



REPORT TO: MORAY INTEGRATION JOINT BOARD ON 25 NOVEMBER 2021

SUBJECT: PRIMARY CARE SERVICES UPDATE

BY: CHIEF OFFICER

1. REASON FOR REPORT

1.1. To update the Board on Primary Care and to provide assurance on the contribution to the whole system for health and care. The attached paper (**Appendix 1**) was originally requested by the Board of NHS Grampian, and was presented to their meeting on 7 October 2021.

2. RECOMMENDATION

2.1 It is recommended that the Moray Integration Joint Board (MIJB):

- i) note the contents of the paper and its recommendations; and**
- ii) endorse the development of patient engagement plans.**

3. BACKGROUND

3.1. A paper on primary care was requested to provide a summary of services highlighting how they operate, are governed and remunerated, by the NHS Grampian Board.

3.2. The paper covers all four independent contractors – General Practitioners, Dentists, Community Pharmacy and Community Optometry.

4. KEY MATTERS RELEVANT TO RECOMMENDATION

4.1. The paper sets out the current Primary Care landscape; the developments that are in progress; and describes how primary care has been operating during Covid-19 pandemic.

4.2. The paper highlights the importance of communication and engagement with patients for all primary care contractors. A specific request from the NHS

Grampian Board was to receive at a later date the engagement plan that is in development that shifts the paradigm from information giving to the public to a more dynamic iterative conversation, where we can understand more fully the needs of communities particularly as we continue to be challenged as a health and care system.

5. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP)) and Moray Integration Joint Board Strategic Plan “Moray Partners in Care 2019 – 2029”

Working with our partners to support people so they can cope with, and where possible, overcome the health and wellbeing challenges they may face. Ensuring that the right care is provided at the right place at the right time when people are in need. Ensuring that our systems are as simple and efficient as possible.

(b) Policy and Legal

The Chief Officer continues to operate within the appropriate level of delegated authority, ensuring that the MIJB is sighted on key issues at the earliest opportunity, and continues to influence and agree the strategic direction.

(c) Financial implications

No implications arising directly from this paper.

(d) Risk Implications and Mitigation

The risk of not redesigning services will mean that Health and Social Care Moray cannot respond adequately to future demands.

(e) Staffing Implications

Staff, both in directly employed and contracted services, need the support to their health and well-being in order for them to be able to deliver the best and most effective services for our residents. Improving the relationships with our communities is particularly important as we continue to be challenged by demand across health and care services.

(f) Property

No implications

(g) Equalities/Socio Economic Impact

Any proposed permanent change to service delivery will need to be impact assessed to ensure that we are not disadvantaging any section of our community. HSCM will continue to work closely with all our partners to ensure that we contribute to the health and well-being of the community and support the recovery phase of the COVID-19 pandemic.

(h) Consultations

None arising directly from this report.

6. CONCLUSION

- 6.1 This paper is provided to the MIJB to ensure that the Board is fully briefed and can support the work in primary care and, in partnership with NHS Grampian, can drive improvements in how we communicate with our residents, locally and pan Grampian.**

Author of Report: Peter Maclean, Service Manager Primary Care Contracts
Background Papers: Primary Care Board Report to NHS Grampian