



Scott McKenzie UK Ltd

Integrated Care Systems and Partnerships

Are you developing an Integrated Care System (ICS)? What have you done to engage General Practice?

Given that all models are predicated upon the registered lists of the General Practice making up the Primary Care Networks within the ICS, it is essential that General Practice takes the time to explore its future model and how locally they will work "at scale".

Our recommended approach starts with General Practice, before any decisions have been made. That way you are genuinely engaging them, rather than consulting them on decisions someone else has made on their behalf.

If you are leading the development, we recommend you stop and take time to ask six questions of General Practice (if you want those six questions please email). On answering those six questions you can then offer up a guarantee that you will include their input and feedback to develop the vision. You may also want to ask them to go away and take time to think about what's on their wish list?

To deliver this work we operate a straightforward process, which is not complex, but it delivers remarkable outcomes from three workshops:

- Workshop 1 – Winning Hearts and Minds
- Workshop 2 – Developing the Vision
- Workshop 3 – Implementation

Between the main workshops, we hold mini workshops, to ensure that those not able to participate in the main workshops have an opportunity for input; these would usually be a two-hour session, and the outputs of the mini workshops are fed into the start of the next workshop.

Ultimately, by taking this approach and developing vision and change in the way we describe, you will get the outcomes you want, need and have agreed.

For General Practice to respond to the challenges it currently faces, both immediate and future, it is likely to require rethinking the delivery model at the formation of the Primary Care Network. Given General Practice is to be at the heart of all forms of Integrated Care, this is the place to start your engagement process.

If you want to develop a business ready at scale provider organisation, Primary Care Network, GP federation, Super Practice, PCH, MCP, PACS or ICS, or are about to deliver any form of change, and are looking for a model to engage every stakeholder in that change, and would like more information on how Scott McKenzie UK Ltd can help and support you please contact please Frances on 0845 388 0302 or email enquiries@scottmckenzieconsultancy.com