

Universal Offer update

September 2017



Universal Offer

- In April 2017, a Universal Offer for Camden general practices began. It will be fully implemented by 1 November 2017.
- The Universal Offer will ensure that **all** Camden patients have equitable access to **all** local incentive schemes (LIS).
- LIS are schemes which the CCG plans and funds to help meet specific local health needs and priorities. LIS are in addition to 'core' services which all general practices provide.
- Prior to the Universal Offer, practices did not need to provide access to all LIS. This meant that some patients had access to more services than others.



The Universal Offer has ten schemes in 2017/18.

LIS provision in 2016/7

Eight services	Patient coverage %
Childhood immunisations	94%
Homelessness	49%
Influenza	94%
IUCD	46%
Methotrexate	86%
End of Life Care	89%
Planned care	100%
Anticoagulation	37%



LIS provision by 1 November 2017

Ten services	Patient coverage %
Childhood immunisations	100%
Homelessness	100%
Influenza	100%
IUCD/IUS and contraceptive implants	100%
High risk drug monitoring (expanded)	100%
End of Life Care	100%
Planned care	100%
Anticoagulation (expanded)	100%
Post operative wound care (new)	100%
Asthma service for children and young people (new)	100%

Universal Offer

The clinical aspects of the Universal Offer were developed by a working group of Camden GPs, in discussion with all practices through locality committees.

We expect the Universal Offer to:

- improve the quality of the services
- create better results and experiences for patients – for example, access to a previously unavailable service or care closer to home
- help reduce waiting times for outpatient appointments
- help reduce A&E attendances and admissions.



- Practices can choose to deliver all schemes at their practice or they can work with another practice to ensure their patients have access.
- We have phased implementation so that practices have time to prepare to deliver new or expanded services. Schemes started:
 - by 1 April 2017 if the practice already delivered service
 - by 1 October 2017 if the service is new to the practice or has been expanded
 - by 1 November 2017 for an element of the anticoagulation service, so more GPs can complete the appropriate training.

To support delivery in 2017/18 we have:

- provided a range of training and IT tools
- listened to practice feedback and made improvements. For example, this year's planned care service has been changed to improve deliverability for practices.
- developed a new performance dashboard and improved the service specification and payment schedules
- set up a group to oversee delivery of the Universal Offer, which a patient representative is in the process of joining. It will review services and help prioritise future service developments.