



AT SCALE

## What We Do

### Remote Cross-Practice Resilience Support

How do practices work together to free up clinical time and manage in the current environment?

**COVID-19** has meant relaxation of some Network DES asks and altered the focus of PCNs. Resources that would have been spent meeting the requirements of Year 2 DES are now focused to meet immediate needs. This has to be the time for PCN Clinical Directors to identify opportunities for cross-practice working to support the resilience of all member practices. This is the time for practices to pull together, strengthen working arrangements and build on existing collaboration and mutual support.

**Collaborative support** is critical to ensuring practices can come together to plan and implement change in the most effective and safe way. While the immediate focus is containing COVID-19, it is important not to neglect a future return to business as usual. PCN Clinical Directors play a key role in identifying options that support the operation of network practices.

**At Scale's remote operational support is centred on delivering collaborative benefits that meet immediate and short-term practice needs. We will provide the means for PCN members to come together, to deploy meaningful collaboration and will support cross practice resilience working now. We can provide on-site support when it is safe and appropriate to do so and will deliver change and resilience projects that will allow practices to survive this current crisis.**

#### **Monthly "Subscription Support"**

We will provide our support using a monthly subscription with inputs tailored to meet your needs. We will develop and embed your collaborative working, your inter-practice communication and mutual support and will help practices deal with current pressures and working arrangements. Our input will be flexibly delivered to meet the time constraints of your practices and will lay the groundwork for sustainable and resilient collaborative working in the future

**We will** set up a secure communication areas for all practices including facility to hold video conferences and share material and learning within that subscription. This will be securely hosted via MS Teams and will not require any set up other than connecting using a desk/laptop that has a camera and sound or alternatively, smartphone or tablet. There is no limit to members for your private forum. Any ongoing support such as project and process implementation, risk and governance assessment will be subject to further agreement, timetable and fees. We can provide support to individual practices if they require this.

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### Remote Cross-Practice Resilience Support

There are three key parts to our support:

Component	Detail
<p><b>Building and maintaining relationships and collaboration with member practices</b></p>	<ul style="list-style-type: none"> <li>• Understand practices immediate needs, pressures and support requirements, implementing digital primary care and new ways of consulting and communicating with patients (and managing with restricted and reduced workforce)</li> <li>• Implementing immediate operational change, supporting individual practices to organise workforce, workload and fill administrative gaps</li> <li>• Develop the conversation to better understand their aspiration and enthusiasm for collaborative working going forwards</li> </ul>
<p><b>Embed remote communication and cross practice support</b></p>	<p>Using functionality within At Scale’s Microsoft Teams, embed a programme of short and accessible online meetings to enable regular, joined-up contact with member practices and provide a platform to:</p> <ul style="list-style-type: none"> <li>• Discuss current collaborative opportunities</li> <li>• Identify supportive ways of working and cross-practice resilience support</li> <li>• Liaise with community and delivery partners</li> <li>• Respond to national communications and requirements</li> <li>• Articulate support needs to local Federation and CCG, and</li> <li>• Take forward the retained requirements of Network DES.</li> </ul> <p>At Scale will provide full administrative support for all meetings including recording content of discussions and identifying priority actions.</p>
<p><b>Retained requirements of Network DES</b></p>	<ul style="list-style-type: none"> <li>• Support local implementation approach for the Cancer Diagnosis specification and preparation for Enhanced Health in Care Homes.</li> <li>• Workforce planning – although deadlines for workforce plans have been extended, work can be done to better understand the baseline, the population needs and the methodology for agreeing the preferred workforce model.</li> <li>• Financial planning and oversight – ensuring the PCN is maximising funding opportunities, understanding the implications of delayed requirements and using resources to appropriately support needs of member practices.</li> <li>• Maintain momentum – build the working relationships and organic collaborative opportunities to keep the PCN moving forwards and test future working arrangements through this unprecedented time.</li> </ul>