

## **NHS Primary Care Contracting**

### **Identifying Change Levers in Primary Care Best Practice Examples**

#### **Introduction:**

In seeking to identify the levers that drive change in primary care, NHS Primary Care Contracting has collated over 200 examples from within the NHS.

Our database of practice differs in that we've reviewed all submissions, established themed groups based on PSA target criteria and created groups where the drivers would have most impact.

#### **1: Improved access for people with common mental health problems– PSA Target Group: Improving access to care**

#### **Overview:**

Started September 2005, hoped to change their Primary Care Structure to improve access for patients with mild to moderate mental health problems.

#### **Objectives:**

- Enhanced services shift treatment from secondary to primary care
- Progress the choice agenda
- Take opportunities for skill mix and forge effective new partnerships

#### **Key Drivers:**

- National service for mental health standard 2
- Access, booking and choice

#### **Results:**

- Significant secondary to primary care shift of work
- Health professionals in primary care such as occ therapists

**PCT / Practice Name:** Walsall tPCT

**Title of Initiative:** Improved access for people with common mental health problems

**PCT / Practice:** Borough wide

**What was the main prompt for this initiative?**

Clinical Governance

Organisational Development

Working towards standards for better health

**What do/did you hope to achieve from this initiative?**

To improve access for people with mild to moderate mental health problems within primary care and to offer a range of treatment options

**What is perceived as the key lever/driver for this change?**

National service for mental health standard 2

Access, booking and choice

**When did the initiative start?**

01/09/05

**When does/did the initiative end?**

Ongoing

**Did your initiative address any of the following targets?**

Improving access to care

**Does your initiative meet any of the following strategic tests for Primary Medical Care Contracting?**

Enhanced services shift treatment from secondary to primary care

Progress the choice agenda

Take opportunities for skill mix and forge effective new partnerships

**Of which areas did your initiative support system reform?**

Fast access to the most appropriate service in a different setting

**In which other areas has your PCT/practice's initiative made a significant contribution to primary care development?**

Significant secondary to primary care shift of work

Health professionals in primary care such as occupational therapists

**What criteria did you use to assess the success of the development: what were the outcomes?**

Choice

**Is your initiative identified as an enabler in your Local Health Community's Integrated Service Improvement Plan?**

Yes

**FOR FURTHER DETAILS ON THIS AND OTHER SIMILAR SAMPLES, CONTACT**  
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