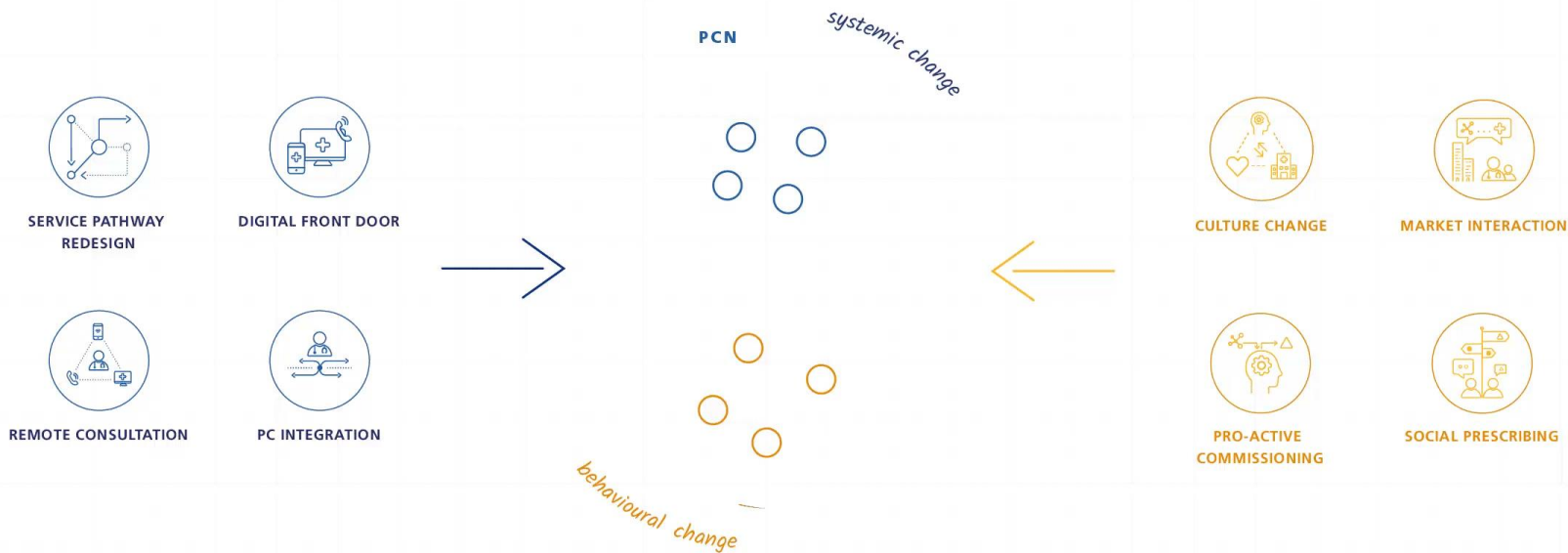


Theory of Change

An approach to support the development of digital transformation ensuring patients get the right care when needed. It defines change and helps focus on achieving long-term goals that identify responsibility throughout the system offering enhance services.



Change Model

The change model provides digital programme support, guidance and capabilities to ensure patients have the ability to use online tools to access all core elements of primary care services.

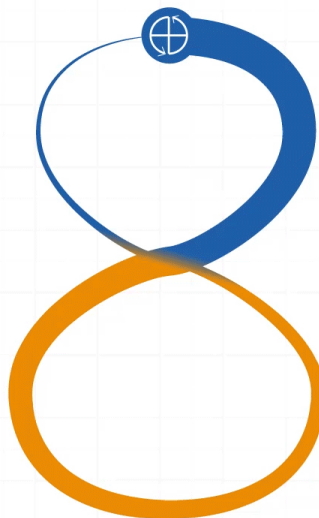
Develop opportunities to make it easier for existing systems to expand and improve their own digital services. Achievement of this will support national ambitions to deliver improved access and system wide pathways in Primary Care and Urgent Emergency Care.

Theory of Change

An approach to support the development of digital transformation ensuring patients get the right care when needed. It defines change and helps focus on achieving long-term goals that identify responsibility throughout the system offering enhance services.

- Data Sharing Agreements
- Information Governance
- Incident management
- Assurance

- Wifi
- Reports
- GPIT hardware
- Coding Templates
- Workforce Activity tools
- Health and Social Care Network (N3)



- Digital champions
- Training and education
- Adoption of best practice
- Quality Improvement

- Appointments
- Proxy Access
- Repeat prescriptions
- Access to records
- Patient Participation Groups

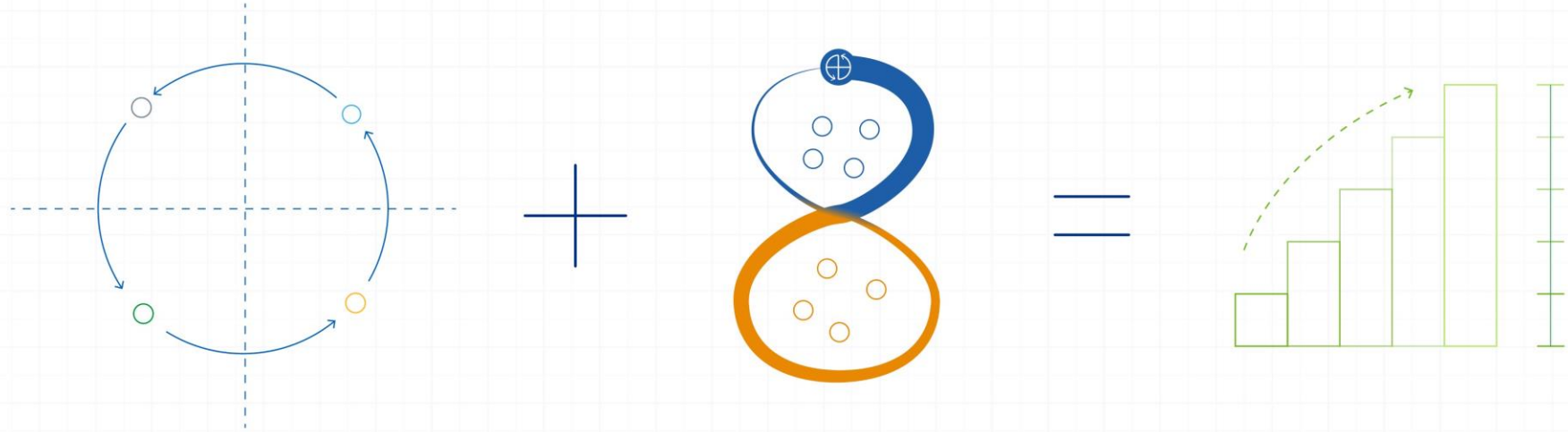
Primary Care Networks responsibility

PCNs will work together with practices and other partners to deliver a comprehensive digital offer for their patients and integrating these services across a local area.

This requires workforce development, digital infrastructure, user experience and oversight. This will generate new technologies and offer a stronger sense of patient experience when introducing digital products.

Theory of Change

An approach to support the development of digital transformation ensuring patients get the right care when needed. It defines change and helps focus on achieving long-term goals that identify responsibility throughout the system offering enhance services.



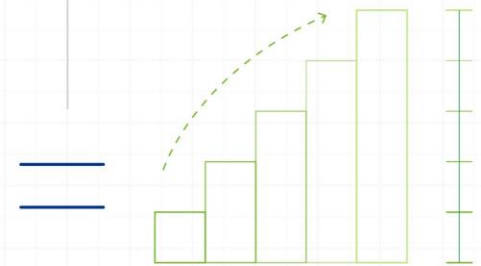
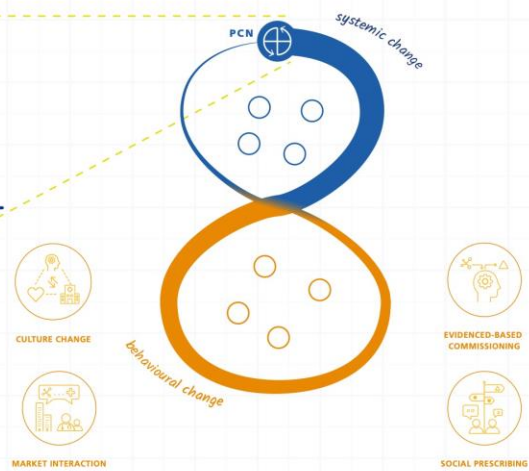
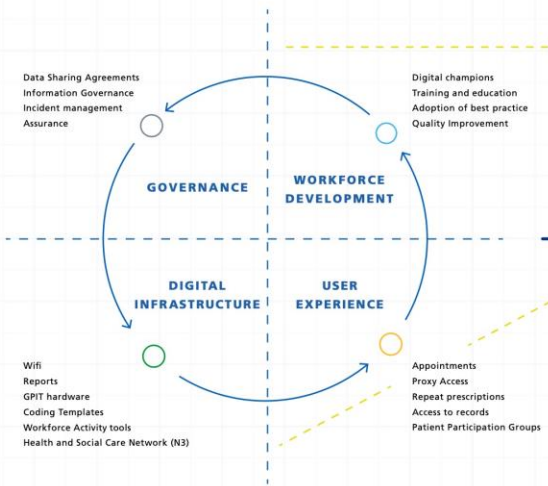
**Sustainability and Transformation Partnership/
Clinical Commissioning Group Responsibility**

**Ensure provision of Long Term Plan deliverables,
primary care strategies and PCN development.**

Increasing the development of primary care transformation by delivering the digital first accelerator programme at-scale and aligning this support with integrated care.

Theory of Change

An approach to support digital transformation, ensuring patients get the right care when needed. The model helps focus on achievement of long-term goals and identifies responsibility throughout the system.



PCNs will work across their member practices and other partners to deliver a comprehensive, high quality, integrated digital offer that meets the needs of staff and patients and supports effective patient flow between different services.

The change model guides the design and delivery of the transformation process, supporting systemic and behavioural change and enabling systems to focus on key outcomes.

Ensure provision of Long Term Plan ambitions and improved patient and staff outcomes through increasing digital maturity. Driving primary care transformation by delivering the digital first accelerator programme at-scale and aligning this support work with broader system transformation.



Primary Care Networks Development



Change Model



Achievement of increased digital maturity and improved patient and staff outcomes