

## 2019/20 Performance Overview: Primary Care

Primary Care encompasses all the services that function as the usual entry point to the health and care system. Primary Care includes the following services:

- General Medical Services
- Manx Emergency Doctors Service (MEDS)
- General Dental Services
- Orthodontic Service (Primary and Secondary Services)
- Salaried Dental Service
- General Ophthalmic Services
- Community Pharmaceutical Services
- NHS 'back office' function and support

Each year Primary Care Services sets a series of developmental objectives aligned to its strategic objectives. A selection of the key service delivery plan objectives are set out below.

### General Medical Services delivery 2019 - 2020

Specific Service	Did we achieve our objective?	What we did
Develop a new GP contract to encompass the recommendation in the Sir Jonathan Michael Report to introduce Primary Care at scale. This will include better identification of the service expectations on GP Practices.	Yes, in part	The GP contract for 2020/21 is complete, subject to the 2020/21 pay agreement. All enhanced service specifications have been updated for commencement in 2020 and have been agreed by the profession. The service expectation element of the GP contract will be an ongoing piece of work alongside the service by service design project of the Transformation Programme.
Undertake an information gathering exercise with all services that share patients with GP Practices to identify any work that is currently provided outside of GP Practice that could be provided within GP Practice.	Yes	The information gathering exercise was completed and was used to inform business cases submitted by the Health Service Transformation Team for 2021 in respect of additional roles for Primary Care. These are for Musculoskeletal (MSK) first contact practitioners, pharmacists, and counselling therapists.

Specific Service	Did we achieve our objective?	What we did
Strengthen system and clinical governance processes and clarify the responsibilities for Practices in relation to specific areas, e.g. safeguarding and prescribing.	Yes, in part	<p>In terms of the overall governance processes there is much work to do. However, specifically in relation to safeguarding an audit of the safeguarding leads within GP Practices, their roles and responsibilities and knowledge was undertaken by the Department's lead doctor for safeguarding and additional training put in place as a follow up.</p> <p>In terms of prescribing, the medicines management section of the contract review documentation will now form a separate meeting, which will be reviewed by the Lead Pharmaceutical Advisor with the practices.</p>
Ensure that there is the ability for three trainee GPs each year to commence the GP Training programme.	Yes	This is now in place. Work with the deanery is being undertaken by the GP Vocational Training Lead to secure three candidates each year.
Work with the GP Profession to develop a Primary Care Network for the Island and explore how services will develop within the network.	Yes – in part	The GP Network is formed. It is yet to take on services.
To consider how to develop the use of Allied Health Professionals in GP Practice, including the use of Physician Associates, Advanced Nurse Practitioners and GP Assistants.	No	Some inroads have been made in building relationships with UK bodies who are championing the use of allied health care professionals in Primary Care.
For each individual GP Practice to increase their uptake of GP online services to 25% and to achieve an IOM average of 30% uptake.	Yes	The uptake of GP online services for eligible IOM patients (all patients over 16) was 33%.
Produce an overall plan for recruitment and retention of General Medical Practitioners, including how salaried GPs fit into this.	Yes - in part	A GP recruitment and retention plan has been drafted and has been circulated for discussion with the profession, the Department, and the Transformation Team. This issue remains a significant challenge and the plan will continue to evolve.

**Manx Emergency Doctors Service (MEDS) Development Delivery 2019 - 2020**

Specific Service delivered	Did we achieve our objective?	What we did
To work with colleagues in secondary care and the Health Service Transformation Team to develop a single integrated urgent care service.	No	This work now forms part of a wider piece of work across DHSC and the Transformation Programme. It was agreed that undertaking small changes in the service, unless required, may be unhelpful in the interim.
Re-training of nurses as Urgent Care Practitioners (UCP).	No	This training for those nurses who required it was postponed. The training is due to recommence in February 2021.
Integrating the current UCP team into the MEDS Team in relation to GP out of hours care.	Yes	We have four UCPs who have worked at MEDS during the year and encourage others to join regularly. We also have six Advanced Nurse Practitioners (ANPs) who have joined the team within the last year.

**General Dental Services Delivery 2019 - 2020**

Specific Service delivered	Did we achieve our objective?	What we did
To develop, in liaison with the general dental profession, a new model for contracting of general dental services.	No	This work did not make enough progress early in the 2019/20 and then was overtaken by events during the early Covid-19 response. The work on new contracting models has recommenced and has made good progress with the profession in 20/21.
To work with the newly appointed Dental Advice Service to check the governance, clinical monitoring and data set arrangements in relation to dental contracts.	No	The Dental Advice service was agreed in the 2019/20 year and the work is in progress.
To propose a system where the dental charges are increased in line with England on an annual basis where possible and that those funds are used to increase the dental provision on the Isle of Man.	No	Plans have been put on hold due to a new Care Bill. Therefore, changes are needed in regulations prior to dental charges being reconsidered.

**Orthodontic Services Delivery 2019 - 2020**

Specific Service delivered	Did we achieve our objective?	What we did
To secure the use of radiography for patients attending Orthodontic Clinics. This involves relocating equipment and training staff.	Yes	The equipment moved and was ready for use on 10 March 2020. Thus, providing a more time-efficient service for both the orthodontic and oral surgery/Ear Nose and Throat Services and for patients who can now have one visit to the orthodontist instead of three.
Continue to rationalise the consultant-led service to reflect patient need.	Yes	This work is always ongoing and during 2019/20 the service had decreased maximum waiting time for new patients receiving their first appointment to within six weeks. However, Covid-19 meant the service had to step back and reduce on its function.

**Community Dental Service Delivery 2019 – 2020**

Specific Service delivered	Did we achieve our objective?	What we did
Clearly identify the service need and requirements to deliver the service need.	No	This piece of work is still ongoing. The service is filled with historic issues and difficulties and recording of data has not been sufficient, which is required to be able to identify the service needs.
Identify what the requirements are to identify what the service is not current providing.	Yes	The service had agreement to increase provision for Paediatric General Anaesthesia sessions which then ceased in the final quarter due to the Covid-19 response. It has re-introduced referrals for adult phobic cases and work continues to identify what the service should be providing.
Review all job descriptions and ensure that we have a workforce that meets the requirements of the service.	Yes	Job descriptions have been updated and shared for dentists, receptionists, and lead clinicians. Job descriptions for nurses have been updated but were still under review by the end of the reporting year.
Upskill nurses to be able to support the provision of sedation.	Yes	Sedation courses were offered to all nurses and completed by three this year with further courses planned in the 2020/21 year.

## Ophthalmic Delivery 2019/20

Specific Service delivered	Did we achieve our objective?	What we did
To develop, with the Community Care Directorate's Project Management Office, a mapping exercise of optical services so there is a clear understanding of where services will be provided.	Yes	The service was mapped in the 2019/20 year and will be reviewed in the next reporting year.
Develop enhanced optical services in relation to: Minor Eye Conditions (MECS) Stable glaucoma monitoring Pre and post cataract services	In part	The MECS scheme is drafted and is out for consultation with the profession and the Transformation Programme team.  The other enhanced service specifications will be drafted in the 2020/21 year and the delivery of these services will form part of the Transformation Programme's delivery of the service by service review.
Produce a contract for opticians to provide NHS sight tests.	In part	The contract for optical sight tests was drafted and received legal advice in the 2019/20 year
Produce a high-quality performance management tool including an ophthalmic payment system for optical services.	No	This was not completed in the 2019/20 year due to Covid-19 disruption and the timing of new contracting arrangements. A performance tool will be delivered in 2020/21.

### Primary Care Commissioned Services Data Sets

Primary Care Commissioned services produces monthly data sets or 'scorecards' demonstrating activity. The Scorecards for the 2019/20 year will be made available on request . The data includes:

1. GP registrations
2. Percentage of dental contracts on target
3. Total number of NHS Sight tests carried out
4. Number of Contacts Primary Care
5. Number of pharmacy items issued
6. Costs of items issued
7. Total charges received from patients
8. Number of pre-payment certificates issued

It should be noted that whilst significant work has been undertaken to establish a Primary Care scorecard it is recognised that the scorecards are in the early stages of development.