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Wednesday, 10 May 2023

Via email

To:

- All West Yorkshire GPs (via local ICB comms leads)
- Local Medical Committees
- Local NHS West Yorkshire Integrated Care Board Primary Care Leads

Cc:

- West Yorkshire System Leadership Executive Group, including Place-leads and local Place Committee Chairs, Council CEOs, for sharing with Health and Wellbeing Board Chairs and Council Leaders please
- NHS West Yorkshire Integrated Care Board
- West Yorkshire Partnership Board
- West Yorkshire Community Provider Collaborative
- West Yorkshire Clinical Forum
- West Yorkshire Programme Leads.
- Richard Barker, Regional Director for the North East and Yorkshire and North West Regions, NHS England

Dear colleagues

National delivery plan for recovering access to primary care

[The joint NHS and Department for Health and Social Care Delivery plan](#) for recovering access to primary care was published on Tuesday 9 May. The plan sets out the national priorities for improving access to general practice in line with the vision set out in [Dr Claire Fuller's next steps for integrating primary care](#). This includes supporting pharmacy, promoting care navigation pathways locally and cloud based telephony. It's helpful that the national intention is to move at pace on elements of the plan.



Requirements from the plan for integrated care boards (ICB)

Over the coming weeks we will be working locally with colleagues including the Local Medical Committees (LMC) on how best we can work together to implement the asks of our ICB, including the expectations to reduce unnecessary work on the interface between general practice and NHS trusts. This will include enabling onward referrals within secondary care, ensuring fit notes are provided at discharge when needed and establishing NHS Trust call and recall systems. This will help to set out a clearer process for patients to contact secondary care and establishing single routes to enable general practice and secondary care to communicate rapidly. Conversations are already underway in each place and your local team and LMC will keep you updated.

NHS England will expect ICBs to provide an update to their public board in October or November 2023. Our collective priorities, implementation plans, and timelines are part of the annual assessment of performance that has been a requirement of the NHS Standard Contract since 2021/22.

We will also be working closely with Community Pharmacy West Yorkshire and LMCs on the various community pharmacy initiatives within the plan which are intended to reduce general practice workload. Some of these schemes are subject to national negotiations and we will provide more information once it becomes available.

Public facing communications

Across West Yorkshire we have a campaign, '[It's a GP Practice Thing](#)' to increase public awareness of the increased multidisciplinary nature of general practice teams and the range of services available at GP practices, for example, pharmacists, physios and social prescribers, and how they can be accessed. This has been developed by working with local patient groups and primary care staff to develop the most effective messages. We will expand this campaign in the coming months to help inform those who access general practice about the value of the different team members and the benefits of accessing them directly.

We will also build on the work of '[Together We Can](#)' communications, and the '[Healthier Together](#)' website, targeted at families with children and young people – to ensure we deliver consistent messages for people and communities, whilst avoiding duplication and effort.

We will continue to remind everyone to be kind to you and your staff. Abuse significantly impacts staff morale which may cause them to leave their jobs, which doesn't help anyone. The West Yorkshire '[Leaving a gap](#)' campaign, built from the views of both staff and GP patients, reminds everyone to be kind to each other. Please do access the free resources if helpful.

Thank you

The demands on general practice have never been greater, with record numbers of contacts across all sectors.



For example, nationally this means half a million more appointments delivered in general practice every week compared with pre-pandemic, including both more face to face and virtual appointments.

Your contributions and hard work as the cornerstone for local care and support is a credit to you all. Your help to reduce waiting times for appointments, tackling health inequalities and improving patient experience means that you are an important contributor in tackling health inequalities across our area.

Like you, we understand that people with a worry or concern want to receive care and support as quickly as possible. Across primary care you continue to work exceptionally hard to provide more capacity as well as a greater variety of appointments. The hard work and commitment from you all to do what is best for your local neighbourhoods and communities is greatly appreciated and does not go unnoticed. **Thank you to you all.**

Local colleagues will contact you over the coming weeks to share more about progress being made by our ICB. In the meantime, please do get in touch with your local primary care leads or Ian Holmes, NHS West Yorkshire Integrated Care Board, Director of Strategy and Partnerships (ian.holmes1@nhs.net) if you have any questions or concerns.


Yours sincerely

Rob Webster CBE



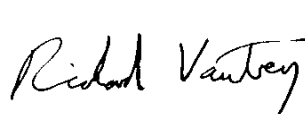
**CEO for NHS West
Yorkshire Integrated
Care Board and CEO
Lead for West
Yorkshire Health and
Care Partnership**

Dr James Thomas



**Medical Director for NHS
West Yorkshire Integrated
Care Board**

Dr Richard Vautrey



**NHS West Yorkshire
Integrated Care Board,
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Ian Holmes



**NHS West Yorkshire
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