

## The Fuller Stocktake: Key messages

- In November 2021 Amanda Pritchard asked Dr Claire Fuller, CEO designate Surrey Heartlands ICS and GP, to undertake a stocktake on integrated primary care, looking at what is working well, why it's working well and how we can accelerate the implementation of integrated primary care (incorporating the current 4 pillars of general practice, community pharmacy, dentistry and optometry) across systems. The remit excluded the partnership model, the GP contract and the funding formula.
- The Stocktake team have engaged with almost 1,000 people through workstreams, roundtables and one-to-one meetings, had over 12,000 individual visits to a dedicated engagement platform and had over 1.5 million Twitter impressions.
- What emerged was a consensus. What is not working is access and continuity, with frustrations shared by both patients and staff alike. What also emerged was a consensus on what we can do differently.
  - Integrated neighbourhood 'teams of teams' need to evolve from Primary Care Networks (PCNs), and be rooted in a sense of shared ownership for improving the health and wellbeing of the population. They should promote a culture of collaboration and pride, create the time and space within these teams to problem solve together, and build relationships and trust between primary care and other system partners and communities.
  - Streamlined access to urgent, same-day care and advice from an expanded multi-disciplinary team, using data and digital technology to enable patients to quickly find the right support to meet their needs
  - Ensuring those who would most benefit from continuity of care in general practice (such as those with long term conditions) can access more proactive, personalised support from a named clinician working as part of a team of professionals
  - Taking a more active role in creating healthy communities and reducing incidence of ill health by working with communities, making more effective use of data and developing closer working relationships with local authorities and the voluntary sector
- Specific, excellent examples of this are already happening in different parts of the country, led by local teams. As demonstrated by the letter of support from all 42 ICS CEOs published alongside this report, there is a consistent and unequivocal commitment to building on this wealth of good practice and backing local primary care leaders to transform care for their patients.
- The formal establishment of ICSs could not be more timely, and this report clearly signals the need for primary care voice and leadership to be at the heart of local and national priorities.
- Alongside a commitment to local action, this report sets out a requirement for additional support from Government and NHS England, targeted most of all at fixing workforce supply, estates and digital infrastructure. The successful implementation of the vision set out will also require a pivot to locally-led action, as described in the King's Fund literature review 'levers for change in primary care' published alongside this report.