Delivery Roadmap for Folkestone, Hythe and Rural PCN Hub Operating Model

The following diagram describes the key elements of the project and the critical actions taken at each point.



1

INITIAL DISCOVERY AND ENGAGEMENT

- Collate baseline data on current online consultation activity from PCN practices
- Interview key practice staff to scope problem statements and challenges particularly around extended and improved access contractual requirements
- Planning and delivery of workshops

Workshop 1 – 4 hours

- Introduction to project, setting expectations and agenda
- Presentation of baseline data to practices
- Feedback sessions involving practice input
- Problem statement definition and agreement

Workshop 2 - 4 hours

- ullet Summary of outcomes from workshop 1
- $\boldsymbol{\cdot}$ Presentation of option appraisals of proposed solutions
- Feedback from practices to score options
- Final solution selected based on feedback scores
- Costing and resourcing the hub operating model ensuring financial sustainability
- Plan for patient engagement on new model with setup of PCN level Patient Participation Group

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CLINICAL SYSTEM PROCUREMENT AND CONFIGURATION

- EMIS Clinical Service deployment and technical configuration
- MESH inbox configuration via NHS Digital
- System testing
- Prescribing Cost Centre setup
- Spine services configuration including EPS
- EMIS Web (practice) CPCS Configuration
- EMIS Clinical Service CPCS
- Configuration
- EMIS Consultation Write back pilot and testing
- eConsult Smart Inbox configuration and deployment within PCN Hub and practices.
- · Analytics and Reporting platform
- Configuration of Edenbridge Apex
- Engagement with practices on data sharing configuration
- Ardens Pro configuration
- EMIS Enterprise Search and Report procurement and configuration

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DEVELOPMENT OF OPERATING PROCEDURES, SAFETY AND GOVERNANCE

- Managed Referral configuration for appropriate PCN level services
- Standard Operating Procedures development
- Clinical Governance and Safety considerations
- · DCB 0160 Clinical Risk Management
- Hazard workshop
- Hazard Log
- Clinical Safety Case Report
- · Clinical Safety Case and Technical Files
- Board level sign off on model
- · Information Governance and DPIA
- DPO support in producing DPIA
- Review of data-sharing agreement compliance

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RECRUITMENT AND TRAINING

- Recruitment of PCN Minor Illness Hub staff
- Job specification and adverts
- Interview process and recruitment
- Reference and DBS checks
- Statutory Mandatory Training and Induction
- Scope of practice definition for Advanced Clinical Practitioner Nurses
- In-house training, development and supervision during induction
- Competency assessment

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PHASED IMPLEMENTATION - PCN SERVICE CONFIGURATION

- First Contact Physiotherapy
- Mental Health Practitioner
- MDT Coordination
- · Care Home Team
- Social Prescribers
- Occupational Therapist
- Cancer Care Coordinator
- · Clinical Pharmacist Led Concordance Service
- Spirometry Assessment Service

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SETUP OF MINOR ILLNESS SERVICE

- Defining scope of service and agreement from PCN Board
- Recruitment of workforce to deliver Minor illness Service
- Rota planning to support Enhanced Access provision
- Appointment book configuration within PCN Hub operating model and practice direct bookable slots setup

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eHUB FOR ONLINE CONSULTATION PROCESSING

- Agreeing end-to-end process in federated model between practices/hub
- Approval at PCN Board level
- Technical Configuration of digital systems required for this service
- Phased onboarding of PCN practices including in-house support on go-live dates

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REVIEW AND STOCKTAKE

- Review of PCN Hub operating model that has been implemented
- Engagement session with practices to canvas opinion and refine scope
 Outcome data presented and feedback
- Update on supplier enhancement product roadmaps