

Primary Care Commissioning Committee

- 1. Date of Meeting:** 19th July 2018
- 2. Title of Report:** Primary Care Quality and Performance Report
- 3. Key Messages:**
 - Information received from Practices setting out numbers of patient records still outstanding following the transfer of Primary Care Services England has been supplied to the provider to investigate. In addition, a Practice from each locality has been contacted to understand whether the steps proposed by Primary Care Services England have been taken to rectify this issue. It appears that although these steps have been taken, they have not led a wholesale improvement to the outstanding notes issue.
 - Work continues to take place to monitor the quality and performance of Primary Care within West Cheshire. This includes monitoring and implementing action plans where necessary around Secondary Care activity and quality e.g. screening and immunisation.
 - The GP Quality Group met again in June 2018 and discussed a number of reported patient safety incidents. The group has identified actions to improve Primary Care quality as a result of these. In addition, further actions were agreed to improve antibiotic prescribing.
 - Finally, following the feedback at Primary Care Commissioning Committee, an annual workplan has been drafted for the GP Quality Group. This is in the process of virtual discussion and amendment before the final can be approved at the next meeting.
- 4. Recommendations** The Primary Care Commissioning Committee is asked to note the contents of this report, including:
 - a) The further steps taken to escalate Primary Care Services England issues;
 - b) The continued work carried out to monitor the performance of Primary Care across West Cheshire;
 - c) The actions agreed to improve GP Quality following patient safety incident reports and to improve antibiotic prescribing;
 - d) The development of an annual GP Quality Plan.
- 5. Author:** Tanya Jefcoate-Malam, Deputy Head of Primary Care

NHS WEST CHESHIRE CLINICAL COMMISSIONING GROUP
PRIMARY CARE COMMISSIONING COMMITTEE
PRIMARY CARE QUALITY & PERFORMANCE REPORT

PURPOSE

1. The purpose of this report is to provide the Primary Care Commissioning Committee with an update of the key highlights and progress of the work of the Primary Care Operational Group in relation to Primary Care Quality and Performance Monitoring.

PRIMARY CARE SERVICES INVESTIGATION OF MISSING MEDICAL RECORDS

2. Practices in West Cheshire have continued to carry out in-house searches in order to determine whether the number of patient records outstanding or missing has decreased. Of the ten Practices that have responded to the CCGs request to carry out an EMIS search for this purpose, it has been estimated that 1,359 notes are still outstanding.
3. Although similar data has been provided to Primary Care Services England in the past, the provider has investigated and concluded that the majority of these notes have been kept by the previously registered Practice. Therefore, the provider took action by writing to each Practice with a list of notes retained and asking for these to be released within a time frame.
4. In order to verify and understand this process, the CCG contacted three Practices (one in each locality) to seek assurance that this had been successful. On receiving two responses, one Practice stated that some of the labels were correct and therefore the notes relating to these were returned to the requesting Practice, although many of the corresponding notes had already been sent and several related to patients that had not been deducted and therefore should still stay registered at the Practice. For the other Practice who responded, the Practice stated that most but not all of the labels requested were relevant, and therefore returned the notes. However, this exercise was undertaken some months ago and West Cheshire CCG Practices are not yet seeing the expected improvement.
5. This information, along with a number of other escalated queries relating to the performers list and screening, have been escalated to Primary Care Services England for further response.

PRIMARY CARE MONITORING REPORT

6. As reported previously, work continues to monitor the monthly Primary Care dashboard and engage with those Practices that are one or two standard deviations from average in a range of indicators. There is no detailed table this month as this is now reported quarterly to the GP Quality Group. However, in summary, progress can be reported as follows:

- Planned Care
- Great Sutton Francey and Great Sutton Wearne:
 - Both Practices have been contacted and have previously received patient level data. This data has now been analysed by the Practice and actions have been identified, with focus areas selected in order to lead to improvement.
- The Elms
 - This Practice has been contacted for the first time, and has been supplied data round their top five outpatient specialty areas. These are Gynaecology, ENT, Dermatology, Orthopaedics and Ophthalmology. The Practice has contacted the CCG promptly to express an interest in engaging in this process and investigating this issue in more detail. Therefore they have requested patient level data. This is being processed and a further update will be given within the next report.
- City Walls
 - This Practice has also been contacted with further data supplied around their top five outpatient specialities. The Practice has expressed an interest in investigating this further and have also already arranged for an Ophthalmologist and Rheumatologist to attend at the Practice to provide further support and education.
- Unplanned Care
- Westminster Practice
 - This Practice continues to engage in and deliver a number of schemes in order to improve A&E Attendance and Emergency Admissions. This month, the Practice has carried out an audit of A&E attendances, and has been able to determine that 32% of all patients were either discharged home without treatment or asked to attend GP Out of Hours. The Practice is now carrying out significant work in order to encourage patients to attend at the surgery instead of A&E, with their Clinical Lead shadowing A&E nurses to identify and provide alternative pathways for patients.
- York Road
 - As this Practice is within the same Network as Westminster, they have been contacted to understand whether they would be willing to carry out the same audits and work together on the next steps. This has been agreed and is progressing.
- Great Sutton Francey
 - An update will be provided around this Practice next month as summarised above.
- Primary Care Quality
- The Great Sutton Practices have queried the Friends and Family Test data which they believe may be incorrect. Corrected and more up to date data has been sent to the Practice for assessment before inclusion within the next report.

- Westminster Practice has been identified as one of 17 Practices to be visited around their immunisation and screening performance. This work is being carried out in collaboration between the CCG and NHS England Public Health.
7. To date, the majority of Practices that have worked with the Clinical Commissioning Group as a part of this process (currently or historically) have implemented alternative patient pathways in order to ensure only those patients most appropriate for attending at a hospital clinic do so. The results of this work have been shared with all Practices via a “best practice” report at the Locality Network meetings. Within 2017/18, financial and activity impacts through this work have resulted in circa £297k of savings to the West Cheshire health economy (including in year repatriation savings). Although within month 1 of 2018/19 there were some concerns that activity was rising and this downward trend may not continue, month two has seen acute activity savings within these Practices amounting to £9k. This will continue to be monitored on a monthly basis throughout the year.

GP QUALITY GROUP – PRESCRIBING, PATIENT SAFETY INCIDENTS AND ANNUAL WORKPLAN

8. The GP Quality group took three focuses within the June meeting. Firstly, the group wished to understand how they could work with Primary Care to improve the prescribing practices of antibiotics. The group discussed a number of tools that are available for Practices within West Cheshire that have been proven to lead to a reduction in antibiotic prescribing, and some of these have been used to great effect within Ellesmere Port. An action plan was agreed at the meeting to focus on utilisation of these tools, particularly with Rural and City Practices, and those Practices who are outliers.
9. In addition, two Primary Care reported patient safety incidents were discussed, in order to identify whether further actions can be implemented to improve the clinical quality of services within Primary Care. The first related to a Practice that did not act upon clinical abnormalities within an ECG result on the same day. It was agreed that the clinical lead for Quality and Safety would raise this issue at clinical leads meeting and request additional support in order to ensure a safe protocol is implemented within Primary Care.
10. In addition, a patient safety incident resulting from an expired contraceptive implant was discussed. Although this issue was discussed, as the commissioning of this service now sits within the Local Authority, it was agreed that further links would be made with commissioners at Cheshire West and Chester Council in order to understand the most appropriate communication pathways between clinician and patient to minimise this risk from reoccurring.

11. Finally, the GP Quality Group reviewed a draft annual workplan, setting out the Primary Care quality priorities that would need to be focussed upon over the coming twelve months. This identified nine key priority areas that will be discussed throughout the year on a monthly or quarterly basis. Each month, specific time will be set-aside to discuss “Clinical Priority areas” in order to lead to quality improvement action plans that will support education and where possible, improve patient outcomes. Currently, “sepsis” is being discussed within this slot.
12. The draft document is currently in virtual discussion and will be finalised at the next meeting in August. At this stage, this will be shared with the Primary Care Commissioning Committee for information.

RECOMMENDATIONS

13. The Primary Care Commissioning Committee is asked to note the contents of this report, including:
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 - d) The development of an annual GP Quality Plan.

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July 2018