# 2024/25 capacity and access improvement

# (CAIP) fund – Assurance Form

As in 2023/24, 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 a Capacity and Access Improvement Payment (CAIP). 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](https://www.england.nhs.uk/wp-content/uploads/2024/03/PRN01035_iv-Network-Contract-DES-Part-B-guidance-non-clinical-April-2024.pdf). PCNs can utilise this funding to support their participation in the [National General Practice Improvement Programme](https://www.england.nhs.uk/gp/national-general-practice-improvement-programme/intermediate-and-intensive-general-practice-improvement-support/).

In 2024/25 PCNs are invited to claim CAIP payments at any point in the year once all practices have completed one, two or all 3 of the following elements of the modern general practice operating model.

1) Better digital telephony

2) Simpler online requests

3) Faster care navigation, assessment, and response

PCNs can claim, via the submission of this NW London Assurance Form, at any point in the year once all practices have completed the work. Funding will only be released once all practices within a PCN have demonstrated full compliance across an element via this form.

**Please return this form to** [**xxxxxxxx**](mailto:nhsnwl.lon-nw-pcc@nhs.net) **at your earliest convenience.**

## SECTION 1: BETTER DIGITAL TELEPHONY

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| **Domain**  *MGPA priority domain* | **Assessment criteria (as per Part B Guidance: Non-clinical)** *All PCN practices to have following components in place and these continue to remain in place* | **Expectation / Clarification** | **All actions complete for all PCN Practices**  **Y/N** |
| **1.Better digital telephony**  **Guidance:**  [**how-to-improve-telephone-journeys-in-general-practice**](https://www.england.nhs.uk/long-read/how-to-improve-telephone-journeys-in-general-practice/) | Digital telephony solution implemented, including call back functionality\*  *An important component of the Modern General Practice Model is to support patients access care in the most appropriate clinical setting. For those with a general practice disposition, this would be within general practice, where possible.* | * All Phase 1 practices expected to have digital telephony embedded by July 24. Dates for Phase 2 practice system scheduled updates are currently being finalised * Payment will only be released once criteria has been met for all practices within a PCN, even if delays result from supplier / procurement hub capacity * If any practice does not transition to move to a product on the national framework, PCN will not be eligible for this component of the CAIP payment |  |
| Each practice has agreed to comply with the Data Provision Notice (DPN) so that data can be provided by the supplier to NHS England.\* | * Where DPN is in place but data is not flowing to NHS England, practice / PCN is expected to support commissioners / NHS England to resolve (where possible) |  |
| Digital telephony data is routinely used to support capacity/demand service planning and quality improvement discussions. | * *Include Free text description of PCN approach* |  |

Please describe the PCN approach to using digital telephony data to support capacity/demand service planning and quality improvement (e.g. logged in to the system regularly and reviewing data) *(NB Where approaches differ between practices please outline the approach of each practice to using telephony data to support capacity/demand service planning)*

\*Additional assurance to be confirmed using information the ICB holds.

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PCN to use the space below to outline any local evidence to support ICB assessment (such as patient facing materials), intended further collaborative working and how the PCN is working together to make sure they are communicating the changes and improvements they’ve been making in this domain to their patients

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**DECLARATION**

I, the PCN Clinical Director confirm that all practices within the PCN:

* have a Digital telephony solution implemented, and that call back functionality has been, and will continue to be, enabled
* have submitted a DPN to NHS England to enable the flow to telephony data from the local telephony supplier
* that information provided on this form is accurate to the best of my knowledge

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| **PCN Name and ODS no.:** | |
| **PCN Practices (Name and ODS No.)**  **1.**  **2.** | **3.**  **4.**  **5.** |
| **PCN CD Name:** | |
| **PCD CD Signature:** | |
| **Date:** | |

## SECTION 2: SIMPLER ONLINE REQUESTS

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| **Domain**  *MGPA priority domain* | **Assessment criteria (as per Part B Guidance: Non-clinical)** *All PCN practices to have following components in place and these continue to remain in place* | **Expectation / Clarification** | **All actions complete for all PCN Practices**  **Y/N** |
| **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 (08.00-18.30 Mon-Fri).\* | * All practices should publicise their OC service to patients and make OCs available to patients in parity with telephone and walk-in provision in core hours for at least the previous month * PCNs should continue to maintain OC provision throughout the year * Practices within PCN should not turn their OC systems off during the day (e.g. before the end of the day, or when experiencing high demand) * In exceptional circumstances, if it is deemed appropriate for a practice to turn off its OC system, the practice should notify the commissioner and PCN in line with agreed business continuity plans |  |
| Practices have agreed to [the relevant data provision notice](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdigital.nhs.uk%2Fabout-nhs-digital%2Fcorporate-information-and-documents%2Fdirections-and-data-provision-notices%2Fdata-provision-notices-dpns%2Fonline-and-video-consultation-undertaken-in-general-practice&data=05%7C02%7Ckeira.moulds%40nhs.net%7C1f3f83e6aee945be9bd408dc36c9886e%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638445486392732401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=HV%2B8EkkopEiwj3%2Fnqo7kZXrymLTPjJ%2FRkZsNud1%2Bt38%3D&reserved=0) (DPN) so that data can be provided by the supplier to NHS England as part of the [‘submissions via online consultation](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdigital.nhs.uk%2Fdata-and-information%2Fpublications%2Fstatistical%2Fsubmissions-via-online-consultation-systems-in-general-practice%2Fapril-to-september-2023&data=05%7C02%7Ckeira.moulds%40nhs.net%7C1f3f83e6aee945be9bd408dc36c9886e%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638445486392743841%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=YXhw592R9LRDDTyzbY%2FwjUynnkK95cYOnBgGwb0Dcjk%3D&reserved=0) [systems in general practice’](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdigital.nhs.uk%2Fdata-and-information%2Fpublications%2Fstatistical%2Fsubmissions-via-online-consultation-systems-in-general-practice%2Fapril-to-september-2023&data=05%7C02%7Ckeira.moulds%40nhs.net%7C1f3f83e6aee945be9bd408dc36c9886e%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638445486392743841%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=YXhw592R9LRDDTyzbY%2FwjUynnkK95cYOnBgGwb0Dcjk%3D&reserved=0) publication.\* | Where DPN is in place but data is not flowing to NHS England, practice / PCN is expected to support commissioners / NHS England to resolve (where possible) |  |

Please describe the PCN approach to monitoring OC usage (e.g. logged in to the system regularly and reviewing data). NB Where approaches differ between practices please outline the approach of each practice

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PCN to use the space below to outline any local evidence to support ICB assessment (such as patient facing materials), intended further collaborative working, and how the PCN is working together to make sure they are communicating the changes and improvements they’ve been making in this domain to their patients

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**DECLARATION**

I, the PCN Clinical Director confirm that all practices within the PCN:

• have an OC solution implemented, which is available throughout core hours and publicised to patients

• have committed to maintain OC provision throughout the year

• have submitted a DPN to NHS England to enable the flow to OC data from the local system supplier

• that information provided on this form is accurate to the best of my knowledge

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| **PCN Name and ODS no.:** | |
| **PCN Practices (Name and ODS No.)**  **1.**  **2.** | **3.**  **4.**  **5.** |
| **PCN CD Name:** | |
| **PCD CD Signature:** | |
| **Date:** | |

\*Additional assurance to be confirmed using information the ICB hold.

## SECTION 3: Faster care navigation, assessment, and response

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| **Domain**  *MGPA priority domain* | **Assessment criteria (as per Part B Guidance: Non-clinical)** *All PCN practices to have following components in place and these continue to remain in place* | **Expectation / Clarification** | **All actions complete for all PCN Practices**  **Y/N** |
| **3) Faster** **care navigation, assessment, and response.**  **Relevant Guidance:**  [**how-to-improve-care-navigation-in-general-practice**](https://www.england.nhs.uk/long-read/how-to-improve-care-navigation-in-general-practice/#:~:text=Good%20communication%20between%20the%20GP,support%20to%20first%20contact%20staff)**.**  [**how-to-improve-care-related-processes-in-general-practice**](https://www.england.nhs.uk/long-read/how-to-improve-care-related-processes-in-general-practice/)  [**creating-a-highly-usable-and-accessible-gp-website-for-patients**](https://www.england.nhs.uk/long-read/creating-a-highly-usable-and-accessible-gp-website-for-patients/) | 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. | * It is expected that all practices within a PCN make online, face to face and telephone access available to all patients * It is expected that all practices within a PCN collect structured information for walk-in and telephone requests * It is expected that all practices within a PCN adopt a consistent approach to identify, and where applicable, support patients who may wish to access to a preferred clinician (if / when appropriate) |  |

Please describe each individual practice approach to care navigation, assessment, and response, including how they support patients who may wish to access to a preferred clinician (if / when appropriate):

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PCN to use the space below to outline any local evidence to support ICB assessment (such as patient facing materials), intended further collaborative working, and how the PCN is working together to make sure they are communicating the changes and improvements they’ve been making in this domain to their patients against this domain

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**DECLARATION**

I, the PCN Clinical Director confirm that all practices within the PCN:

* have a consistent approach to care navigation
* make online, face to face and telephone access available to all patients
* collect structured information for walk-in and telephone requests
* that information provided on this form is accurate to the best of my knowledge

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| **PCN Name and ODS no.:** | |
| **PCN Practices (Name and ODS No.)**  **1.**  **2.** | **3.**  **4.**  **5.** |
| **PCN CD Name:** | |
| **PCD CD Signature:** | |
| **Date:** | |