

**Manchester Health and Wellbeing Board  
Report for Resolution**

**Report to:** Manchester Health and Wellbeing Board – 14 March 2018  
**Subject:** Manchester Strategy for Primary Care  
**Report of:** Dr Manisha Kumar, Clinical Director, MHCC

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**Summary**

A Strategy for Primary Medical Care has recently been produced for the City of Manchester, and is currently out for engagement, with GP Practices and other stakeholders. The Strategy has been co-produced by

- Manchester Health and Care Commissioning,
- The 3 Manchester GP Federations, and Manchester Primary Care Partnership, the 'Tri-Fed', and
- Manchester Local Care Organisation.

The purpose of the Strategy is to

- Describe the City's Vision for Primary Care, in detailed terms over the next couple of years, and more generally to 2028
- Set out what is required to ensure resilience, sustainability and quality improvement for the sector
- Support the direction of travel, for neighbourhood working and the key role of Primary care in Manchester's developing LCO
- Set the framework and priorities for a Multi-year investment strategy for Primary care, currently being produced.

The summary Strategy and vision is attached, and the full Strategy is available at <https://www.mhcc.nhs.uk/publications/>

**Recommendations**

1. The Board is asked to note the Report.
  2. The Board is asked to comment on the draft Strategy.
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**Board Priority(s) Addressed:**

<b>Health and Wellbeing Strategy priority</b>	<b>Summary of contribution to the strategy</b>
Getting the youngest people in our communities off to the best start	All
Improving people's mental health and wellbeing	
Bringing people into employment and ensuring good work for all	
Enabling people to keep well and live	

independently as they grow older	
Turning round the lives of troubled families as part of the Confident and Achieving Manchester programme	
One health and care system – right care, right place, right time	
Self-care	

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**Background documents (available for public inspection):**

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

# Manchester Strategy for Primary Medical Care

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2018 - 2028

Our Primary Care Strategy sets out to meet the needs of today's Manchester with greater investment to grow General Practice and implement new and innovative ways of working. As it stands today General Practice faces major challenges including funding, workforce and rising demand and expectations. We need to shift the entire system, to one where GPs lead integrated neighbourhood teams that support people to live independently and deliver care out of hospital wherever possible.

Our promise to Manchester's General Practices:

- Significant investment in Primary Care over the next two years
- Clinical leadership of health and care colleagues - to support you in delivery of care plans
- Reduce the burden on practices to process and report on data
- Opportunity to shape models of care

The Primary Care Strategy sets out our 10 year vision to deliver on these promises - see inside.

## Ensuring a Quality Service for the Whole Population

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Despite the fact that Manchester is an internationally renowned city, its health outcomes are among the worst in the country.

We want everybody in Manchester to have access to high quality GP services, because evidence proves that this is the foundation to great health and social care and will deliver better health outcomes for the people who live in the city.

As well as putting in additional investment to grow Primary Care, our Strategy also focuses on improving the consistency and quality of GP services for the whole population.

In recent years we've already made good progress including having in place the federated model of Practices working in neighbourhoods, the provision of extended 7 day access across the City, and the good performance of the vast majority of Practices as evidenced by their CQC ratings - but Manchester's residents still have concerns about varying quality and access to GP services.

## System Leadership

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The Strategy recognises the important role that General Practice has to play in leading and designing Manchester's health and care services as, people in general practice have a unique perspective into what their patients need at a local level. This leadership role will include 'connecting care' across the different sectors including primary care and hospitals, physical and mental health and health and social care.

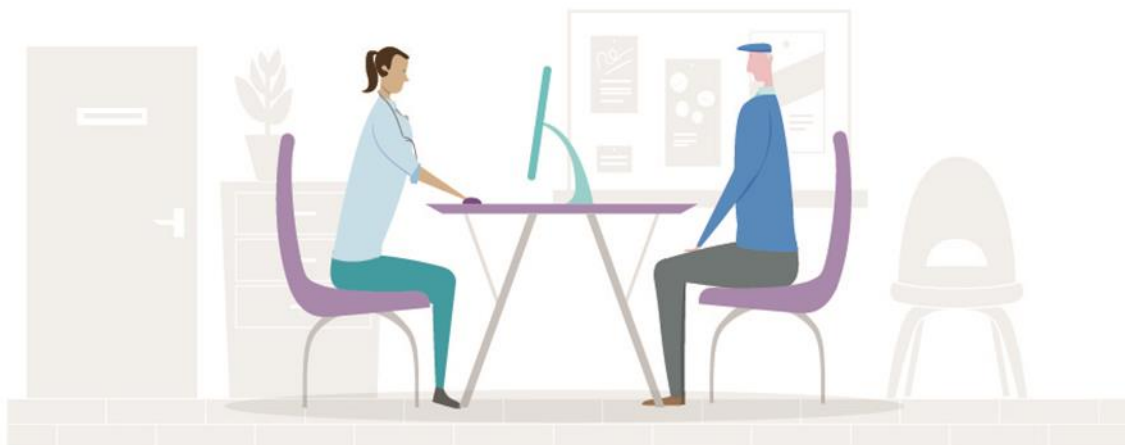
Primary Care is already taking a leading role in the development of integrated care in neighbourhoods which will form the core of Manchester Local Care Organisation.

## Making it happen

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Between now and 2020 we have developed a medium term vision where we will put in place services and systems to underpin future developments ensuring that:

- General Practices are a great place to work for clinicians and staff
- Patient and public satisfaction is high
- We will ensure full population coverage, equity of service and funding, and remove unwarranted variation
- We will work with the strengths, assets and opportunities in our communities and neighbourhoods to promote well-being, reduce poor health and tackle health inequalities



## To achieve this we will focus on the following priorities:

### Manchester Quality Improvement Programme

Between now and 2020 develop an overall Manchester Quality Improvement Programme, building on our Primary Care Standards, with upfront funding to raise quality overall and tackle unwarranted variation. This will include the delivery of a multi-year investment programme with clear payment arrangements set out at the start. This will give practices, neighbourhoods and the federations the chance to plan and, where necessary, to invest.

### Further develop Neighbourhood working

We will build on the pilot Neighbourhood Innovation Fund, to further support local initiatives to meet locally defined needs. The relationships and leadership roles that primary care colleagues have already cultivated in the neighbourhood arrangements are a good foundation that can be built on and enabled to facilitate further developments and enable primary care to play a leading role with other service professionals to influence and tackle the wider social determinants of health.

### Health improvement and prevention

Manchester has developed a One Team Prevention Programme; the activities for which will enable the 12 neighbourhoods to take a community-centred, asset based approach to delivering care, and promoting health and wellbeing for the populations they are responsible for.

### Inclusion Health

For Manchester to be a truly progressive and equitable city we need our health and care services to meet the needs of the most disadvantaged people in our city - this has to start with Primary Care.

We have developed two pilot schemes for both homeless people and vulnerable migrants that will improve access to healthcare services and provide us with a body of evidence for longer term proposals.

### Developing the workforce

There are major challenges in general practice recruitment and retention. In order to meet the challenges of the future the Workforce and Education Strategy will introduce new professional groups to the workforce including physicians' associates and pharmacists in practice.



### High risk/complex patients

We will provide co-ordinated care planning for the top 15% of complex and high risk patients. These patients will have a 'key worker' in the Integrated Neighbourhood Team, who will work with them to understand what is important to them and coordinate their care.

### Urgent Primary Care

We will improve integration between core general practice, Out of Hours and 7 day access to make sure people with an urgent care need get the care they need no matter what time of day it is. This approach will help to reduce duplication and emergency admissions.

### Medicines

We will provide more access to pharmacists in general practices to deliver a consistent offer for all patients across the city.

### Information Technology

Automated IT solutions will reduce the burden on GPs to process and report on data. The Manchester care record implementation will offer a more joined up approach to care planning helping to improve communication and reduce duplication.

### Estates

Many of Manchester's practice buildings and health centres are not fit for purpose, with a number of issues and problems, including a lack of general maintenance. We are working with key partners and agencies across the city, like the Council, to develop neighbourhood plans that maximise assets and access to resources.

## Contact us

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You can find out more about the Manchester Strategy for Primary Medical Care at:  
[www.mhcc.nhs.uk/publications/](http://www.mhcc.nhs.uk/publications/)

Follow us on Twitter:  
[@ManchesterHCC](https://twitter.com/ManchesterHCC)

Comment on the draft strategy before Wednesday 28 March by email to:  
[communicationsmanchester@nhs.net](mailto:communicationsmanchester@nhs.net)

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The Strategy has been produced by the following partners working together:  
*Manchester Health and Care Commissioning, Manchester Local Care Organisation, The Manchester Primary Care Partnership, Northern Health GPPO Ltd, Primary Care Manchester Limited and South Manchester GP Federation*

Our Manchester

# Our Healthier Manchester – Primary Care



## Our Vision: Improving the Health and Wellbeing of People in Manchester through Primary Care

