D&T Lead - Sharing Successes & Challenges

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What types of projects would you prioritise for D&T leads to work on?

E.g. patient pathways

Working within the PCN / patient groups to review and improve clinical pathways.

looking at access routes into the pcn/practice

Change management

Benefits blueprinting

Defining problem statements
Setting outcomes

Using practice/PCN data to plan and prioritise workstreams

Single point of access for our care homes across all 8 practices

Developing shared purpose statement(s) of PCN and evolving through maturity matrix - as current PCN focus is often/usually practice-first without a coherent collective view.

rationalise what is happening in practice

Centralised econsult

Centralised appointment booking / first point of call for patients

working with partners - data sharing

Consistent practice websites across PCN

What is working well in terms of getting the role in place?

working at scale

Agreement within the PCNs - success stories from other PCNs would help

if Practices are consistent in their approach, scaling up is easier. need a mechanism to get everyone to work consistently

sharing with patients

Best change comes from people at ground level - as they realise the benefits - need to blend the role with practice or PCN based additional capacity

What support is needed to get the role in place?

E.g. job description

We will share the national JD created by the digital team

High level plan

linked to strategic projects and priorities

Shared case studies of how the role (or similar) is making a difference, help PCN team visualise what the role could mean for the PCN.

Finding the people!

What existing roles could be re-purposed into these roles

What do you anticipate the development needs to be for the D&T leads?

E.g. project management training

Training resources

influencing skills! how to herd cats

Coaching to help evolve & grow

Working closely with ICB digital teams, to ensure alignment

Project management tools - licence and training

Working in cohorts to learn and develop projects while supporting one another, under a coach?

Any other comments

Tools

There needs to be widescale system standards to enable interoperability which will in turn enable PCN and multidisciplinary working. This will enable us to transform pathways.

Money

Continued funding for DF and PCT (still not confirmed beyond 23/24) ;>)

Needs to be the same level of funding or more!

Recruitment -

Recruitment - HIOW ICB - Indeed website - contact Eve Haworth - Workforce

Incentives

One challenge is that PCNs just don't have the capacity to transform. They are prioritising their clinical imperatives and current pressures. Need to find ways to incentivise them somehow

Collaboration spaces and awareness & training of tools for all stakeholders to use

Policy and digital

Oftentimes, policy directives are not possible because digital tools don't exist. NHS D should support ICBs and PCNs to drive forward system developments with suppliers. We still haven't fully cracked solutions for enhanced access...

depends if you can get someone with nhs experience

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