

Report No. T15/22, AN05/22 & PKIJB20-02 - Sustainability of Primary Care

	Report issued	Total Recommend	Total Complete	Superseded	Extended this cycle	Not yet due
T15/22, AN05/22 & PKIJB20-02 – Sustainability of Primary Care Services	11 Jan 2023	7	7	0	0	0

Note 1: Whilst in some cases the action taken is not always a complete match to the original recommendation, it has effectively addressed the original weakness. Internal Audit have taken assurance from the evidence provided and the close cooperation from Officers and the focused effort in improving the management of this risk.

Note 2: Internal Audit has validated management responses to provide assurance that appropriate action has been taken and, where possible, that action has been effective.

Action point reference 1 – Facets of the Primary Care risk. Following in depth discussions at the Strategic Risk Management Group, a Board Development Session, and NHS Tayside Board, it was agreed that the existing Risk 353 can be archived and replaced with a new revised risk for 2023/2024. The new risk, Risk 1374 Sustainability of Primary Care Services, encompasses all the associated risks for primary care services, and accurately reflects the ongoing mitigation. *

Action point reference 2 – This action related to the need for all four organisations (NHS Tayside and the three IJBs) to work together to manage the risk to sustainable primary care services. The Service Manager, NHST Primary Care Services and the HSCP Primary Care Managers now meet every six weeks. Risk updates across the local and Tayside wide risks form part of this agenda to ensure that local issues and mitigations from each of the HSCP Sustainability of Primary Care Services Risks are incorporated within the Tayside wide Sustainability of Primary Care Services Risk (1374).**

Action point reference 3 – This action point related to the need for a coordinated strategic approach to the overall issue of sustainability of primary care. Work including engagement and stakeholder events was undertaken to develop the vision, priorities, core principles and strategic enablers for Primary Care resulting in a 'Primary Care Plan on a Page'. To avoid duplication, it was proposed that the Tayside Primary Care Strategy is incorporated into the NHS Tayside Strategy. The work completed to date and the Plan-on-a-Page document will form part of the wider NHS Tayside Strategy. Work remains ongoing to ensure the delivery of excellent, high quality, accessible and sustainable primary care services for the population of Tayside. This approach was agreed at NHST Care Governance Committee on 1 February 2024.**

* Taken from 14 September 2023 [NHS Tayside Audit and Risk Committee Item 7.8](#)

** Taken from 14 March 2024 [NHS Tayside Audit and Risk Committee Item 7.7](#)

Action point reference 4 – Assurance over Primary Care risk. A risk assurance report for the Sustainability of Primary Care Services continues to be presented at each Care Governance Committee (CGC) meeting due to the NHS Tayside risk appetite being exceeded. In addition, two sessions have been held in relation to the scheme of delegation discussing roles and responsibilities. *

Action point reference 5 – This action related to the Sustainability of GP Practices. The results from the first round of the Sustainability Survey have been analysed and a report sent to each HSCP for them to address the sustainability issues at partnership level. The NHST Primary Care Services Manager is meeting with all three HSCP Primary Care Managers every six weeks to progress the national work linked to sustainability. The project team has reviewed and revised the Sustainability Framework Risk Matrix and associated General Practice Sustainability Survey, reflecting on learning from the first set of regional results. The next iteration of the Sustainability Survey went live in February 2024¹. **

Action point reference 6 – This action related to the remit and reporting structure of the Primary Care Board. The updated membership and Terms of Reference were approved on 23 November 2023. **

Action point reference 7 – Roles & Responsibilities. The job description for the Operational Medical Director for Primary Care has been agreed, the post is advertised, and the recruitment process has commenced.² *

¹ Latest update - The 2nd Tayside wide sustainability survey has now concluded, and the individual practice results circulated to each practice. Each HSCP has a local overall report and is working through the actions.

² Latest update - This post was successfully recruited to.

* Taken from 14 September 2023 [NHS Tayside Audit and Risk Committee Item 7.8](#)

** Taken from 14 March 2024 [NHS Tayside Audit and Risk Committee Item 7.7](#)