



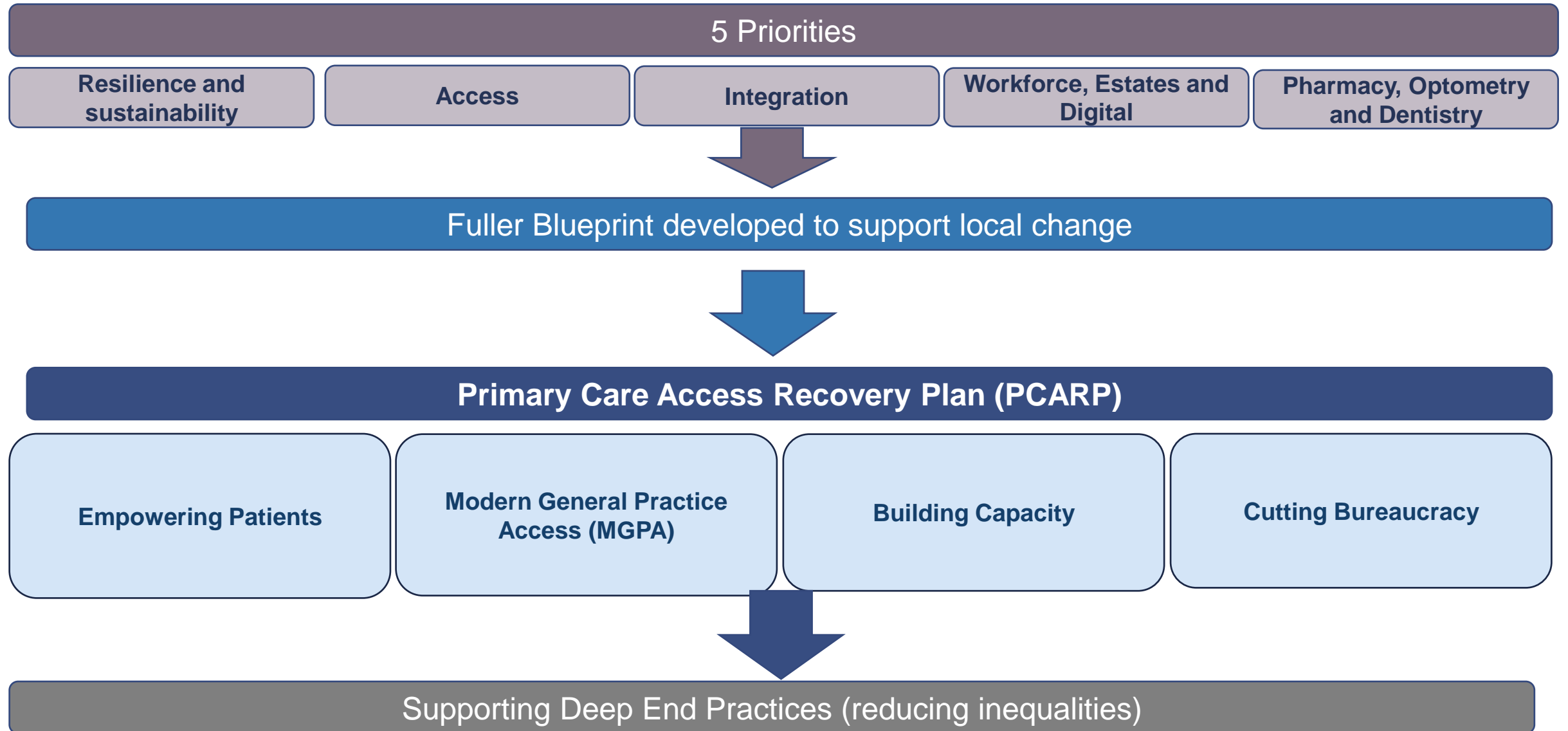
**North East and
North Cumbria**

Primary Care Access Recovery – NENC ICB System Plan Update

North East and North Cumbria Integrated Care Board

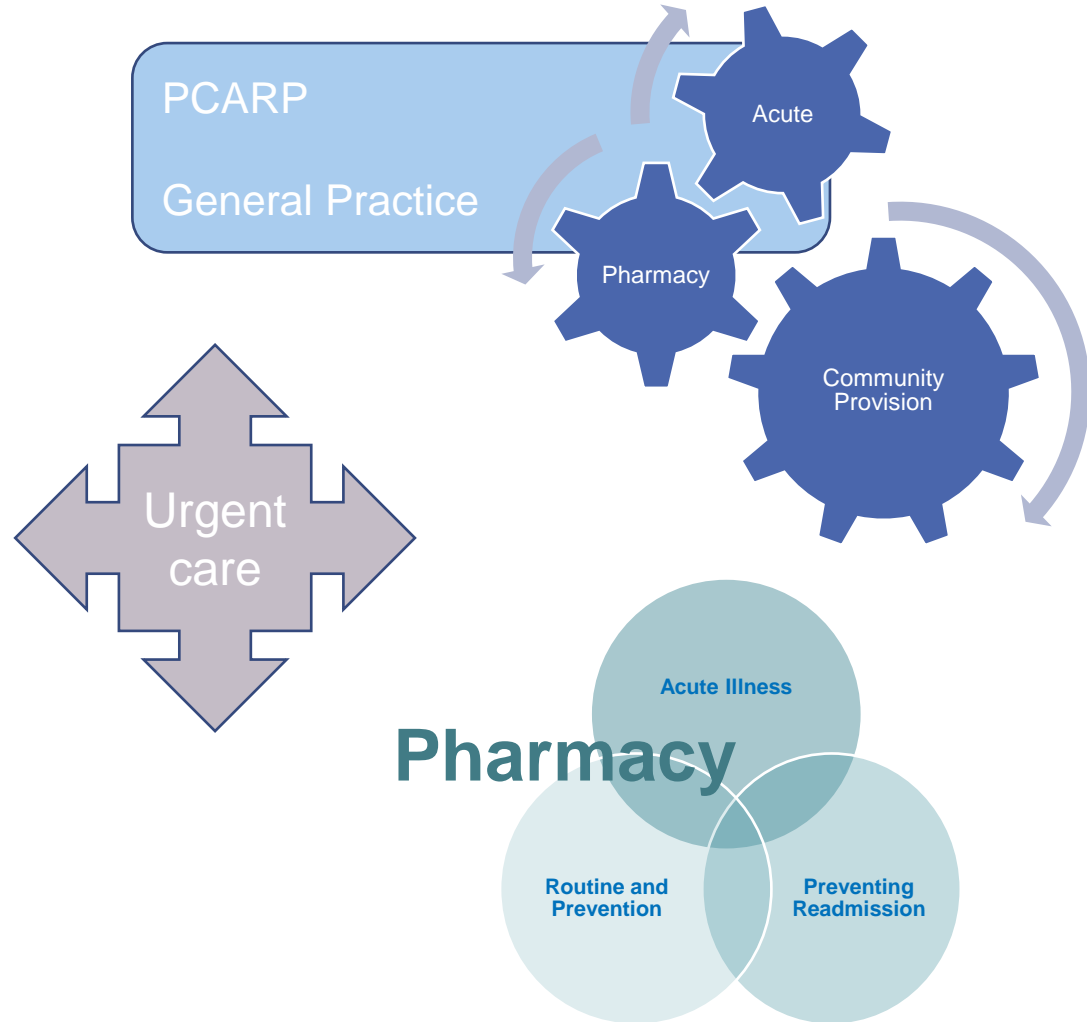
March 2024

Intro / Background

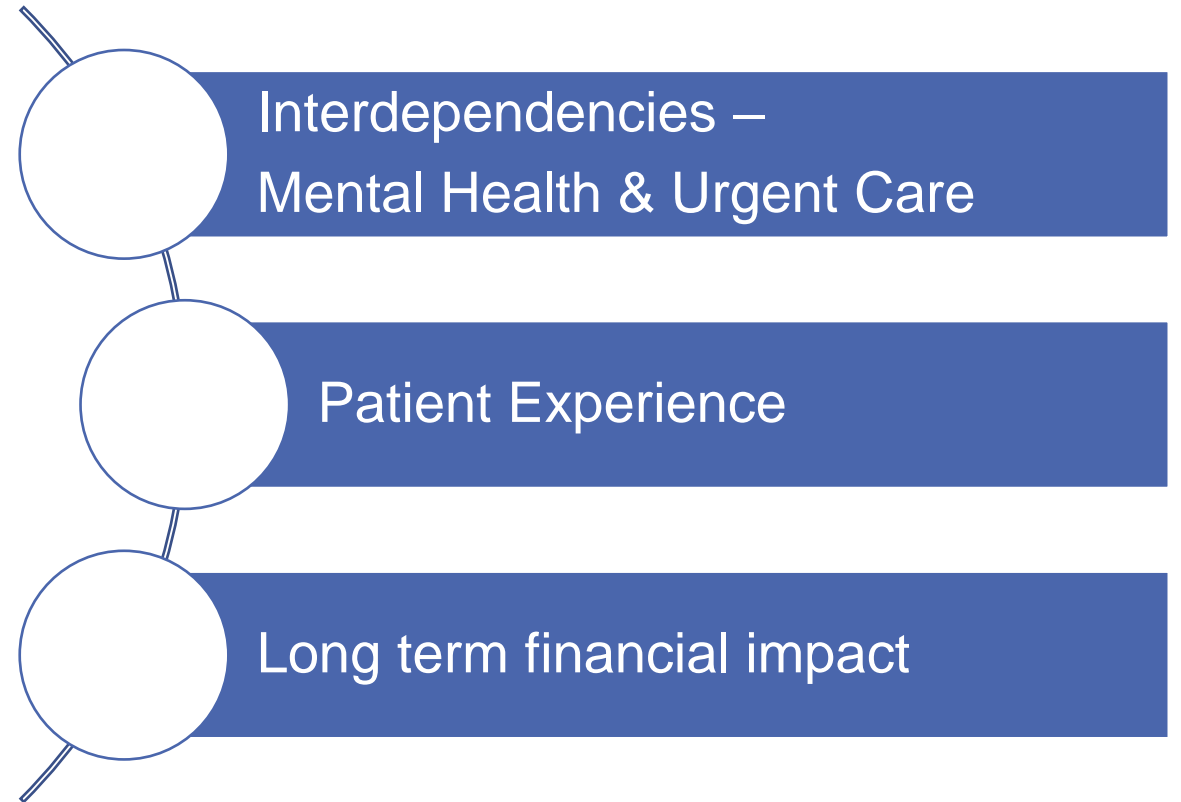


Summary from November 23

Plan presented to ICB Board November recognised the need for a system wide approach



Board recognised there was still some key gaps and areas for focus / development:



NEY PCARP Dashboard – NENC ICB

NEY MANIFESTO COMMITMENTS - NORTH EAST AND NORTH CUMBRIA

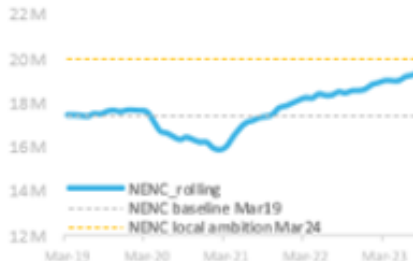
19.5M

Appointments over 12 months

98% of local ambition

Reporting month: Nov-23

NENC Rolling 12 month appts vs Mar-24 local ambition



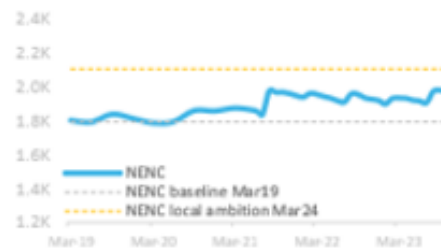
2.0K

General Practitioner FTE

93% of local ambition

Reporting month: Dec-23

NENC GP FTE by month vs Mar-24 local ambition



2.7K

Direct Patient Care (including ARRS) FTE

Reporting month: Sep-23

NENC DPC FTE by quarter



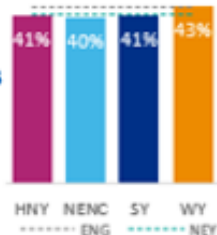
NEY HEADLINE METRICS - NORTH EAST AND NORTH CUMBRIA ICB

40%

NEY 41%

Appointments on same day (all appointments)

Reporting month: Nov-23

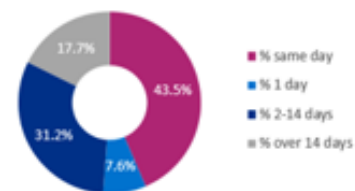


82%

-3% YoY

Appointments booked within 14 days¹

44% same day

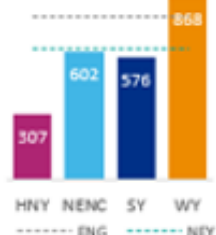


602

NEY 617

Completed GP CPCS referrals per 100K GP Registered population FYTD

Reporting month: Nov-23

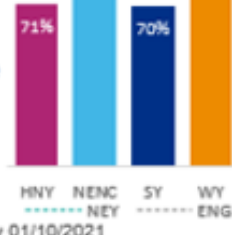


92%

NEY 85%

Practices have at least one Online Consultation System

Contractual: 100% by 01/10/2021
Reporting month: Sep-23



General Practice

Latest: Dec-23

73%

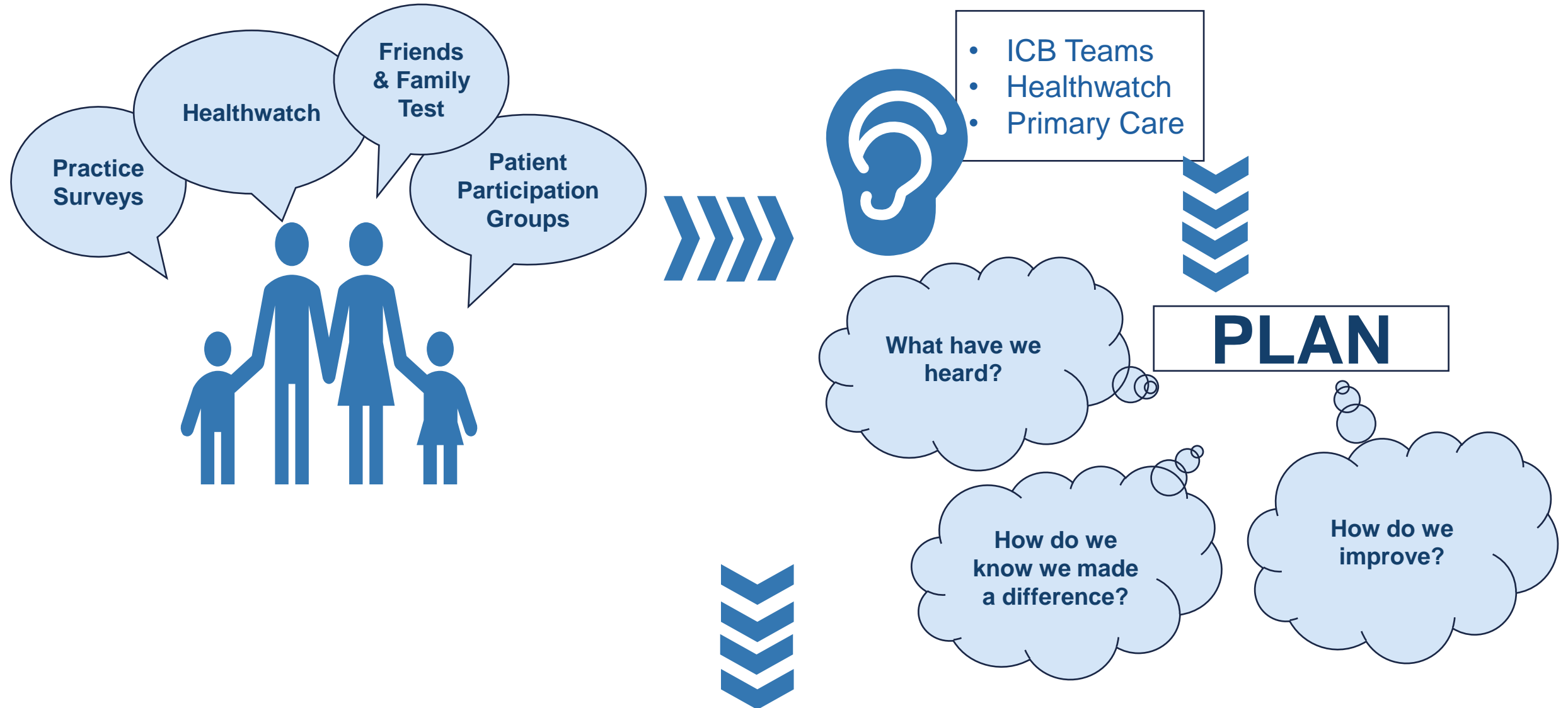
-1pp YoY

In-person appointments¹ in General Practice

22% telephone, 3% unknown, 3% video

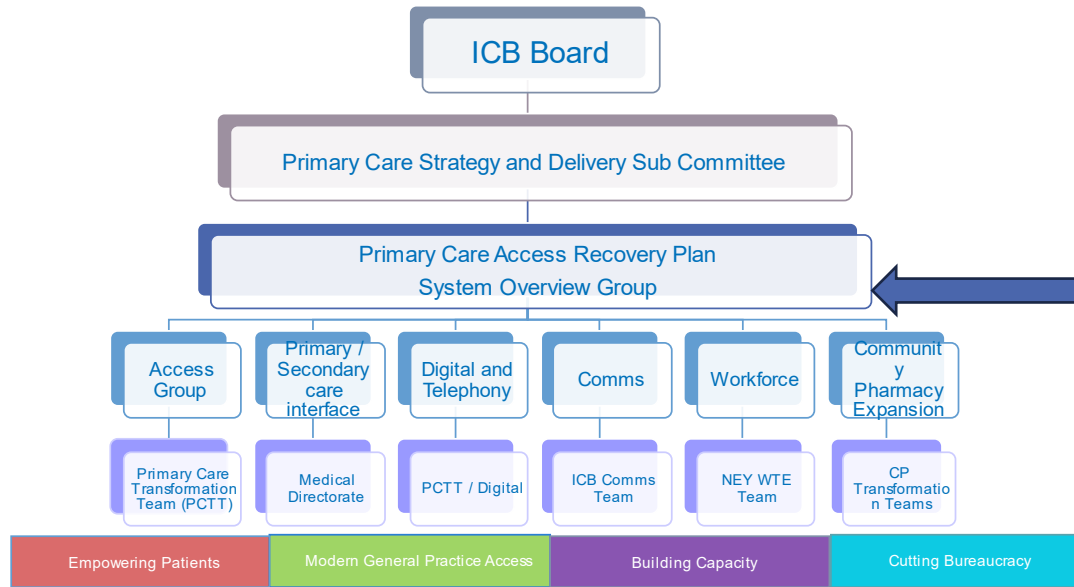


Assessing patient experience & Informing Transformation



Interdependency with PCARP

PCARP Governance



Interdependencies

UEC

111
OPEL
Triage tools
Waiting Well
Discharge & Transfer of Care Hubs
Care Navigation

Community / Ageing Well

INTs
ARI hubs
Frailty & Virtual Wards
UCR
Think UDR First
EHCH
Neuro Rehab pathway

Personalised Care

Social prescribing
Maternity
Joined up clinical care

Mental Health

SMI Health Checks
Learning Disabilities
– Reasonable adjustments & Access to services

Population Health

Waiting Well
Risk stratification and assertive outreach (PHM)
Personalised Care

Next steps

- Joint Forward Plan refresh
- Targeted work to identify interdependencies across programmes – system level
- PMO structures
- Cross organisational project work to develop cohesive system wide developments

Time Line

