you understand more about how to work with the communities in your neighbourhood.
- How to develop your patient group to be more inclusive and better represent your local population.
- Help with your patient group to become health champions that support approaches to care navigation and signposting?

Local workshop packages can be designed to meet your needs around practical approaches to involving communities in health and wellbeing. The sessions introduce a range of ways that people can be involved in supporting health and wellbeing in their local area. They explore how to build on existing capacity in communities and looks at volunteering, accessing community resources and working with PPGs and health champions. These workshops can be commissioned from PCC either for a specific PCN or across a number of PCNs.

Specialist support for PCN link workers to engage with their voluntary and community sector can be provided. This will be provided via Skype and phone and would include an initial diagnostic conversation and will result in an action plan to map your local community sector and identify gaps in provision and provide support and challenge to newly appointed workers.

Feedback

- “I have a better understanding of collaborative working and how we can implement into our PCN.”
- “Very informative regarding PCNs and emphasising the opportunities for collaboration.”
- “Well paced. Lots of information nicely introduced and presented. Nice collaboration between participants. Trainer put us at ease and made it easy for the group to communicate and share ideas. Trainer was excellent.”
- “Brilliant course, covered so much, have learnt a lot which will help me improve myself, my team and my surgery.”
- “I thought the course as whole was most enjoyable. We have changed our approach to dealing with other organisations how we work internally within our federation working to our strengths and we have some good ideas still to take forward.”
- “I have become more confident within my role. I do lead more effectively. I approach meetings with clear agendas and can negotiate more effectively.”
- “[I valued] having access to great expertise in an environment where it was okay to ask questions.”

Our team

Our team includes practice specialists, trainers, expert facilitators and coaches. In addition, we have an extensive network of associates with experience of practice management, business planning and strategic development.

We will always listen to the needs of the PCN and its member practices and generate support matching your needs.

Find out more

To talk to a member of our team about PCN support, email enquiries@pcc-cic.org.uk with “PCN development” in the subject line. Your regional adviser will be in touch and listen to your needs to develop a bespoke support proposal.



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