

Primary Care Operational Management Group
Tuesday 16th February 2016 at 11am to 12.30pm
Main CCG Meeting Room, CCG Offices, Wolverhampton Science Park, WV10 9RU

Present:

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| Mike Hastings | (MS) | WCCG Associate Director of Operations |
| Jane Worton | (JW) | WCCG Primary Care Co-ordinator |
| Gill Shelley | (GS) | NHS England Area Team Contract Manager (Primary Care) |
| Bob Middleton | (BM) | WCCG Primary Care Commissioning Manager |
| Vic Middlemiss | (VM) | WCCG Head of Contracting & Procurement |
| Sarah Southall | (SS) | CCG Head of Quality & Risk |
| Sue McKie | (SMc) | WCC Public Health |
| Yvette Delaney | (YD) | Care Quality Commission |
| Liz Hull | (LH) | CCG Administrative Officer |

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| <p><u>Declarations of Interest</u></p> <p>None made.</p> | |
| <p><u>Apologies</u></p> <ul style="list-style-type: none"> • Lesley Sawrey, WCCG Deputy Chief Finance Officer • David Birch, WCCG Head of Medicines Optimisation • Sharon Sidhu, WCCG Head of Strategy & Transformation • Kerry Walters, WCC Clinical Governance Lead Nurse | |
| <p><u>Key Actions</u></p> | |
| <p>CQC Update</p> <p>Positive feedback was received, in general, with regards to practice visits. However, it would assist the CQC to identify initiatives/audits instigated by practices, if they were made aware of initiatives/audits put in place by the CCG.</p> <p>Discussions took place about combined practice support by NHS England Area Team, CQC and the CCG to ensure a structured support approach for practices.</p> <p>Actions:</p> <ul style="list-style-type: none"> • JW to set up a regular monthly meeting either pre or post the Primary Care Operational Management Group to include JW, SS, GS and YD. • SS to draft an agenda. | <p>JW SS</p> |

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| <p>Practice Support Visit Program</p> <p>Practice support visits for 2015/16 are going well and 39/46 visits have been completed. Overarching key themes include performance, peer reviews and a review of 2015/16 visits.</p> <p>Discussions took place about Public Health and NHS England linking into what is being done already to minimise the impact for practices.</p> <p>Actions:</p> <ul style="list-style-type: none"> • SMc to attend the next Locality Chair Planning meeting to discuss how Public Health can link in with the Practice Support Visits. BM to arrange. • PSV's and new models of working – discussions to take place between NHS England Area Team, Public Health and the CCG. • Review of basket services – VM to share more information regarding developments at the next meeting. | <p>BM</p> <p>SS/BM</p> <p>VM</p> |
| <p>Primary Care Quality Update</p> <p>An overview was given of improvements in relationships between practices and the CCG.</p> <p>GP survey results have been issued but are not totally reliable and will be reviewed in conjunction with other evidence.</p> <p>Friends and Family Test – Data indicates that Wolverhampton is performing the best in the Black Country. However, the number of responses is very low which is not helpful. Non-complying practices have been written to, resulting in little progress. GS advised that a paper regarding the next steps should be submitted to the Joint Commissioning Committee. Discussions took place about public wifi, Apps and texting patients.</p> <p>Action:</p> <ul style="list-style-type: none"> • SS to liaise with Stephen Cook, CCG IM&T about the best tool for patients to use (app/text). | <p>SS</p> |
| <p>Review of Primary Care Matrix</p> <p>The Primary Care Matrix was reviewed as a working document that will form the main focus of future meetings.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Matrix to be updated: <ul style="list-style-type: none"> ○ All areas to be colour coded. ○ NHS Contract management column to include Contract Actions and Mergers/Splits ○ Include the following columns - Public Health, DES', PIG organisational issues, Enhanced Services, CCG contracts, NHS contract update | <p>JW</p> |

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| <p>Area Team Update</p> <p>An update was provided in relation to issues at 2 practices:</p> <ul style="list-style-type: none"> • [REDACTED] – An action plan has been developed and a meeting is planned to move things forward. • [REDACTED] – IG breaches have been shared with NHS England Area Team and a visit will be organised. | |
| <p>Quality Matters Summary</p> <p>The Quality Issue log was reviewed for January 2016.</p> <p>Action:</p> <ul style="list-style-type: none"> • SS to improve the content of the report going forward, to include emerging themes/learning but also to include a feature on compliance to allow a better understanding of what is occurring in the highest report area. | SS |
| <p>Risk Register</p> <p>Risks currently mapped to the Primary Care Programme Board were reviewed.</p> <p>A profiling exercise will take place in the near future to strengthen the quality of the register and appropriate risks will be managed via the Group going forward.</p> | |
| <p>Any Other Business</p> <p>None discussed.</p> | |
| <p>Date, Time & Venue of Next Meeting</p> <p>Tuesday 22nd March 2016, 11am to 12.30pm in the CCG Main Meeting Room.</p> | |