

WOLVERHAMPTON CCG

PRIMARY CARE COMMISSIONING COMMITTEE
4TH June 2019

TITLE OF REPORT:	Primary Care Quality Report
AUTHOR(s) OF REPORT:	Liz Corrigan
MANAGEMENT LEAD:	Yvonne Higgins
PURPOSE OF REPORT:	To provide an overview of activity in primary care, and assurances around mitigation and actions taken where issues have arisen.
ACTION REQUIRED:	<input type="checkbox"/> Decision <input checked="" type="checkbox"/> Assurance
PUBLIC OR PRIVATE:	This Report is intended for the public domain.
KEY POINTS:	Overview of Primary Care Activity
RECOMMENDATION:	Assurance only
LINK TO BOARD ASSURANCE FRAMEWORK AIMS & OBJECTIVES:	
1. Improving the quality and safety of the services we commission	Providing information around activity in primary care and highlighting actions taken around management and mitigation of risks
2. Reducing Health Inequalities in Wolverhampton	
3. System effectiveness delivered within our financial envelope	



PRIMARY CARE QUALITY DASHBOARD

RAG Ratings: 1a Business as usual; 1b Monitoring; 2 Recovery Action Plan in place; 3 RAP and escalation

Issue	Comments	Highlights for April 2019	Mitigation for May 2019	Date of expected achievement of performance	RAG rating
Serious Incidents	All RCAs are reviewed at SISG and escalated to PPIGG if appropriate.	One serious incident is currently being reviewed by scrutiny group. A second near miss has been identified.	Near miss reported to PPIGG at NHSE – chair happy with response at practice and local level no further action required. RCA for serious incident currently being finalised for review at SISG and referral back to PPIGG	Expected completion by end of June 2019	1b
Quality Matters	All issues being addressed by appropriate teams at the CCG and trust that has raised the issue. For review at PPIGG as relevant	Currently up to date: <ul style="list-style-type: none"> • 14 open • 4 of these are overdue 	Currently up to date: <ul style="list-style-type: none"> • 12 open • 2 of these are new Main themes are: <ul style="list-style-type: none"> • IG breaches • Prescribing issues • Referral issues 	On-going process as new Quality Matters are identified	1a
Escalation to NHSE	Four incidents to be reviewed at PPIGG from Quality Matters	Awaiting Quality Matters responses and scrutiny of RCA to assess requirement to refer cases into PPIGG	Four incidents have received a response from the relevant practice which will be reviewed at PPIGG	Expected completion by end of June 2019	1b
Infection Prevention	Planning continues around training for practices in reduction of gram negative infection – collaboration with IP team, prescribing and continence teams. Some practices have still not identified a sepsis lead and this is	New IP audit cycle has not yet commenced; comparison with 2018/19 figures will be made this year. Flu planning group will meet to plan the 19/20 season and training is booked. Work on e-coli reduction	Monitoring of IP audits continues, monitoring of practice sepsis leads continues.	Expected completion by end of June 2019	1a



	being chased.	continues with IP, meds optimisation and continence teams. Training planned for November.			
MHRA	No issues at present.	Since 1 st April 2019: <ul style="list-style-type: none"> • Field safety notices - 1 • Drug alerts – 3 • Device alerts - 0 	No further update	No further actions at present	1a
Complaints	No issues at present – quarterly report due July 2019	Awaiting Quarter 4 complaints report from NHSE	Awaiting Quarter 4 complaints report from NHSE	No further actions at present	1a
FFT	Quarterly full report due in July 2019 Practices who were unable to submit via CQRS or who had submitted but data was not showing on NHSE return have had their data added manually	In March 2019 <ul style="list-style-type: none"> • 2 practices did not submit • 2 practices submitted fewer than 5 responses 	In April 2019 <ul style="list-style-type: none"> • 2 practices did not submit (3 practices attempted to submit via CQRS but were unable to – this data was entered into the spreadsheet manually) • 2 practices submitted fewer than 5 responses • Uptake was 2.4% compared to 0.9% regionally and 0.7% nationally 	No further actions at present	1a
NICE Assurance	No actions at present – next NICE meeting in August 2019	NICE assurance meeting was held in March. 11 new guidelines were identified as relevant for primary care.	Nothing new to report	No further actions at present	1a
Collaborative contracting visits	11 practice visits are outstanding, this will be completed by late summer in line with recent audit.	27/40 67.5% practices have been visited in total (an average of one per month) since the programme started in October 2016.	Visit schedule has been reviewed and an action plan is being devised to ensure that all practices receive their visit in a timely manner.	Expected completion by end of September 2019	1b
CQC	No issues at present	One practice currently has a Requires Improvement rating and continues to be supported.	CQC inspections continue, two practices have requires improvement rating – one has merged with another practice and	This action is on-going CQC revise information as re-inspections occur.	1b



			one is being managed by RWT		
Workforce Activity	Awaiting NHS Digital workforce data release.	Retention programme information has been collated and work streams identified Apprenticeship programmes are established with HCAs in place and NAs expressing an interest. Work continues around recruitment of overseas professionals currently resident in UK	Retention programme will be launched in line with the GPN strategy documents and deliverables identified at this time	September 2019	1a
Workforce Numbers	Awaiting NHS Digital workforce data release.	No information is available about the date of release of workforce data – NHS Digital have advised they will inform us when it is available.	Still awaiting digital workforce data	Awaiting further information	
Training and Development	None flagged at present	GPN strategy document approved by PCCC at Wolverhampton and Walsall STP. Spirometry training sent out for expressions of interest. Diabetes training programme under development with WDC.	GPN strategy approved at STP CLG group and by all other CCGs apart from Sandwell (delay due to PCN work) – launch to be arranged for summer 2019 Work continues with WDC around diabetes training Spirometry training dates agreed and expressions of interest gathered Training offered by continence team for HCAs and GPNs. Discussions have commenced around launch of the GPN strategy.	September 2019	1a
Training Hub Update	To continue monitoring, risk remains open.	Training Hub meeting held in late April to discuss role and function going forward. Plans to develop a	Discussions have commenced with Training Hubs in late May – potential hub and spoke model	This action is on-going and will be updated as new information is available.	2



		Training Academy for the Black Country discussed.	discussed. Development of primary care training academy planned model with a board in place to offer direction to the teams.		
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BACKGROUND AND CURRENT SITUATION

This report provides an overview of primary care activity in Wolverhampton and related narrative. This aims to provide an assurance of monitoring of key areas of activity and mitigation where risks are identified.

1. PATIENT SAFETY

Measure	Trend	Assurance/Analysis
Serious Incidents	N/A – not enough data to display a graph/trend	<p>Incidents:</p> <ul style="list-style-type: none"> • 1 Serious Incident currently being revised in primary care – for review at serious incident scrutiny group and referral into PPIGG on completion. • 1 near miss identified, reviewed at PPIGG – chair happy with action taken no further actions. • All incidents are reviewed by serious incident scrutiny group • Incidents are also reviewed by NHSE PPIGG group



<p>Quality Matters</p>	<p style="text-align: center;">QM Themes 2019-20</p> <table border="1" style="margin-top: 10px;"> <thead> <tr> <th>Monthly Variance</th> <th>April</th> <th>May</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>New issues</td> <td>4</td> <td>2</td> <td>24%</td> </tr> <tr> <td>Open issues</td> <td>6</td> <td>9</td> <td>60%</td> </tr> <tr> <td>Overdue issues</td> <td>4</td> <td>0</td> <td>16%</td> </tr> <tr> <td>Closed issues</td> <td>0</td> <td>2</td> <td>8%</td> </tr> </tbody> </table>	Monthly Variance	April	May	Percentage	New issues	4	2	24%	Open issues	6	9	60%	Overdue issues	4	0	16%	Closed issues	0	2	8%	<ul style="list-style-type: none"> • There are currently 12 open Quality Matters (QM) • Nine are currently in progress • Three are awaiting a response to practice comments from the acute trust • Four will be referred into PPIGG
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<p>Escalation to NHS England</p>	<p>No data at present</p>	<ul style="list-style-type: none"> • One incident reported to PPIGG in May – near miss relating to vaccine incident. • Three further incidents to be reported following Quality Matters review. 																				

2. INFECTION PREVENTION

Measure	Trend	Assurance/Analysis
<p>IP Audits</p>	<p>No data at present – awaiting new audit cycle</p>	<ul style="list-style-type: none"> • IP Audit Ratings: Gold 97-100%; Silver 91-96%; Bronze 85-90%; No rating ≤84% • The cycle for 2019/2020 has yet to start, further update at next



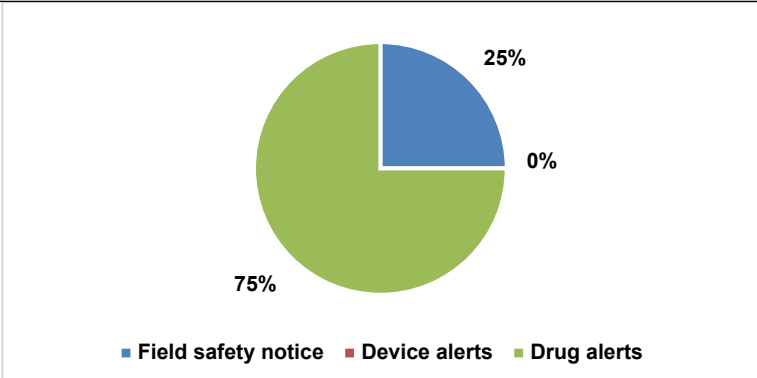
		<p>month's meeting.</p> <ul style="list-style-type: none"> • Work will continue with RWT IP team.
MRSA Bacteraemia	N/A	<ul style="list-style-type: none"> • No CCG cases noted • No areas of concern to report.
Influenza vaccination programme	No data at present	<ul style="list-style-type: none"> • Flu planning group to re-convene in May 2019. • Training is booked from Black Country Training Hub in July 2019 with further sessions across the region in August and September. • Flu vaccine ordering information requested from practices, some orders are low compared to cohort – to address via flu planning group • To discuss vaccine ordering at flu planning group
Sepsis	No data at present	<ul style="list-style-type: none"> • No areas of concern to report. • Additional work has been carried out to identify sepsis leads in primary care, and to ascertain if practices have access to pulse oximetry and what their safety netting and escalation processes are. • Practice nurse and GP representation is now available in the e-coli steering group. • Training for practice nurses is being planned for November 2019.

3. MHRA Alerts

Measure	Trend	Assurance/Analysis
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MHRA Alerts



No concerns to report at present

	April	May	Total	Percentage
Field safety notice	4	2	6	46%
Device alerts	0	2	2	15%
Drug alerts	4	1	5	38%
			13	

4. PATIENT EXPERIENCE

Measure	Trend	Assurance/Analysis
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Primary Care Commissioning Committee



<p>Complaints</p>		<p>Complaints Numbers and Themes: Awaiting Q4 data.</p>																																								
<p>Friends and Family Test</p>	<table border="1"> <thead> <tr> <th>Percentage</th> <th>February</th> <th>March</th> <th>West Midlands</th> <th>England</th> </tr> </thead> <tbody> <tr> <td>Total number of practices</td> <td>40</td> <td>40</td> <td>2066</td> <td>7001</td> </tr> <tr> <td>Practices responded</td> <td>92.5%</td> <td>92.5%</td> <td>64.8%</td> <td>63.4%</td> </tr> <tr> <td>No submission</td> <td>7.5%</td> <td>7.5%</td> <td>35.2%</td> <td>36.6%</td> </tr> <tr> <td>Zero submission (zero value submitted)</td> <td>2.5%</td> <td>0.0%</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Suppressed data (1-4 responses submitted)</td> <td>7.5%</td> <td>5.0%</td> <td>6.4%</td> <td>7.8%</td> </tr> <tr> <td>Total number with no data (no/zero submission and suppressed data)</td> <td>17.5%</td> <td>12.5%</td> <td>41.6%</td> <td>44.4%</td> </tr> <tr> <td>Response rate</td> <td>1.8%</td> <td>2.4%</td> <td>0.8%</td> <td>0.6%</td> </tr> </tbody> </table>	Percentage	February	March	West Midlands	England	Total number of practices	40	40	2066	7001	Practices responded	92.5%	92.5%	64.8%	63.4%	No submission	7.5%	7.5%	35.2%	36.6%	Zero submission (zero value submitted)	2.5%	0.0%	N/A	N/A	Suppressed data (1-4 responses submitted)	7.5%	5.0%	6.4%	7.8%	Total number with no data (no/zero submission and suppressed data)	17.5%	12.5%	41.6%	44.4%	Response rate	1.8%	2.4%	0.8%	0.6%	<ul style="list-style-type: none"> • Uptake significantly higher than regional and national uptake. • Total non-responders 5 practices (no data, zero data or suppressed data) – higher than regional and national average. • Uptake is reviewed on a monthly basis by the Quality Team and Primary Care Contract Manager. • For highest and lowest uptake the locality managers have been advised and the practices have been asked what it is that they have been doing to perform so well or plan to do to increase uptake.
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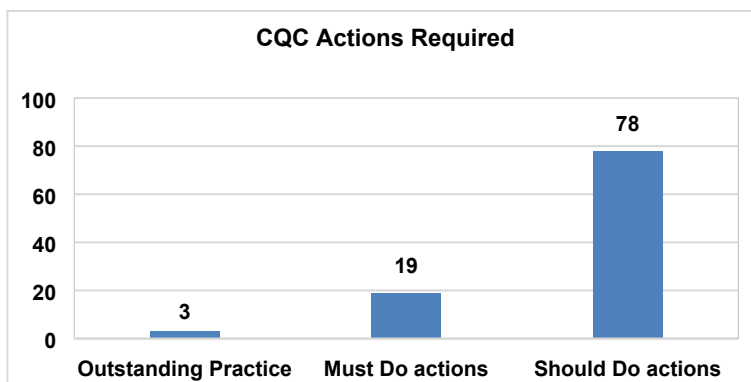
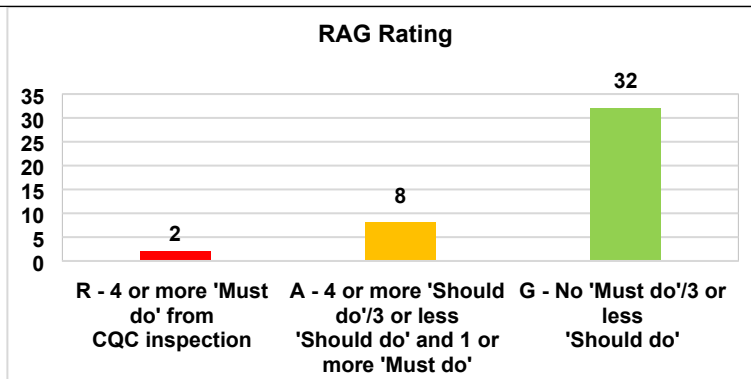
5. CLINICAL EFFECTIVENESS
NICE Assurance – Updated Quarterly (next due August 2019)

6. REGULATORY ACTIVITY

Measure	Trend	Assurance/Analysis
Collaborative Contracting visits	<p>■ Practices visits completed ■ Practices visits booked ■ Outstanding visits</p>	<p>11 practices are still outstanding – this will be completed by late summer 2019 in line with a recent audit – Quality and Primary Care teams will liaise over visit schedule.</p> <p>Themes from visits identified are:</p> <ul style="list-style-type: none"> • Policies needing updating or amending e.g. version control, update date or author • Missing policies. • Mandatory training gaps – particularly safeguarding training. • Missing certificates e.g. training and insurance – cover is available but the certificates are not.



CQC ratings



CQC continue to liaise with CCG to support the inspection process. No concerns have been reported back to CCG this month. Outstanding actions are managed by inspectors via 3 monthly virtual or face to face review.

Inspections by year:

- 2015 – 3
- 2016 – 12
- 2017 – 14
- 2018 – 10
- 2019 – 3

CQC Ratings by Domain	Overall	Safe	Effective	Caring	Responsive	Well-led	People with long term conditions	Families, children and young people	Older people	Working age people (including those recently retired and students)	People experiencing poor mental health (including people with dementia)	People whose circumstances may make them vulnerable



Outstanding	0	0	0	0	0	0	0	0	0	0	0	0
Good	39	35	40	41	41	39	39	39	39	39	39	39
Requires Improvement	3	7	2	1	1	2	3	3	3	3	3	3
Inadequate	0	0	0	0	0	1	0	0	0	0	0	0
	42	42	42	42	42	42	42	42	42	42	42	42

7. WORKFORCE DEVELOPMENT

7.1. Workforce Activity

Measure	Assurance/Analysis
Recruitment and retention	<ul style="list-style-type: none"> GP International recruitment is currently on hold awaiting further decisions from HEE. A business case to support development of overseas health care staff resident in the Black Country not working in this area is under development by STP GP Forward View Lead GP retention programme up and running with support for GPs in the first five years, retirement support and portfolio careers. The practice nurse retention programme under development – for launch with GPN strategy. HCA apprenticeship programme has 2 staff who have commenced one practice who is interested in larger scale HCA training and the employment of business and administration apprentices. A further practices has expressed interest. NA apprenticeship programme details have been shared with practices with tentative interest from 3 so far – for further promotion this month. Work experience pilot – a new GP placement site is needed for 1st – 5th July 2019 due to original placement being no longer available
GPN 10 Point Action Plan	<ul style="list-style-type: none"> Action 1, 2, 4, 5, 7, 8, 9 and 10: GPN strategy has been approved at CCG Primary Care Commissioning Committee and at CLG - launch. Action 1: Work experience pilot has been set up between a local secondary school, CCG, Public Health, Pharmacy and GP practices. To finalise placements in June. Action 2, 4 and 10: Digital Clinical Supervision pilot, has now finished but the sessions are continuing in Wolverhampton face to face and via Skype. Action 3: there are currently 17 practices and the CCG itself offering student nurse placements with another one expressing an interest. Action 4: The GPN fast track programme has started with Wolverhampton nurses attending. Action 5: Further work is being developed to promote the Return to Practice programme. Action 7: Nurse Education forum continues on a monthly basis Action 9: The CCG will support 3 Nursing Associate apprenticeships with backfill in primary care, comms have been developed and circulated. Action 9: HCA long term condition training sessions have been developed further in conjunction with the Training Hub.



	<ul style="list-style-type: none"> Action 9: HCA apprenticeships programme has commenced with two candidates starting in April and 4 further candidates identified. Action 10: The Nurse Retention plan has now been collated with work streams being planned.
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7.2. Workforce Numbers

Measure	Trend	Assurance/Analysis
Workforce Numbers	No data at present – awaiting figures from NHS Digital	Figures taken from NHS Digital data are for September 2018 with the next update due imminently.

7.3. Training and Development

Measure	Assurance/Analysis
Nurse Training	<ul style="list-style-type: none"> Practice Makes Perfect continues. Diabetes training is currently being developed in conjunction with Wolverhampton Diabetes Centre and Foot Health Flu training is booked for July 2019 Apprenticeship programmes are up and running Spirometry training is arranged for June and September 2019
Non-clinical staff	GPFV training continues around: Document management Practice manager support

7.4. Training and Development

Measure	Assurance/Analysis
Nurse Training	<ul style="list-style-type: none"> Practice Makes Perfect continues. Diabetes training is currently being developed in conjunction with Wolverhampton Diabetes Centre and Foot Health – Diabetes week nurse education event booked for 13th June Sanofi held a Travel health event at the Science Park for Wolverhampton nurses in May Apprenticeship programmes are up and running Spirometry training is arranged for June and September 2019 Continence training now available for all GPNs and HCAs
Non-clinical staff	GPFV training continues around: <ul style="list-style-type: none"> Document management Practice manager support



Training Hub update

	Exceptions and assurance
Black Country Training Hub	<ul style="list-style-type: none"> • £22M investment each year for three years, although it's not clear when this funding will be available. • There is to be one 'lead' Training Hub per STP, with locality Hubs sitting underneath this in some areas if required. The lead Hub must have representation from all locality Hubs, as well as other partners from across health and community care sitting on its board. <ul style="list-style-type: none"> • Guidance will be issued re. staff infrastructure but it won't be prescriptive. It was suggested that there may be roughly one project manager, one administrator and one clinical educator per 300,000 of population.
LWAB	<ul style="list-style-type: none"> • GP training places oversubscribed in 2018 with 3,473 places taken up, and the pre-reg nursing placement target was exceeded nationally. • There have been 7 IGPR recruits in the West Midlands. <p><u>Update from Community of Practice for Nursing Associates: General Practice: 15/04/2019</u></p> <ul style="list-style-type: none"> • Cervical Screening Programme available to newly qualified NAs; awaiting clarity from PHE regarding the TDDI regulated list. • Trainee Nursing Associate standards have been approved; end point assessment units will be forthcoming. • Clinical Negligence Scheme for General Practice; includes students and trainees. The Scheme • Skills for Health have been commissioned to produce core competency framework for AGPN to be delivered next year; request to be made to expand for all nursing roles to include HCA, NA, GPN. • Wider discussions required by group to produce JDs for NAs. • Wolverhampton CCG to provide completed templates for HCA and NA Apprentices to ensure continuity in national profiles. (Completed)

