

24th June 2024

Dear PCN CDs, GP Partners and Practice Managers,

The purpose of this letter is to provide General Practices with clarity on the Local Capacity and Access Improvement Payment (CAIP) Requirements, Assessment Criteria and the ICB evidence requests for these areas in order to the release funds within the year.

Background

In February 2024 - it was confirmed that NHS England will continue to free up Investment and Impact Fund (IIF) funding during 2024/25 to make funds available to PCNs in the form of a Capacity and Access Support Payment (CASP) and Capacity and Access Improvement Payment (CAIP) The CASP will be paid unconditionally to PCNs in monthly instalments. There is an expectation that PCNs utilise this funding to support network level activities in a broad range of ways, as outlined in Section 11.2 of the Network Contract DES 2024/25 Part B Guidance: Non-clinical.

Local Capacity and Access Improvement Payment Requirements

Constituent practices should confirm their position against the domains to their PCN Clinical Director. Once the PCN Clinical Director has confirmed that the practices have in place all listed components for a domain the PCN Clinical Director should notify the ICB through submission of the CAIP payment form.

PCN CDs will be able to claim for local CAIP payments at any point in the year once all practices within a PCN can evidence that they have put in place one or more of the three individual components of the Modern General Practice Access domains. Full funding will only be paid to PCNs once CDs have confirmed all practices within their PCN have met the criteria in all 3 components. Funding is apportioned in equal thirds across the three components. (see below)

Local CAIP Assessment Criteria

MGPA Domain	All PCN practices to have following components in place and these continue to remain in place	Related guidance
1) Better digital telephony	Digital telephony solution implemented, including call back functionality	<ul style="list-style-type: none">• How to improve telephone journeys
	Each practice has agreed to comply with the Data Provision Notice so that data can be provided by the supplier to NHS England.	
	Digital telephony data is routinely used to support capacity/demand service planning and quality improvement discussions.	
2) Simpler online requests	Online consultation (OC) is available for patients to make administrative and clinical requests at least for the duration of core hours.	<ul style="list-style-type: none">• Regional Digital First Online Consultation handbook
	Practices have agreed to the relevant data provision notice (DPN) so that data can be provided by the supplier to NHS England as part of the ' submissions via online consultation systems in general practice ' publication.	
3) Faster care navigation, assessment, and response	Consistent approach to care navigation and triage so there is parity between online, face to face and telephone access, including collection of structured information for walk-in and telephone requests. Approach includes asking patients their preference to wait for a preferred clinician if appropriate, for continuity.	<ul style="list-style-type: none">• How to improve care navigation• How to improve care related processes• Creating highly usable and accessible GP websites for patients

NW London ICB Local Considerations and Evidence Request for each Domain

1. Better Digital Telephony (National Requirements)

- Practices must have a digital telephony solution implemented, including call back functionality
- Each practice will comply with the Data Provision Notice so that data can be supplied to NHS England
- Practices will be required to provide data on 8 metrics through a national data extraction: Call volumes, calls abandoned, wait time before call abandoned, call backs requested, times taken to answer calls, call backs made, missed call volumes, average call length time
- The data will be used by ICBs and NHSE to support service improvement and planning from October 2024

2. Highly usable and accessible online journeys (National Requirements)

- Online consultation is available for patients at least for the **duration of core hours**
- Practices agree to [OC VC data provision notice](#) so data can be supplied to NHSE as part of the [submissions via OC systems in general practice](#) publication
- Practices should follow the national guidance for [Creating highly usable and accessible GP websites for patients](#)
- GP Practices should be using the new online registration service, which is replacing paper forms to make registering with a GP easier for both patients and practices by October 2024.

3. Faster Care Navigation (National Requirements)

- Consistent approach to care navigation and triage so there is parity between online, face to face and telephone access

NW London Position and Evidence Request

NHS England have informed ICBs that telephony data will be collated into a National dashboard which will be accessible by ICBs from October this year. Whilst some General Practices in NW London have already consented to sharing telephony data with the ICB, last year, we will look to access this data over the next few months to support with future planning where possible.

The national requirement is for online consultations to be available for the duration of core hours. We understand there are certain circumstances when this is not possible and will endeavour to work with practices to understand capacity challenges and support through continued shared learning, best practice knowledge, sharing and training. NW London ICB request evidence of online consultation usage per 1000, to simplify the process of confirmation that practices have these components in place and remain in place throughout the year, enabling PCNs to receive payment.

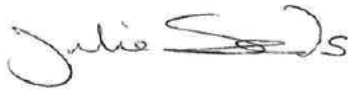
55% of Practices have already switched to the new online registration service. Work is ongoing to work with remaining practices across NW London. We request that practices engage with the ICB team to enable support with this transition.

NW London ICB will be reviewing practice websites against the National guidance.

If you have any questions regarding these requirements and requests please contact the NWL ICB Primary Care Digital Transformation team at nhsnw.digitalfirst@nhs.net

Further communications on payment process including the claim assurance form will follow.

Kind Regards

A handwritten signature in black ink that reads "Julie Sands". The signature is written in a cursive style with a large, stylized initial 'J'.

Julie Sands

Assistant Director, Primary Care Contracting and Transformation

NHS North West London