

Risk Mitigation Matrix

Proactive risk identification and mitigation planning prevents common implementation failures and builds confidence among PCN boards and practice partners. Each identified risk requires specific mitigating actions with assigned accountability and review timescales. The following matrix addresses the most frequently encountered risks in FCP service implementation.

Risk	Mitigation Strategy
Under-Booking	Comprehensive GP education programme including practice presentations, case examples, and simplified referral pathways. Regular utilisation reporting to practice managers. Incentivisation through QOF or local enhanced service links. Reception staff training on direct booking protocols. Patient-facing promotional materials in waiting areas.
ARRS Clawback	Early financial modelling with multiple scenarios. Regular monitoring of ARRS compliance requirements. Documentation of service delivery aligned with role specifications. Quarterly review of workforce deployment against approved plans. Contingency planning for alternative funding routes if ARRS eligibility changes.
Referral Confusion	Clear written pathway protocols distributed to all practices. Visual flowcharts displayed in clinical areas. Inclusion of pathway guidance in practice induction materials. Regular pathway updates in practice newsletters. Dedicated FCP email address for GP queries. Monthly feedback sessions to address confusion points.
PCN & Practice Resistance	Pre-implementation engagement sessions with clinical leads. Presentation of evidence base and peer network examples. Shadowing opportunities for interested GPs. Gradual service introduction with evaluation at each phase. Collection and dissemination of positive feedback. Address concerns through individual conversations rather than group settings.

Regular risk register reviews at PCN board level ensure emerging risks are identified early and mitigation strategies remain effective. The risk matrix should be treated as a living document, updated based on implementation experience and shared learning from other PCNs deploying similar services.