

Improving Access to Primary Care

Delivering out of hospital transformation through improved access to primary care



Primary Care and wider out of hospital services are at the heart of local communities. This makes them well placed to take action on health inequalities, tackle access issues, improve patient experience, and turn the dial on population health outcomes. These settings are often more efficient, as they are lower cost and provide opportunities to maximise every patient contact.

What should ICSs consider?

- 1 Fuller Stocktake: each neighbourhood should have a centralised integrated team to provide same-day, primary care appointments to provide increased access for those with acute problems.
- 2 Delivery Plan for recovering Urgent and Emergency Services: expand care outside of hospitals, increase UEC capacity and workforce size (including flexibility), and support patients to better access the right care in the right place.
- 3 Delivery Plan for recovering access to Primary Care: consistent with the GP contract changes announced in March 2023, to better meet the '8am rush' with national support to empower patients, reduce bureaucracy, and build capacity in primary care.

How can KPMG help?

Our team have experience in national policy design, primary care transformation, and the required technical capability to make rapid change happen. We deliver this transformation through:

- Developing a shared vision of success in primary care, linked to wider system outcomes
- Using data analytics to map current demand and capacity, and to understand your workforce
- Building a qualitative and quantitative case for change, using our national research undertaken by our Citizen Experience Excellence centre to identify the real issues for your population
- Supporting to redesign your same-day access pathways based on national and international good practice, enabled by digital transformation

What outcomes should you expect?

Our Primary Care access improvement support will provide system leaders with:

- Clarity on good practice interventions from across the globe that address validated local concerns around access
- Demand analysis and capacity modelling resulting in a dashboard giving an overview that aligns with your system control centre's oversight of primary care activity
- A redesigned same-day access pathway with a view on how integrated neighbourhood teams, co-location and digital enablers need to support delivery of this pathway.

