

CASE STUDY: BOARD DEVELOPMENT

CONGLETON AND HOLMES CHAPEL PRIMARY CARE NETWORK

Context: We worked with Congleton and Holmes Chapel Primary Care Network (PCN) for over a year supporting the Board to form and further develop positive working practices. Part of the work focused on the transformation from four separate GP practices to working together as one Board and network. This was in the context of meeting the well-publicised new demands on general practice, alongside growing their workforce through the Additional Roles Reimbursement Scheme (ARRS).

What We Did: We delivered a mix of Board development sessions and whole PCN workshops. Our coaching and support facilitated the Board to:

Develop a clear vision and ambition.

Engage the workforce and use their knowledge and strengths to develop PCN priorities.

We coached the Board to deliver some interventions themselves and met regularly with them as they worked through the programme.

Impact: By crafting their joint PCN vision and ambition, the Board could agree on priorities that both met their PCN values as well as the Directed Enhanced Service (DES) requirements. Highlights from the work included:

Strengthened communication across the PCN

Greater levels of collaboration across all levels of delivery

More opportunities to connect and innovate



“Working through some difficult conversations and topics have been excellent platforms to review how we can improve our collective performance at a strategic and operational level. These conversations have allowed us to share our journey and build up trust within our practices, working increasingly closer together to the benefit our patients and our community.

The Aqua team have been with us throughout, giving time in a very meaningful way, all contributions from the Aqua team have added value. As we exit our collaboration for now, we reflect on real progress made and offer many thanks to the Aqua team.

Paul Carroll

PCN Leadership Team and Digital
Transformation Lead

For further details about this piece of work, or to discuss how we can support you, please get in touch:

