

**WOLVERHAMPTON CCG
PRIMARY CARE COMMISSIONING COMMITTEE
7th August 2018**

TITLE OF REPORT:	Primary Care Operational Management Group Update
AUTHOR(s) OF REPORT:	Mike Hastings, Director of Operations
MANAGEMENT LEAD:	Mike Hastings, Director of Operations
PURPOSE OF REPORT:	To provide the Committee with an update on the Primary Care Operational Management Group.
ACTION REQUIRED:	<input type="checkbox"/> Decision <input checked="" type="checkbox"/> Assurance
PUBLIC OR PRIVATE:	This report is intended for the public domain.
KEY POINTS:	<p><u>General Practice Forward View Update</u></p> <ul style="list-style-type: none"> • QOF+ has been launched • Access within surgeries has increased by 20% this month, 25 minutes 87% in July and August • All hubs are now opening evenings and weekends
RECOMMENDATION:	To provide the Committee with an update on the Primary Care Operational Management Group.
LINK TO BOARD ASSURANCE FRAMEWORK AIMS & OBJECTIVES:	
1. Improving the quality and safety of the services we commission	The Primary Care Operational Management Group monitors the quality and safety of General Practice.
2. Reducing Health Inequalities in Wolverhampton	The Primary Care Operational Management Group work with clinical groups within Primary Care to transform delivery.
3. System effectiveness delivered within our financial envelope	Operational issues are managed to enable Primary Care Strategy delivery.



1. BACKGROUND AND CURRENT SITUATION

1.1. Notes from the last Primary Care Operational Management Group are set out below.

Present:

Mike Hastings	(MH)	WCCG Director of Operations
Peter McKenzie	(PMck)	WCCG Corporate Operations Manager
Jane Worton	(JW)	WCCG Primary Care Liaison Manager
Jo Reynolds	(JR)	WCCG Primary Care Development Manager
Tally Kalea	(TK)	WCCG Commissioning Operations Manager
Ramsey Singh	(RS)	WCCG IM&T Infrastructure Project Manager
Liz Corrigan	(LC)	WCCG Primary Care Quality Assurance Co-ordinator
Charmaine Hurd	(CH)	Student Nurse
Ankush Mittal	(AM)	Consultant Public Health
Dr Bhavin Mehta	(BM)	Local Medical Committee Representative
Yvette Delaney	(YD)	CQC Inspector for Primary Medical Services
Carol McNeil	(CM)	Assistant Contract Manager, NHS England
Jeff Blankley	(BM)	Local Pharmaceutical Chair

Item		Action
1.	<u>Declarations of Interest</u> BM declared his interest as a GP.	
2.	<u>Apologies</u> Hemant Patel (HP) WCCG Head of Medicines Optimisation Sarah Southall (SS) WCCG Head of Primary Care	
3.	<u>Welcome & Introductions</u> MH welcomed everyone to the meeting.	
4.	<u>Notes and Action Log from the Last Meeting</u> The previous meeting notes were accepted and action log updated.	
5.	<u>Draft Notes of Clinical Reference Group Meeting</u> No comments were made.	
6.	<u>Matters Arising</u> There were no matters arising.	
7. 7.1	<u>Discussion Items/Assurance</u> <u>Review of Primary Care Matrix</u> JW provided an update following MGS Medical Centre leaving the VI Programme. It was noted that the CCG continue to support the Practice through fortnightly	



	Transition Meetings with the Contract Holders and that the Practice are maintaining a risk log which is monitored via this forum.	
7.2	<p><u>Forward Plan for Practice System Migrations Mergers and Closures</u> RS provided the following update:</p> <ul style="list-style-type: none"> • Coalway Road Surgery migration process went well and was successful. • some issues with ICE which were resolved • Paperwork for Dr Bilas practice has been submitted and completed ready to go live according to schedule 	
7.3	<p><u>Estates Update/LEF</u> TK provided the following updates on ETTF practices:</p> <ul style="list-style-type: none"> • There are 2 practices who are still having issues with services changes, rents and rates, who are saying they are not happy to sign any paperwork until issues are resolved • There are 7 practices within NHS Property services buildings, who are having issues with invoices, rates and service charges 	
7.4	<p><u>Primary Care Quality Update</u> LC presented the quality report, highlighting the following updates:</p> <ul style="list-style-type: none"> • Mike Christy has taken over at Infection Prevention visits • Flu season has now finished, after PC OMG meeting there is a Primary Care Flu meeting • There is no NICE update in the Quality Report due to IT issues, the last meeting was in May and there were a few updates which LC will report next month • Friends and Family test has faced a technical problem with CQRS, as practices couldn't submit their data which has resulted in figures not being very good, there was also a problem in May which seems to resolve itself • It was noted patients are using text and check in screens at practices which is a good success • There have been 2 serious incidents within Primary Care which have now been closed 	
7.5	<p><u>General Practice Forward View Update</u> JR provided the following update:</p> <ul style="list-style-type: none"> • QOF+ has been launched • Access within surgeries has increased by 20% this month, 25 minutes 87% in July and August • All hubs are now opening evenings and weekends • Doc Management is a training programme which means receptionists will be able to code letters without them having to go to the GPS • Fellowships Programme – 3 offers have been made and it is up to the individual where they want to go. • Special access service, the CCG has served notice to the current provider • Choose and Book paper free is near completion and due to go out in the next few weeks 	



	<ul style="list-style-type: none"> • STP retention plan has been assured • Primary Care Counselling contract, there are a few issues around this • Transformation Fund Plans – developments plans are in and activity is due to start • Primary Care, Care Navigation Phase 2 – have identified with stakeholders which additional services the CCG will navigate to 	
7.6	<p><u>Contract Visit Programme</u> JW reported a visit was made to Primrose Lane and an action plan has been shared with the Practice with a 28 day deadline for response.</p>	
7.7	<p><u>Collaborative Working Model: Practice Issues and Communication Log</u> New items have been added onto the Communication log. There are no ongoing issues.</p>	
7.8	<p><u>Care Query Panel</u> There was nothing new to report.</p>	
7.9	<p><u>Relocation Policy for Discussion</u> PM provided the following update:</p> <ul style="list-style-type: none"> • There is a new Risk Assessment which is brought to the meeting for discussion; should there be a new action log? • The current programme is reviewed through the Milestone Review Board • There have been a few queries around Business Continuity • It was decided the policy does not need to be on a risk log, however it was noted the activity code needs to be coded correctly • JR reported if unsure of the code then should not code activity • No concern was reported to flag at Primary Care Commissioning Committee • PMc to pick up and pull together action log as it comes up 	
7.10	<p><u>Strategic Review</u></p> <p>Action: KL to ask Helen Cook for updated Strategy containing Primary Care section and send out to the group</p>	
7.11	<p><u>Internal Audit Report 201/2018 - Draft (Primary Care Commissioning)</u> The Internal Audit report was presented at the meeting and Mike highlighted the report was sent to himself, Steven Marshall, and Sarah Southall. It was suggested the report would come to the Primary Care OMG meeting to ensure the actions were being dealt with. MH suggested he and JR needed to come up with an action log from the report.</p>	
8.	<p><u>CQC: Primary Care</u> YD provided an update around the CQC's planned roll out of inspections for quarter 3 and 4.</p>	
9.	<p><u>Primary Care Commissioning/Contracting Update</u> There was no update from Primary Care Commissioning/Contracting.</p>	



10.	<p><u>Public Health: Primary Care</u> It was noted that the main focus within Public Health was the Flu Vaccinations. Public Health is aiming to start early and provide training for Practice Nurses. Information will be provided on how to help and support Vaccinations and Immunisations. It was also highlighted LTB screening is within the early stages as of yet. Public Health are aiming to work with the CCG and Partners to improve their services.</p>	
11.	<p><u>NHS England</u> There was no update from NHS England.</p>	
12.	<p><u>LMC Update</u> There was no update from LMC.</p>	
13.	<p><u>Pharmaceutical Involvement in Primary Care</u> There was no update from Pharmaceutical Involvement in Primary Care.</p>	
14.	<p><u>AOB</u> The group was informed Google Chrome had been approved this morning.</p>	
15.	<p><u>Date and Time of Next Meeting</u> Wednesday 1st August, 2.30pm-4.00pm Main Meeting Room, Wolverhampton Science Park, WV10 9RU</p>	

2. CLINICAL VIEW

- 2.1. A clinical representative from LMC attends the meetings and gives views on all discussions.

3. PATIENT AND PUBLIC VIEW

- 3.1. Patient and public views are sought as required.

4. KEY RISKS AND MITIGATIONS

- 4.1. Project risks are reviewed as escalated from the programme.

5. IMPACT ASSESSMENT

Financial and Resource Implications

- 5.1. The group has no authority to make decisions regarding Finance.

Quality and Safety Implications



5.2. A quality representative is a member of the Group.

Equality Implications

5.3. Equality and Inclusion views are sought as required.

Legal and Policy Implications

5.4. Governance views are sought as required.

Other Implications

5.5. Medicines Management, Estates, HR and IM&T views are sought as required.

Name: Mike Hastings
Job Title: Director of Operations
Date: 02.08.18



REPORT SIGN-OFF CHECKLIST

This section must be completed before the report is submitted to the Admin team. If any of these steps are not applicable please indicate, do not leave blank.

	Details/ Name	Date
Clinical View	N/A	
Public/ Patient View	N/A	
Finance Implications discussed with Finance Team	N/A	
Quality Implications discussed with Quality and Risk Team	N/A	
Equality Implications discussed with CSU Equality and Inclusion Service	N/A	
Information Governance implications discussed with IG Support Officer	N/A	
Legal/ Policy implications discussed with Corporate Operations Manager	N/A	
Other Implications (Medicines management, estates, HR, IM&T etc.)	N/A	
Any relevant data requirements discussed with CSU Business Intelligence	N/A	
Signed off by Report Owner (Must be completed)	Mike Hastings	02.08.19

