



Extended Primary Care



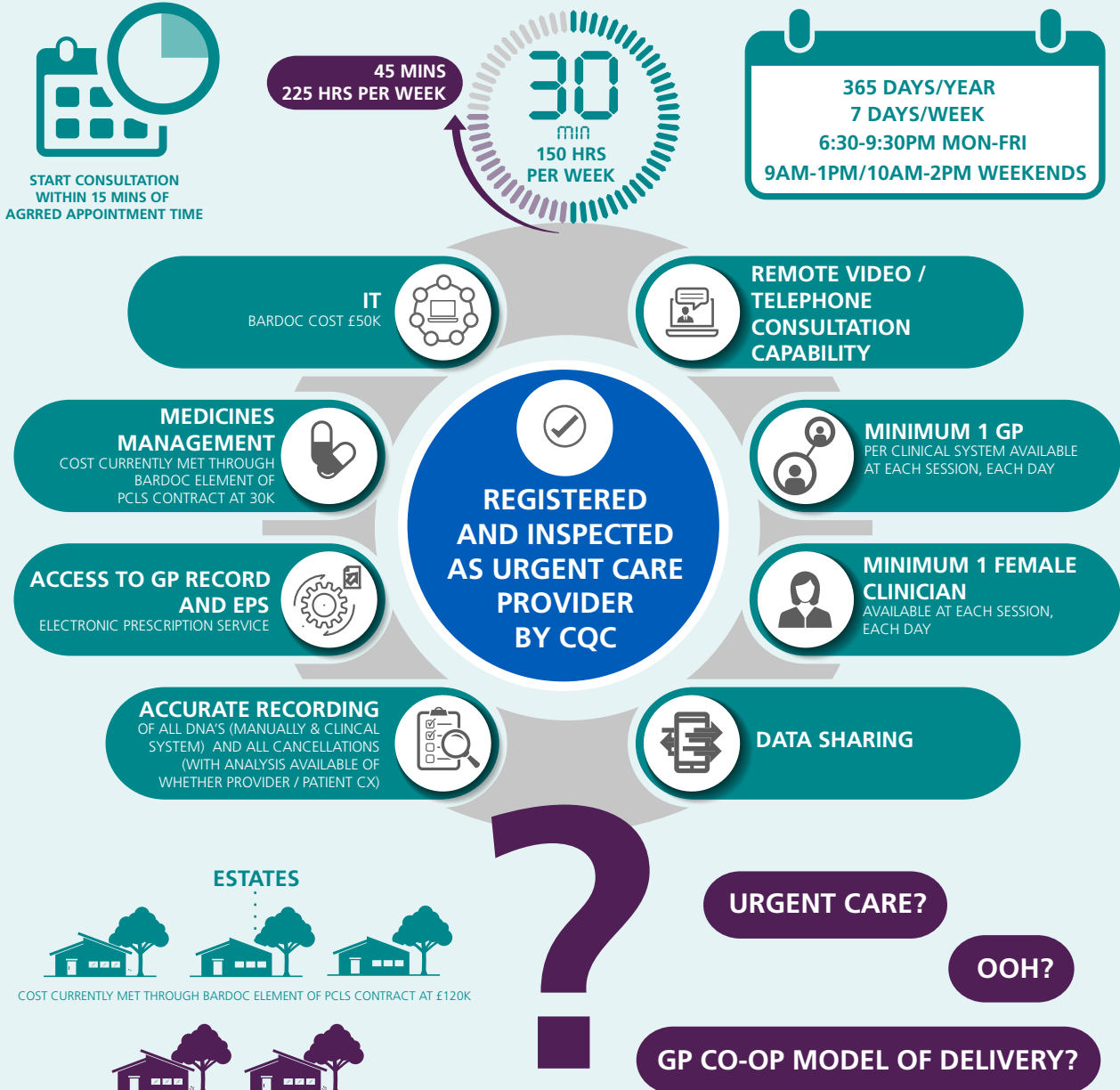
# EXTENDED PRIMARY CARE (EPC) OVERVIEW

CURRENT PROVISION AND CONTRACTUAL REQUIREMENTS

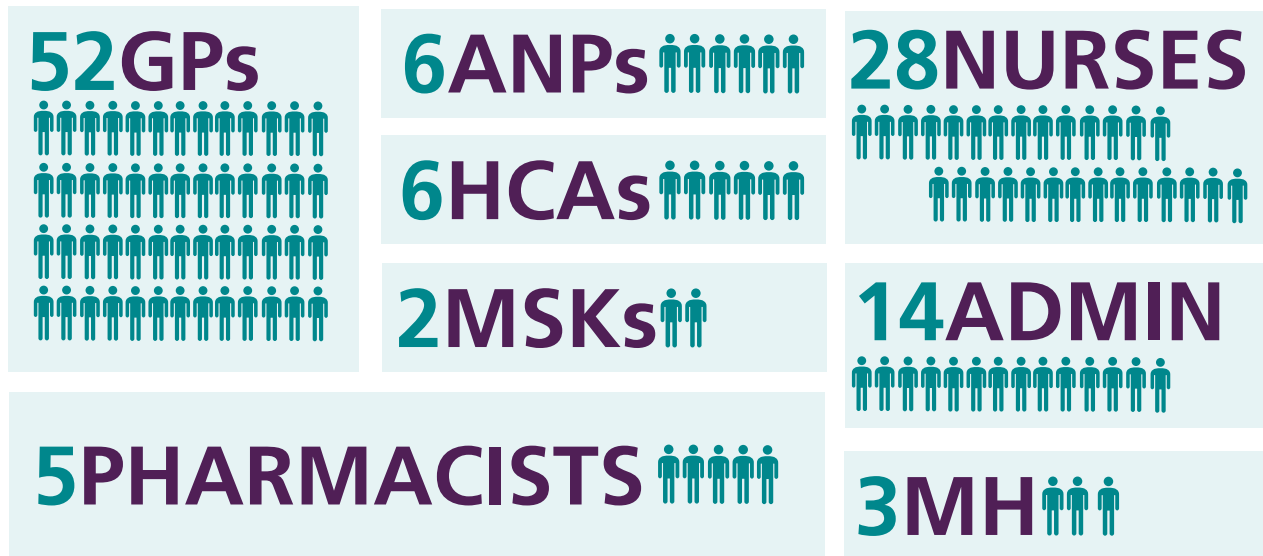
FUTURE POSSIBILITIES



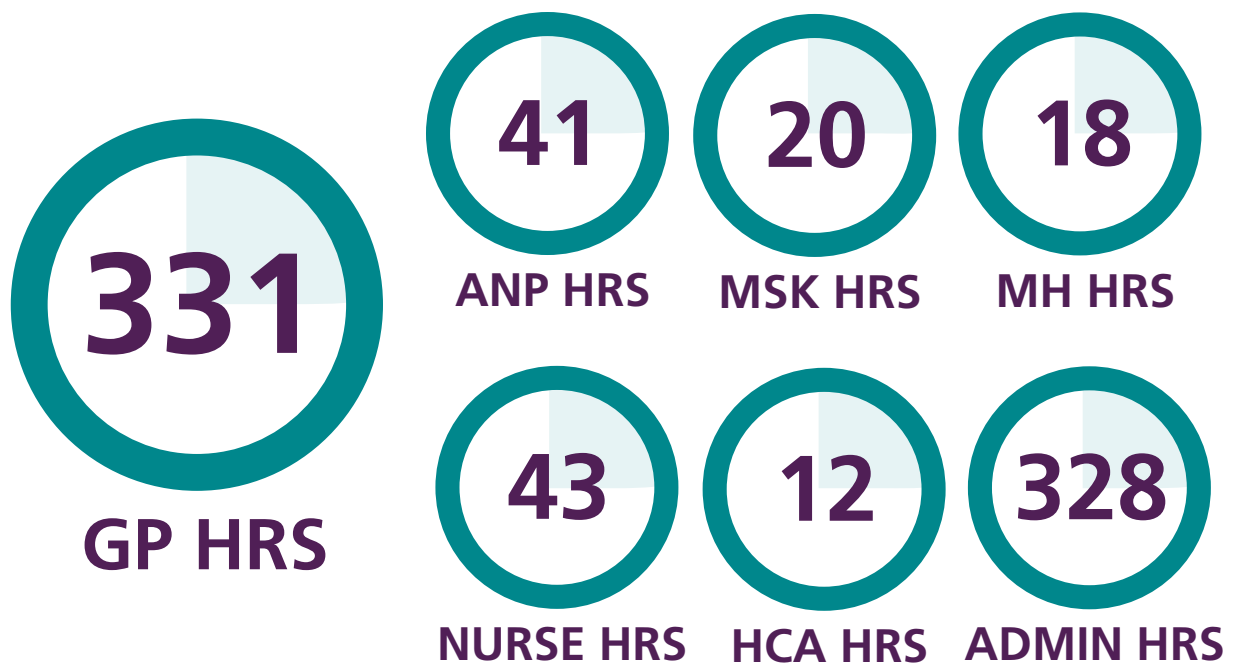
## CURRENT CLINICAL SERVICE PER 1000 PEOPLE



EXTENDED PRIMARY CARE (EPC)  
BOLTON GP FEDERATION STAFFING



FEBRUARY HOURS OF APPOINTMENTS (COVID/RESILIENCE)



# EXTENDED PRIMARY CARE (EPC) REQUIREMENTS IN DETAIL

## CQC REQUIREMENTS

- Registered as Urgent Care Provider
- Inspection



### SAFE

- Comprehensive quality assurance
- Site risk assessments
- Safety assessments
- Safety policies
- Safeguarding
- Communications/lessons learned
- Responding to and meeting people's needs



### EFFECTIVE

- Audit and service improvements
- Effective staffing
- Staff supervision/appraisal
- Consent to care

### RESPONSIVE

- Understanding needs of the population (skill mix)
- Timely access to services
- Concerns and complaints

### CARING

- Patient feedback
- Interpretation services



### WELL LEAD

- Clinical and organisational governance



## PERFORMANCE MONITORING

Key performance information monthly



- Full data set
- Planned care appointments usage split by GP Practice
- Quality Data submission
- Staffing and skill mix six-monthly report
- Consultation audits



- PCLS monthly report
  - Friends and Family
  - % of available appointments booked
  - DNA rate
  - Incidents
  - Duty of candour



# EXTENDED PRIMARY CARE (EPC) REQUIREMENTS IN DETAIL

## GOVERNANCE

- Clinical governance framework
- System patient experience
- Formal and process complaints
- Audit
- Business continuity plans
- Incidents/SULs



- Risk register/management
- Feedback and lessons learned
- IG/toolkit level 2
- Caldecott guardian
- Clinical effectiveness
- Equality and diversity
- Clinical leadership



## HR

- Rota
- Staffing
- Appraisal
- Professional development



- Contracts
- Induction
- Registration
- Training



- Mentorship
- Staff survey/ meetings
- DBS checks



## IT

- Access to pt records for all practices using the service
- Shared access to multiple system licences across all sites (Federation costs)



- IT support OOH (BARDOC cost)
- IT equipment (BARDOC cost)
- Telephony

