

## Buckinghamshire, Oxfordshire and Berkshire West (BOB) Joint Health Overview and Scrutiny Committee (JHOSC)

<b>Date of meeting:</b> 24 January 2024	<b>Item:</b>
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<b>Title of paper</b> BOB ICB Primary Care Strategy
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<b>Paper is for:</b>		<b>Discussion</b>	✓	<b>Decision</b>		<b>Information</b>	
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**Purpose and executive summary:**

The BOB ICB draft Primary Care Strategy is presented to the Buckinghamshire, Oxfordshire and Berkshire West Joint Health Overview and Scrutiny Committee (BOB JHOSC) as part of the ICB’s commitment to ensuring the contribution and engagement of system partners and the public in the development of its Primary Care Strategy.

Since July 2023 BOB ICB has been developing its Primary Care Strategy informed by research, analysis and engagement. The document in draft form sets out details of the ambition for a new model of primary and community-based care also outlined in our Integrated Care Strategy (published in March 2023) and the Five Year Joint Forward Plan (published in July 2023). This is set in the context of a clear national and global direction of travel for Primary Care, including the Fuller Stocktake, which describes how primary care should streamline access, provide continuity of care and focus more on prevention.

Integration is at the heart of the model and the high-level priorities are below.

- Everyone who lives in BOB to be able to receive the right support when it is needed and with the right health and/or care professional. Our communities are finding it difficult to get an appointment in General Practice or with an NHS dentist, and this needs to change.
- Integrated Neighbourhood Teams to care for those people who would benefit most from proactive, personalised care from a holistic team of professionals, for example those at most risk of emergency hospital admissions.
- To help communities stay well with an initial targeted focus on our biggest killer and driver of inequalities, cardiovascular disease.

Moving towards a more community-based and preventative health and care system will require a fundamental shift of activity, resource and funding, and the changes in the strategy are intended to support that shift.

So far, in developing our Primary Care strategy, we have engaged with many stakeholders across the system in the following forms:

- Focus groups with General Practice, Practice Managers, Community Pharmacy, Optometry and Dentistry (POD) to understand the Primary Care current state.
- Surveys with all General Practices in BOB and POD colleagues to understand current state.
- 1-day system workshop (135 colleagues from across the system including local authority, Healthwatch, voluntary / community sector (VCSE) and GP patient participation group

representatives) in order to have a collaborative discussion regarding the opportunities for the future model of care.

- Sessions with GP Chairs, and representatives from VCSE, Acute, Community, Digital and Data, workforce and estates to co-develop the Primary Care Strategy content.
- Public engagement, the 'Primary Care Conversation', launched on 17 November asking the public to share their views, insights, and experiences of primary care. Three hundred and forty-five people, so far, have shared their views and experiences of primary care:
  - 124 from Buckinghamshire, 151 from Oxfordshire, 52 from Berkshire West and 18 not disclosed.
  - 165 people contributed to the ideas board about what was working well in primary care and what could be improved.
  - 1,054 unique visits to the engagement site; 989 of those were classed as being informed (term used for those people who have downloaded documents or clicked through to sections of the engagement page e.g key dates or the FAQ)
  - High level key themes from the public feedback include:
    - Issues with access to NHS dentistry and GP services, although some reports of easier access where online booking is available for non-urgent issues
    - Workforce shortages and staff turnover across GP, pharmacy and dental services affecting personalised care; medications not always ready on time and concern over closure of local pharmacies.
    - Overall good feedback for optometry where people have been able to access it however many people are unaware NHS provision. Overall good feedback for pharmacy provision.

The wealth of insights from this engagement as well as supporting documents such as the Current State Report have informed the current version of the Strategy that was published on the engagement portal on 10 January 2024. The draft of the full document and executive summary are attached.

Following feedback that there had not been adequate time for engagement and for all voices to be accurately reflected, the ICB have committed to a structured programme of further engagement including.

- Continuation of the '[Primary care Conversation](#)' through the online portal with the publication of the draft strategy and accompanying survey, including an executive summary and easy read version
- Targeted community focus groups
- Public Webinars
- Cascade through Healthwatch, VCSE alliance and partners
- Integrated Care Partnership Board
- BOB joint Health, Overview and Scrutiny Committee
- Place based partnerships / Place Executive meetings
- Health and Wellbeing Boards
- System CEOs (Trust Boards / Governors as appropriate)

- BOB system Clinical Advisory Group
- GPs, Community Pharmacists, Optometrists and Dentists in BOB
- ICB Board workshop session (19 March)
- Whole system workshop including actions to progress (20 March)
- ICB Board final sign off (May 24)

**Action required:**

The BOB JHOSC members are asked to:

- Note the work undertaken by the ICB and Partners to develop the Primary Care Strategy
- Discuss the content themes and any further points for consideration and/or of concern.
- Identify additional opportunities to engage.

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**Date of paper:** 9 January 2024