

## IIF: CAPACITY AND ACCESS PAYMENTS – HOW EVERGREEN LIFE CAN HELP

### INTRODUCTION

- PCNs can secure up to £1.185 / patient via the IIF Capacity and Access Payments funding process (see Appendix I for more details).
- The payments focus on patient experience, patient access, and demand management – all areas in which Evergreen Life can help you excel:
  - The Evergreen Life App provides tailored health and well-being advice to patients as well as access to their Personal Health Record and has been shown to improve markers of health. It is also free to use for all.
  - Evergreen Life’s askmyGP digital-first solution achieves the highest levels of patient online engagement of any system in the UK – improving patient access and experience while helping practices achieve a step-change in efficiency to better manage demand.

### CAPACITY AND ACCESS PAYMENTS – WAY FORWARD

#### 1. EASE OF ACCESS AND PATIENT EXPERIENCE

ICBs will use proxy measures to assess patient experience, including coverage and responses to the Friends and Family Test, patient feedback more generally and the percentage of appointments conducted on the day of request. Evergreen Life’s solution, including askmyGP, can help with all of these.

#### **What PCNs and Practices can do immediately**

- Implement Evergreen Life advice on how to maximise patient online usage. This has several benefits:
  - Makes it easier for patients to make requests, thereby improving access and patient experience.
  - Reduces call volume, making it easier for people to get through by phone.
  - Ensures requests arrive with the details needed to triage to the most appropriate management stream, improving efficiency and response times.

#### **What PCNs and Practices can do with Evergreen Life / askmyGP in place**

- Comprehensive change management programme supports implementation of NHS England’s “Modern General Practice Access” model.
- askmyGP’s streamlined workflow system improves practice productivity by 10-14% - delivering improved response times and patient experience.
- Real-time patient feedback to the practice with links to the relevant request to support rapid resolution of issues.

## 2. DEMAND MANAGEMENT

Frequent users of the Evergreen Life App experience reductions in BP, HbA1c, and BMI – this helps improve health and well-being and, over time, reduces demand on primary care.

Productivity tools allow practices to set up pathways to navigate patients to specific services and network / eHub tools (which support practices and PCNs with workflow across organisational boundaries) support first touch resolution and better navigation for patients.

Integration between askmyGP and the Evergreen Life App offers new capabilities such as the invitation, management and booking of vaccinations and health checks.

### **What the PCN / Practices can do immediately**

- Encourage take-up of the (free) Evergreen Life app by patients – to empower patients and help them improve markers of health such as Blood Pressure, HBA1C and BMI.
- Benefit from a (free) Evergreen Life capacity and demand modelling review – to identify pressure points across the week and where reprofiling might be beneficial.
- Consider appropriate pathways and routes that will help you manage inbound demand better.

### **What PCNs and Practices can do with Evergreen Life / askmyGP in place**

- Review usage across the PCN, identify outliers and provide advice on how to maximise online usage.
- Streamline workflow to improve response times for patients (our practices complete >80% of requests same day).
- Consider Evergreen Life / askmyGP Network functionality to support improved navigation / shared services (e.g., ARRS roles such as MSK, clinical pharmacists, etc).

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## NEXT STEPS

If you would like a free, no obligation review from Evergreen Life then please contact the primary care team:

<https://www.evergreen-life.co.uk/contact-us-primary-care/>

See the Stowhealth Case Study in NHS England's [Delivery Plan for Recovering Access to Primary Care \(May 2023\)](#) for an indication of what can be achieved through Evergreen Life and its askmyGP solution.

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## APPENDIX I: DESCRIPTION OF CAPACITY AND ACCESS PAYMENTS

- Funding worth £246m will be made available to PCNs via Capacity and Access Payments (CAP - part of the NHS's Investment and Impact Fund).
- The CAP is made up of two parts:
  - National Capacity and Access *Support* Payment (NCASP): 70% of funding (£172.2m) paid monthly and unconditionally to PCNs, according to their adjusted list size (on average ~£11.5k/month/PCN).
  - Local Capacity and Access *Improvement* Payment (LCAIP): 30% of the funding (£73.8m) will be paid to PCNs based on commissioner assessments of a PCN's improvement in three areas over the course of 2023/24. The maximum a PCN can get is £1.185 / patient. This is the element that we can potentially help our practices with.
- The LCAIP payments will be based on a PCN making improvements across three key areas:
  - patient experience of contact;
  - ease of access and demand management; and
  - accuracy of recording in appointment books.
- The available funding is set equally across all three key areas so 100% of funding can only be received if improvements are achieved across all three areas. Payments will be based on performance against the three areas as of 31 March 2024 and will be made to PCNs by Aug 2024 at the latest.

### What the PCN / Practices need to do

- Complete an Access Improvement Plan, discuss with your ICB and get it signed off by 12 May.
- The template is accessible from here: <https://www.england.nhs.uk/publication/network-contract-des-capacity-and-access-improvement-payment-for-2023-24/>

The Plan will need to describe how the PCN will demonstrate either:

- an improvement; or
- that high levels of achievement have been sustained through the year.