



MIAA Solutions

Supporting and Facilitating Primary Care Network Development

Independent Support and Advice

MIAA Solutions is an NHS-hosted, not-for-profit consultancy. For over 35 years, we've helped organisations protect public funds, strengthen governance, and deliver better outcomes.

MIAA support more than 60 organisations — from the NHS to local authorities, police and fire services, central government bodies, and charities.

We bring an in-depth understanding of the complex environments that characterise public service organisations. Everything we do is grounded in public value — delivering practical, evidence-based solutions that improve services and strengthen resilience.

We offer UK-wide support and tackle complex challenges with expertise. Our commitment to customer focus, ensures a personal and tailored approach to adding value where it matters most for our clients.

Operating in partnership with clients, we provide external insight to address current and future challenges together, providing a cost-effective alternative to commercial consultancies.

By taking a personalised approach we can shape our services to the specific needs of each client.

We combine an experienced internal core team with a pool of over 100 associate subject matter experts.

This agile model enables a skill mix that blends expertise and experience, delivering the bespoke outcomes required by each client. We deliver a fully integrated support system tailored to meet your unique needs.

Contact our team for an informal conversation about our support offers.

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Supporting and Facilitating Primary Care Network Development

- **Critical and supportive external review**
- **Enabling primary care networks to take stock of progress**
- **Future focussed, supporting ongoing network development and maturity**
- **Clear identification of areas of priority and focus for improvement**

The Challenge

There has been significant progress in the development and maturity of primary care networks (PCNs), however national infrastructure and system levers have not been as enabling as they could be.

There is significant further opportunity for primary care networks to develop, mature and deliver improved outcomes for their population. Nationally, 22 areas are testing changes to the GP operating model with five primary areas of focus.

MIAA worked with PCNs across a place, in partnership with the integrated care board (ICB) to provide external review, support and challenge.

We enabled the PCNs to take stock of progress and identify areas of good practice and areas of priority for future development.

The Outcomes

Each PCN received an individual, comprehensive review of their plans, operating arrangements and decision making (including finances), and due regard was given to how this was translated into impact and progress.

Consideration was given to areas of good practice, and factors that were contributing to and enabling positive progress. Areas of urgent priority or risk were identified.

Each PCN was provided with clear recommendations to improve maturity and effectiveness, with consideration of any barriers to progress. This support was not a re-assessment of the PCN against the maturity matrix.

It provided a deeper consideration of PCN development as operating to support and challenge PCN leaders in their thinking and leadership.

The Approach

MIAA worked with PCN and ICB leaders to understand the current context and challenges. We undertook a partnership approach with PCN leaders, developing a consistent methodology to gather information to support in understanding key lines of enquiry.

Information was gathered through various routes including PCN documents, practice level questionnaires, review of income and expenditure, interviews and observation of meetings.

The information and intelligence were analysed and triangulated to identify key findings and themes to support PCN specific improvements.

Themes across the PCNs are being collated to share with ICB leads to inform how the wider system can support through reducing barriers and increasing enabling actions within the local system.

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