

## **Seven national PCN service specifications**

The increase in investment under this agreement includes the introduction of seven specific national service specifications under the Network Contract DES. These services are focused on areas where PCNs can have significant impact against the 'triple aim':

- Improving health and saving lives (for example, from strokes, heart attacks and cancer);
- Improving the quality of care for people with multiple morbidities (for example, through holistic and personalised care and support planning, structured medication reviews, and more intensive support for patients who need it most including care home residents); and
- Helping to make the NHS more sustainable (for example, by helping to reduce avoidable hospital admissions).

### **1. Medication Review and Optimisation**

This service will be directly enabled by clinical pharmacists working in PCNs, to tackle over-medication of patients including inappropriate use of antibiotics, withdrawing medicines no longer needed, as well as supporting medicines optimisation. It will focus on priority groups, for example, asthma and chronic obstructive pulmonary disease, the Stopping Over Medication of People with a Learning Disability programme, frail elderly, care home residents, and patients with complex needs.

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### **2. Enhanced Health in Care Homes**

This service comprises a structured set of evidence-based interventions, including medication review by clinical pharmacists, and it is already being widely implemented across the country, building on work undertaken in the care home vanguard sites.

### **3. Anticipatory Care requirements**

This service focusses on introducing more proactive and intense care for patients assessed as being at high risk of unwarranted health outcomes including patients receiving palliative care.

### **4. Personalised Care**

This service specification is intended to avoid over-medicalising care, and ensuring patients are asked by the primary care team "What matters to you?", not just "What's the matter with you?"

The recently published Comprehensive Model of Personalised Care has six main evidence-based components:

- (i) shared decision-making;
- (ii) enabling choice;
- (iii) personalised care and support planning;
- (iv) social 'prescribing' and community -based support;
- (v) supported self-management; and
- (vi) personal health budgets and integrated personal budgets.

### **5. Supporting Early Cancer Diagnosis**

PCNs will have a key role in helping to ensure that all their GPs are using the latest evidence-based guidance to identify people at risk of cancer; recognise cancer symptoms and patterns of presentation; and make appropriate and timely referrals for those with suspected cancer.

### **6. Cardiovascular (CVD) Prevention and Diagnosis**

Better prevention, diagnosis and management of CVD is the biggest single area where the NHS can save lives over the next ten years, through fewer strokes and heart attacks. PCNs have the critical role in realising this NHS Long Term Plan ambition, principally through secondary prevention. The document also notes that too many patients are still living with undetected and under-treated high-

risk conditions such as hypertension, raised cholesterol and atrial fibrillation. A new CVD national prevention audit for primary care will support continuous improvement. Through a testbed cluster, NHS England will also test the most promising approaches to detecting hitherto undiagnosed patients, including through pharmacies, as well as managing patients with high risk conditions who are on suboptimal treatment.

#### **7. Tackling Neighbourhood Inequalities**

NHS England will develop this through a testbed cluster, involving PCNs with high levels of inequalities. The cluster will seek to work out what practical approaches have the greatest impact at the 30-50,000 people neighbourhood level and can be implemented by PCNs. The service specification will include good practice which can be adopted everywhere, tailored to reflect the specific context of the PCN's neighbourhood and agreed with their CCG.