



South West
Clinical Senate

Citizens' Assembly

Joanna Parker: Chair

What difference will PCNs make for patients?



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- Move from improving care processes to improving health outcomes
- Recognising and acting on determinants of health and wellbeing such as behaviour, housing, education, environment, social needs
- Asset based approach ... sense of the community and building resilience
- Improving quality of care ... access to appropriate skills, safe care, person-centred care, effective care

What matters to patients?



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- Integrated care, organised around needs and outcomes
- continuity of care
- trusting relationships
- easy access to care
- care at home/close to home
- professionals have access to patient data

What next?



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- Where and how will the patient 'voice' be heard?
- How will those patients who are 'seldom heard' be involved?
- What will happen to those patients who are digitally 'dis-enfranchised'?
- Workforce?!
- Current literature evaluating networks indicates that more work is needed to demonstrate effectiveness and to identify factors related to improved outcomes

Luton Primary Care Network: Thinking creatively about Primary Care

- <https://www.youtube.com/watch?v=YLntGo-BhPc>