Quality and Outcomes Framework
Lay Assessor Training

Primary Care & The NHS
The NHS Organisational Chart

National Assembly for Wales

National Public Health Service  Regional Office  Health Commission Wales

Local Health Board  NHS Trust

Primary Care  Community Care  Intermediate Care  Secondary Care
Delivery Arms of the NHS

• Primary care
• Community care
• Secondary care
• Specialist care
• Support services
Primary Care

- GP surgeries, dentists, opticians, pharmacies
- Community services
- NHS Direct Wales
- Usually first point of contact
- Provide treatment and onward referral
- GP most respected public figure
General Practice

- Independent contractor status
- Business ethos
- No direct line management relationship between the PCT and practice
- 8 out of 10 contacts within the NHS
- 1/5\textsuperscript{th} of total spend
Where Do LHBs Fit in This?

- As commissioners
- As providers
What Drives The NHS?

• National priorities
  – Reducing waiting times
  – Improving access
  – Improving health
What Drives The NHS? (Cont..)

- Local priorities
  - Specific disease areas and local health improvement targets
  - Community health projects
  - Public health issues