

# Practical hands-on support available for your practice or PCN



**High demand, lots of pressure, dissatisfied patients and staff? Sound familiar?**

Despite various changes to bookings, use of technology and new systems, does it feel like the pressure keeps on rising?

What if there was pragmatic, helpful 'hands-on' support available:

- ✔ designed by primary care practitioners
- ✔ fitting the unique characteristics of your practice/PCN
- ✔ delivered by highly skilled primary care quality improvement specialists who have worked in general practice for many years.

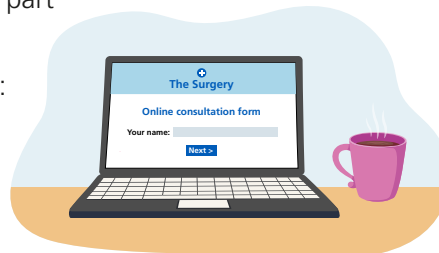


**This support is available now through the national General Practice Improvement Programme**, which was introduced in May 2023 as part of the ['Delivery plan for recovering access to primary care'](#).

The aim is to provide practices and PCNs with pragmatic support to:

- gain more understanding and control
- ensure systems and processes work well for the practice
- maximise your care navigation and triage process
- improve patient experience of getting the right care
- reduce stress on the practice team.

Demand for the programme is high with many practices and PCNs already participating.



## What types of support are available?

The programme provides three levels of support.



**Practice focused** – you have some systems in place to support managing demand but need practical 'hands-on' support to refine and improve.

**INTERMEDIATE AND INTENSIVE PRACTICE SUPPORT**



**PCN level** – your practices have more advanced systems for management of demand, but you want to work at scale.

**INTERMEDIATE PCN SUPPORT**



**Flexible support and resources** – available to all practices, at different stages of development, focused on specific elements / challenges.

**UNIVERSAL SUPPORT**



## Is there funding available to participate in the programme?

The facilitation support that you will receive is fully funded by NHS England. The improvements you make will support you to fulfill requirements for [accessing available funding including the IIF Local Capacity and Access Improvement Payment, the QOF QI optimising demand and capacity indicators, and the Transition Cover and Transformation Support Funding which is part of the 'Delivery plan for recovering access to primary care'](#). There may be other local funding opportunities available which can be explored with your ICB.

To find out more search for 'GPIP' or visit:

[www.england.nhs.uk/gp/national-general-practice-improvement-programme](http://www.england.nhs.uk/gp/national-general-practice-improvement-programme)