

# Unlocking the potential of primary care provider collaboratives (PCPCs)



## 1. A shared vision for collaboration

- Define clear leadership roles to ensure the smooth flow of decision-making.
- Ensure transparent accountability between PCPCs and their constituent organisations, integrated care boards and wider system partners.
- Actively involve all four pillars of primary care: GPs, pharmacy, optometry and dentistry.
- Develop a shared vision aligned with system direction of travel.



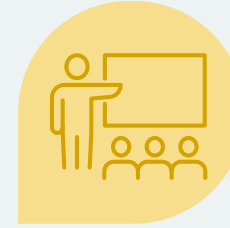
## 2. Target operating model

- To bring it all together, PCPCs should align their efforts using a target operating model (TOM) framework that outlines the people, processes, infrastructure and ways of working required to deliver their vision.



## 3. Estates and infrastructure

- Explore innovative financing (such as private sector capital investment) to unlock new ways of delivering care and support long-term infrastructure.
- Maximise existing facilities such as urgent care centres and health hubs – with an emphasis on improving utilisation through sharing space with partners.
- Partner with local authorities and voluntary sector to expand community-based services.



## 4. Technology and information

- Invest in interoperable digital infrastructure for seamless care delivery that connects all providers.
- Adopt a data-driven approach to improve outcomes, such as using dashboards for real-time insights and performance tracking.
- Use population health analytics to target interventions more effectively.



## 5. Workforce development

- Succession plan and consider leadership continuity.
- Maximise the skills and capabilities of staff from across primary care, social care and voluntary sector partners.
- Support collaboration with strong project management and metrics for success.
- Leverage system resources instead of waiting for new funding.
- Empower staff and foster a culture of shared purpose through strategic workforce planning, and rostering and deployment tools.