

PRIMARY CARE COMMISSIONING COMMITTEE – CHANGES FEBRUARY 2018

These changes relate to December 2017 and February 2018.

| Issue | December 2017 | February 2018 |
|------------------------|---|--|
| IP | <p>Low IP audit rating for one practice in August review on-going</p> <p>Awaiting return of audit action plan by practice, with confirmation of work required.</p> | <p>Low IP audit rating for four practices (one in August review on-going and three in December)</p> <p>Outstanding action plan by practice with low audit from August has been returned and practice has confirmed that they have booked work to be carried out in February</p> |
| MRHA | Nil to report | Nil to report |
| FFT | <p>Repeat non-submissions for two practices</p> <p>Percentage who would recommend their practice 81%</p> <p>Percentage who would not recommend 4%</p> <p>Response rate 1.1%</p> <p>No submission for 4 practices</p> <p>Zero submission for 1 practice</p> <p>Suppressed data for 4 practices</p> <p>An options paper around increasing uptake and analysis of qualitative data from FFT was presented to the Primary Care Operational Management Group on 24th October – a working group for FFT has been set up to work with practices to increase uptake and reduce non-response.</p> | <p>Repeat non-submissions for three practices</p> <p>Percentage who would recommend their practice 82%</p> <p>Percentage who would not recommend 4%</p> <p>Response rate 1.6%</p> <p>No submission for 10 practices</p> <p>Zero submission for 1 practice</p> <p>Suppressed data for 1 practice</p> <p>The working group for FFT met again on 17th January. The following actions were agreed at this time:</p> <ul style="list-style-type: none"> • The FFT business case to be taken to the LMC for consideration – discussed with LMC lead and forwarded for consideration • To identify any existing marketing materials that could be sourced or used as a template – no new materials identified, to check with other CCGs • To check GP attendance numbers to get a truer figure of FFT uptake – this is not currently available via Aristotle or NHS Digital |
| Quality Matters | 18 open Quality Matters identified | 11 open Quality Matters identified, 9 ongoing and 2 new |

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| | One Quality Matter logged as a concern due to repeat incidents and other concerns within the practice | incidents. |
| Complaints (managed by NHS England) | In quarter 1 there were 5 complaints received regarding Wolverhampton GP practices. One out of 5 complaints were upheld. Information about action taken and learning is only available for 3/5 incidents and this is very limited due to patient confidentiality, giving anonymised and collated reports from incidents across the West Midlands. | The CCG continues to be copied in on new complaints from NHSE as they are reported, 12 GP complaints have been received since the beginning of November. These are ongoing. |
| Serious Incidents | One incident currently being processed –treatment delay | Two incidents currently being investigated, one recently closed. |
| Escalation to NHSE | Three incidents to be referred to NHS England at next performance meeting November 2017. | Four incidents were referred to the NHSE PPIGG meeting following responses provided to CCG, these have been escalated as appropriate and will now be managed by NHSE. A fifth is on hold due to liaison between the practice and a third party. |
| NICE | No issues to report. | No issues to report. |
| CQC | Two practices have received a “Requires Improvement” rating and are being monitored. | Two practices have received a “Requires Improvement” rating and are being monitored. Revisit for one practice by CQC – awaiting revised report. |
| Workforce | Workforce implementation plan revision undertaken, workforce strategy under development | Workforce strategy now completed, work continues around Working in Wolverhampton video for recruitment, and attendance at recruitment fairs and events planned for the coming year. |