

WOLVERHAMPTON CCG

PRIMARY CARE COMMISSIONING COMMITTEE
3rd December 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	



1. BACKGROUND AND CURRENT SITUATION

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 October 2019	Mitigation for November 2019	Date of expected achievement of performance	RAG rating
<u>Serious Incidents</u>	All RCAs are reviewed at SISG and escalated to PPIGG if appropriate.	Two incidents to be reviewed at PPIGG on 24 th October 2019. Fridge incident managed by NHSE.	No current SIs for Primary Care	31 st December 2019	1b
<u>Quality Matters</u>	All issues being addressed by appropriate teams at the CCG and trust that has raised the issue. For review at PPIGG as relevant	12 open Quality Matters One closed in September 2 QMs are overdue Two incidents for review at PPIGG	13 open Quality Matters 10 of these are new 3 are continuing 2 QM are overdue 7 QMs closed	31 st December 2019	1a
<u>Escalation to NHSE</u>	Four incidents due to be reviewed at PPIGG from Quality Matters	Two incidents to be reviewed at PPIGG on 24 th October 2019.	Awaiting further information before referring into PPIGG for two incidents	31 st December 2019	1b
<u>Infection Prevention</u>	IP audit cycle has recommenced for 2019/20	Average IP rating 96% Audits ongoing	Average IP rating 95% Audits continue	On going	1a
<u>Flu Programme</u>	Flu planning meetings have recommenced for 2019/20 flu season	Under 65 flu vaccines now available. Bi-weekly meetings with public health continue NHSE monitoring uptake monthly	LAIV child vaccine ordering has reopened following issue Uptake: 51.5% Over 65s 18.5% Under 65s at risk 18.3% Pregnant women	31 st March 2020	1b
<u>Vaccination Programme</u>	Vaccination programmes continue to be monitored	Work continues to increase uptake – MMR added to contracting visit template	Uptake for 2018/19 66.4% Work to increase uptake continues with Public Health	On-going	1b
<u>Sepsis/ECOLI</u>	Planning continues around training for practices in reduction	Training for practice nurses due on 14 th November 2019	Training was undertaken on 14 th November – work to increase	On-going	1a



	of gram negative infection – collaboration with IP team, prescribing and continence teams. Some practices have still not identified a sepsis lead and this is being chased.		awareness of programme continues		
MHRA	No issues at present.	No issues at present	No issues at present	None at present	1a
<u>Complaints</u>	No issues at present – quarterly report due July 2019	No new complaint data at present	No new complaint data at present	On going	1a
<u>FFT</u>	Slightly lower uptake in July, most probably due to summer holidays	In September 2019 (August data) <ul style="list-style-type: none"> • 9 practices did not submit • 1 practice submitted fewer than 5 responses • Uptake was 1.3% compared to 0.6% nationally and 0.7% regionally Low uptake may be due to time of year	In October 2019 (September data): <ul style="list-style-type: none"> • 3 practices did not submit • Uptake was 2.2% compared with 0.7% regionally and 0.9% nationally 	On-going	1a
<u>NICE Assurance</u>	No actions at present	Next meeting November	Awaiting information	None at present	1a
<u>Collaborative contracting visits</u>	All practices now complete new cycle to commence in November 2019	New cycle to begin in November 2019 Practices identified Quality Team staff being trained to support	One visit undertaken Four visits booked in up to March 2020	On going	1a
<u>CQC</u>	Monitoring of practices and support continues.	Four practices have requires improvement – being supported by CCG 15 annual reviews undertaken – 3 will require inspections Two inspections due	Two practices now have requires improvement ratings and support continues Annual reviews and inspections continue	On going	1b

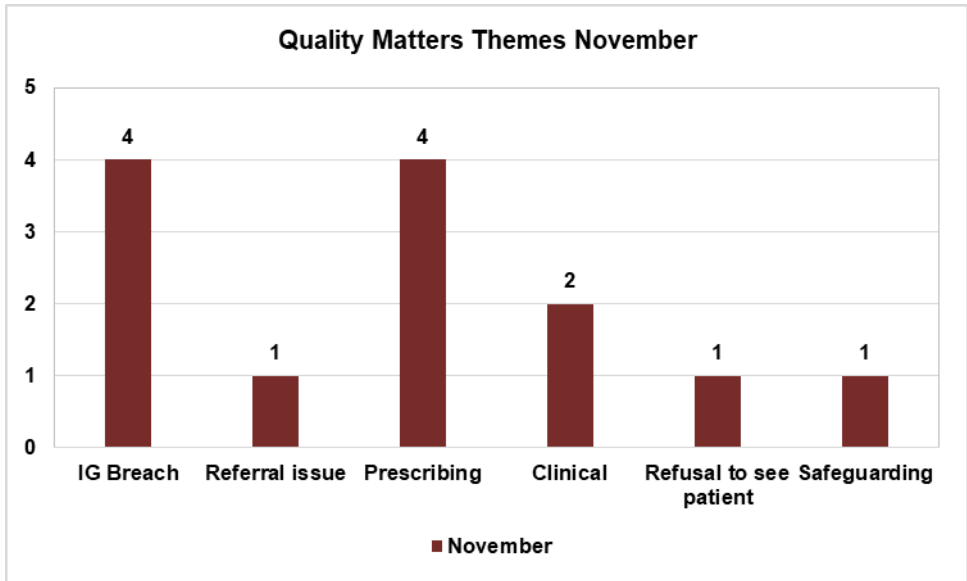


<u>Workforce Activity</u>	Work continues to promote primary care as a desirable place to work and to promote current programmes	GP retention continues and GPN retention has commenced at STP level Apprenticeships for re-launch	GP and GPN retention work continues at STP level	On-going	1a
<u>Workforce Numbers</u>	Awaiting NHS Digital workforce data release.	No change in status NHS Digital data now available for workforce Local data available	Data available via new workforce dashboard tool	On-going	1a
<u>Training and Development</u>	None flagged at present	GP retention programme continues Practice nurse education continues monthly 2020 programme under development Training Hub supporting extra sessions NMP funding available Apprenticeship offer to be developed Pharmacist network under development Physicians Associates in post Non-clinical training continues	GP and GPN retention work continues as previous update.	On-going	1a
<u>Training Hub/HEE/HEI update</u>	To continue monitoring, risk reduced and closed.	Training Hub cover now available LWAB money available to support work Work streams identified University programmes continue	Training Hub coordinator now embedded in CCG	On-going	1a



2. PRIMARY CARE QUALITY REPORT

2.1. PATIENT SAFETY

Measure	Trend	Assurance/Analysis														
Serious Incidents	<p>N/A – not enough data to display a graph/trend</p> <p>There has been one serious incident so far this year – unexpected death that was investigated by NHSE and closed. A second vaccine fridge incident has been identified recently – this does not meet the SI threshold and will be managed by West Midlands Screening and Immunisation Team</p>	Incidents: <ul style="list-style-type: none">All incidents are reviewed by serious incident scrutiny groupIncidents are also reviewed by NHSE PPIGG group														
Quality Matters	<div><p>Quality Matters Themes November</p><table><caption>Quality Matters Themes November</caption><thead><tr><th>Theme</th><th>Count</th></tr></thead><tbody><tr><td>IG Breach</td><td>4</td></tr><tr><td>Referral issue</td><td>1</td></tr><tr><td>Prescribing</td><td>4</td></tr><tr><td>Clinical</td><td>2</td></tr><tr><td>Refusal to see patient</td><td>1</td></tr><tr><td>Safeguarding</td><td>1</td></tr></tbody></table><p>■ November</p></div>	Theme	Count	IG Breach	4	Referral issue	1	Prescribing	4	Clinical	2	Refusal to see patient	1	Safeguarding	1	<ul style="list-style-type: none">There are currently 13 open Quality Matters (QM)3 new QMs7 Quality Matter were closed in September2 open QMs are overdue.1 awaiting further information before referring into PPIGG. <p>QM is monitored daily by quality team and discussions are held with contracting and governance when required.</p>
Theme	Count															
IG Breach	4															
Referral issue	1															
Prescribing	4															
Clinical	2															
Refusal to see patient	1															
Safeguarding	1															



	<table><tr><th>Monthly Variance</th><th>September</th><th>October</th><th>November</th></tr><tr><td>New issues</td><td>2</td><td>0</td><td>10</td></tr><tr><td>Open issues</td><td>10</td><td>10</td><td>3</td></tr><tr><td>Overdue issues</td><td>0</td><td>2</td><td>2</td></tr><tr><td>Closed issues</td><td>3</td><td>1</td><td>7</td></tr></table>	Monthly Variance	September	October	November	New issues	2	0	10	Open issues	10	10	3	Overdue issues	0	2	2	Closed issues	3	1	7	
Monthly Variance	September	October	November																			
New issues	2	0	10																			
Open issues	10	10	3																			
Overdue issues	0	2	2																			
Closed issues	3	1	7																			
Practice Issues	Low uptake of safeguarding reports noted by local authority team – this is being investigated by quality and contracting teams.	Investigation of low uptake of safeguarding reported underway, a meeting is being arranged with the Local Authority team to discuss the process.																				
Escalation to NHS England	<div><p>Escalation to NHSE</p><table><thead><tr><th>Month</th><th>Total number of incidents reported</th><th>Incidents closed</th><th>Incidents to be managed by CCG</th><th>Incidents referred into PAG</th></tr></thead><tbody><tr><td>September</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>October</td><td>2</td><td>0</td><td>0</td><td>0</td></tr></tbody></table></div>	Month	Total number of incidents reported	Incidents closed	Incidents to be managed by CCG	Incidents referred into PAG	September	0	0	0	0	October	2	0	0	0	Two incident are due to be reported to PPIGG at the next meeting					
Month	Total number of incidents reported	Incidents closed	Incidents to be managed by CCG	Incidents referred into PAG																		
September	0	0	0	0																		
October	2	0	0	0																		



2.2. INFECTION PREVENTION

Measure	Trend	Assurance/Analysis
IP Audits	<p>New audit cycle commenced – please see attached IP audit report with proposed dates and current audit status/comparison with 2018/19 (Appendix 1) – please note red cells in column E relate to blank values.</p> <p>Main issues identified relate to:</p> <ul style="list-style-type: none"> • Refurbishment needed • Sinks need replacing • Blinds need replacing • PPE should be wall mounted • Carpets in situ need removing • Equipment e.g. couches and fabric chairs need replacing • Mandatory training needs to be up to date • Cleaning audits should be available • Toilets need refurbishing • Replacing wooden skirting boards • General de-cluttering 	<ul style="list-style-type: none"> • IP Audit Ratings: Gold 97-100%; Silver 91-96%; Bronze 85-90%; No rating ≤84%. • Work will continue with RWT IP team around assurance. • Average rating in October was 95% compared to 94% in 2018/19
MRSA Bacteraemia	<p>One community case identified in June but no indication of origin e.g. GP, in data – no additional cases noted.</p>	<ul style="list-style-type: none"> • No further cases • No other areas of concern to report.
Influenza vaccination programme	<p>The delay in QIV (under 65) flu vaccine is not as marked as previously thought but risk identified and recorded on register</p> <p>Delays in ordering of nasal live vaccine for children identified nationally and is now on risk register – ordering has reopened now.</p> <p>Local plans around marketing, delivery and monitoring of vaccinations in collaboration with Public Health and GP/pharmacy partners now underway. Website available and Flu Fighters marketing materials</p> <p>Current adult uptake for week 44 (w/c 4th November 2019):</p>	<ul style="list-style-type: none"> • Flu planning group met on 5th November • WM teleconference held on 7th November • Flu Fighters comics have been shared across the Black Country and distributed to schools and 2-3 year olds, copies also shared with RWT paediatric department • Monthly uptake dashboard to be provided to practices and an overview to CCGs/PH by NHSE, awaiting first data set • Patient engagement events undertaken with HealthWatch by PH and CCG



	51.5% Over 65s 18.5% Under 65s at risk 18.3% Pregnant women Numbers are low and this may be attributed to issues with vaccine supply until mid-October	<ul style="list-style-type: none"> Work continues to promote uptake across the system
Vaccination programme	MMR uptake continues to be monitored Uptake 2018/19 – 62.9% receiving 2 doses Work to be undertaken around pertussis uptake in pregnant women working with Public Health Uptake 2018/19 – 66.4% however this may be an underestimated related to data transfer	<ul style="list-style-type: none"> To continue to work with PH around uptake. To feedback and receive data from regional screening and immunisation board. MMR uptake added to collaborative contracting template
Sepsis	No data at present	<ul style="list-style-type: none"> Training for practice nurses was undertaken in November 2019.

2.2. MHRA Alerts

Measure	Trend	Assurance/Analysis
MHRA Alerts	<p style="text-align: center;">MHRA Alerts</p> <p>A pie chart titled 'MHRA Alerts' showing the distribution of alerts. The chart is divided into three segments: a large blue segment representing 'Field safety notice' at 59%, a green segment representing 'Drug alerts' at 38%, and a small red segment representing 'Device alerts' at 4%. A legend at the bottom identifies the colors: blue for Field safety notice, red for Device alerts, and green for Drug alerts.</p>	No concerns to report at present



		Oct	Nov	Total	Percentage	
	Field safety notice	5	2	33	59%	
	Device alerts	0	0	2	4%	
	Drug alerts	9	3	21	38%	
				56		

2.3. PATIENT EXPERIENCE

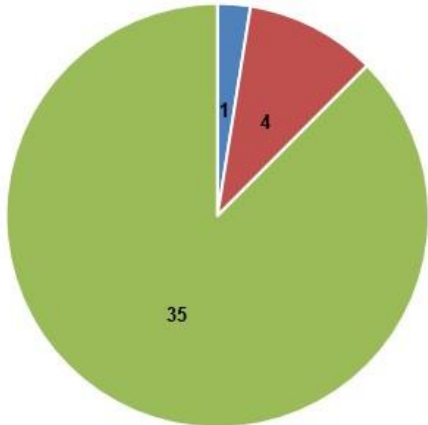
Measure	Trend					Assurance/Analysis
Complaints						No new complaints data available at present – awaiting Q3 data from NHS England.
Friends and Family Test	Percentage	August	September	West Midlands	England	<ul style="list-style-type: none"> Total non-responders 3 practices (no data) – All practices who did not submit have been contacted. 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.
Total number of practices	40	40	1342	6899		
Practices responded	80.0%	92.5%	66.3%	61.0%		
	32	37	890	4205		
No submission	20.0%	7.5%	33.7%	39.0%		
	8	3	452	2694		
Zero submission (zero value submitted)	0.0%	0.0%	0.0%	0.0%		
	0	0	0	0		
Suppressed data (1-4 responses submitted)	2.5%	0.0%	8.3%	7.3%		
	1	0	112	504		
Total number with no data (no submission, zero submission and suppressed data)	22.5%	7.5%	42.0%	46.4%		
	9	3	564	3198		
Response rate	1.3%	2.2%	0.7%	0.9%		



2.4. CLINICAL EFFECTIVENESS

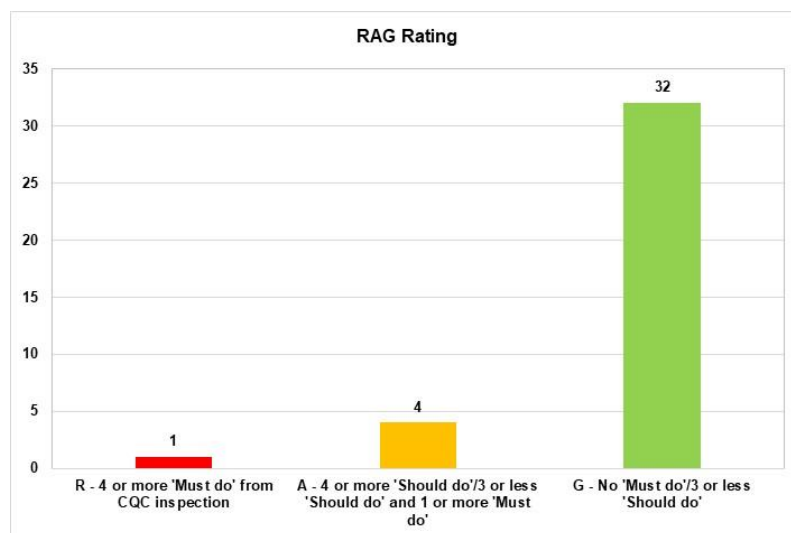
NICE Assurance – Updated Quarterly

Awaiting outcome of most recent meeting for circulation.

Measure	Trend	Assurance/Analysis
Collaborative Contracting visits	 <p>■ Practices visits completed ■ Practices visits booked ■ Outstanding visits</p>	<p>Visit schedule for this cycle has now recommenced—visits discussed at Primary Care Operational Management Group and undertaken due to intelligence shared.</p> <p>Slightly amended template including a section on celebrating good practice and sharing examples of good documentation. Flu activity and MMR uptake are now included.</p> <p>Completed Visits x 1 Booked Visits x 4</p>



CQC ratings



CQC continue to liaise with CCG to support the inspection process. Two practices in total for Wolverhampton have a requires improvement rating assurances have been provided by those sites. All are being supported by CCG team, resilience funding in place for one and contract review visits will be undertaken where appropriate to bolster the process.

Outstanding actions are managed by inspectors via 3 monthly virtual or face to face review.

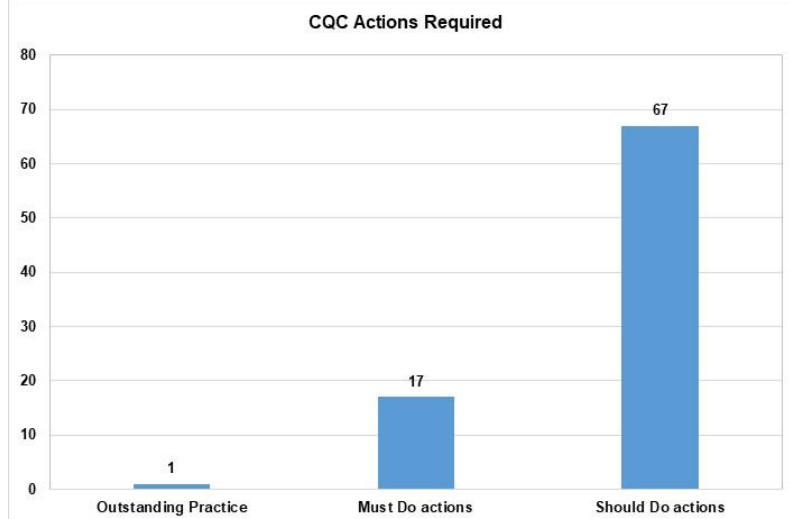
Annual reviews and inspections continue several full inspections are due because of previous RI rating or contract changes.

Inspections by year:

2014 – 2
2015 – 2
2016 – 13
2017 – 13
2018 – 9
2019 – 5

Several practices are due an inspection due to changes in provider and next inspections have been shared with CCG for discussion. Telephone follow ups currently being undertaken by Yvette Delaney





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	34	41	42	42	39	40	40	40	40	40	40
Requires Improvement	3	8	1	0	0	2	2	2	2	2	2	2
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



2.5. WORKFORCE DEVELOPMENT

2.5.1. Workforce Activity

Measure	Assurance/Analysis
Recruitment and retention	<ul style="list-style-type: none"> GP retention programme continues – mentorship, first fives, pre-retirement and portfolio careers work streams underway, mid-career has commenced The practice nurse retention programme has commenced. Liz Corrigan, Paul Aldridge and Alyson Hall spoke at a national event STP team are now taking part in a national retention pilot. HCA apprenticeship programme is due a re-launch to include primary care specific skills
GPN 10 Point Action Plan	<ul style="list-style-type: none"> Action 1, 2, 4, 5, 7, 8, 9 and 10: GPN strategy now forms part of STP Primary Care Strategy. Action 1: Work experience pilot ran between 1st and 5th July with Public Health, CCG and Pharmacies. Good feedback from all parties, evaluated and shared with partners. 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 with technical problems persisting. Action 4: GPN Strategy supports GPN involvement in PCN boards at strategic level - to be rolled out as part of retention plan. Action 3: there are currently 17 practices and the CCG itself offering student nurse placements with another one expressing an interest, but there is some movement of mentors due to job changes. Action 4: The GPN fast track programme completed with Wolverhampton nurses attending – nurses are also undertaking Fundamentals of General Practice Nursing with several additional candidates for January at Wolverhampton. Action 5: Further work is being developed to promote the Return to Practice programme via Futureproof. Action 7: Nurse Education forum continues on a monthly basis with plans to develop this further next year to include HCAs. Planned sessions include Frailty and hydration, COPD and pain management, wound care. Action 9: The CCG can support 3 Nursing Associate apprenticeships with backfill in primary care, comms have been developed and circulated - no candidates at present this is to be relaunched. Action 9: HCA apprenticeships programme has commenced as part of a pipeline programme recruitment continues. Action 10: The Nurse Retention plan has now been collated with work streams being planned as part of the GPN Strategy – working group now in place All Actions - GPN Strategy Launch took place on 3rd October at Himley Hall in Dudley evaluation complete All actions: Training Hub Coordinator now in place.

2.5.2. Workforce Numbers



Measure	Trend	Assurance/Analysis																																
Workforce Numbers	<div><div>General Practice Workforce</div><div>Selected CCG Information</div><div>NHS Wolverhampton CCG</div><div>June 2019</div><div>NHS Digital</div></div> <div><div>How to use this page</div><div>Firstly, select the Clinical Commissioning Group (CCG) you are interested in to view selected statistics, including comparisons against all-England figures, and percentile rankings compared against other CCGs.</div><div>Then, to view further practice information, right click on the GP practice you are interested in on the map and select drillthrough option.</div></div> <div><div>Number of patients</div><div>285,690</div></div> <div><div>CCG</div><div><div>NHS Wiltshire CCG</div><div>NHS Wirral CCG</div><div>NHS Wolverhampton CCG</div><div>NHS Wyre Forest CCG</div></div></div> <div><div>GP Practices</div><div></div></div> <div><div>Percentage of Staff aged 55 or over, by FTE, CCG and England</div><div><div>CCG ● England</div><div><table><tr><td>Admin/Non-Clinical</td><td>34.9%</td><td>39.5%</td><td>76</td></tr><tr><td>Direct Patient Care</td><td>45.1%</td><td>26.5%</td><td>98</td></tr><tr><td>GP</td><td>19.4%</td><td>19.5%</td><td>29</td></tr><tr><td>Nurses</td><td>34.2%</td><td>32.9%</td><td>64</td></tr></table></div><div>CCG Percentile Rank</div></div></div> <div><div>Staff FTE per 100,000 patients, CCG and England</div><div><div>CCG ● England</div><div><table><tr><td>Admin/Non-Clinical</td><td>108</td><td>112</td><td>35</td></tr><tr><td>Direct Patient Care</td><td>18</td><td>22</td><td>37</td></tr><tr><td>GP</td><td>51</td><td>57</td><td>36</td></tr><tr><td>Nurses</td><td>23</td><td>27</td><td>30</td></tr></table></div><div>CCG Percentile Rank</div></div></div> <div><div>Records extracted from Electronic Staff Record system are excluded from these figures to allow for fair comparison.</div><div>Copyright © 2019, NHS UK</div></div>	Admin/Non-Clinical	34.9%	39.5%	76	Direct Patient Care	45.1%	26.5%	98	GP	19.4%	19.5%	29	Nurses	34.2%	32.9%	64	Admin/Non-Clinical	108	112	35	Direct Patient Care	18	22	37	GP	51	57	36	Nurses	23	27	30	<div>Figures taken from NHS Digital data are for September 2019 with the next update due in December. Local figures are monitored via dashboard</div> <div>In the Black Country there are currently 776 FTE GPs, 403 FTE GPNs, 196 FTE HCAs, 2 FTE Nursing Associates and 1701 FTE non-clinical staff</div>
Admin/Non-Clinical	34.9%	39.5%	76																															
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2.5.3. Training and Development

Measure	Assurance/Analysis
GP	<ul style="list-style-type: none"> GP retention programme continues with a focus on mid-career GPs Portfolio careers programme is due to commence imminently with interest in a variety of specialities identified Work continues with First Fives GPs to support their career development and encourage them to consider staying the Black Country
Nurse/HCA/Nursing Associate	<ul style="list-style-type: none"> CCG GPN Leads meeting hosted by Wolverhampton CCG with rolling chair (currently with Worcestershire CCG) next meeting due in January with agenda to be set Practice Makes Perfect continues with 2020 agenda being set Frailty and hydration training was undertaken November in collaboration with RWT Apprenticeship programmes are up and running; pipeline programme for HCAs top-up



	<ul style="list-style-type: none"> • Spirometry training commenced in September with 15 candidates the next session is in December with assessments in January; 2 additional candidates to commence asap • Funding for all GPN retention programmes identified and work has commenced – GPN Professional Lead and GPN Champions in Post • Funding for NMP and HCA training identified expressions of interest underway • Additional funding available for newly qualified nurses and new to general practice nurses – awaiting further information from NHSE/HEE
Other professionals	<ul style="list-style-type: none"> • Pharmacist networks under development. • Two Physicians Associates are now in post with two more to follow • One potential Nursing Associate Apprentice candidate identified – discussions with practice to follow
Non-clinical staff	<ul style="list-style-type: none"> • GPFV training continues as per schedule • Care navigation training continues • Personalised care training being rolled out by STP team • Practice resilience support is available at STP level • PMs have requested their own forum be developed this is to be developed • Work continues across the STP to ensure equality of opportunity for development

2.5.4. Partnership Update

	Exceptions and assurance
Black Country Training Hub	<ul style="list-style-type: none"> • Sandwell TH now providing cover for Wolverhampton and Walsall CCGs with two project managers in post – support is being provided by GPN Professional Lead • Training Hubs actively working with PCNs to identify workforce and training needs • Digital work undertaken with video by Doreen Tipton and other videos to follow covering inhaler technique and flu
LWAB/HEE	<ul style="list-style-type: none"> • LWAB money – 25% ring fenced for primary care • Work around population health management commenced with links with PHE • Capacity of new roles being explored especially paramedics re: potential issues with WMAS capacity • Levy sharing options for apprenticeships being explored
Higher/Further Education	<ul style="list-style-type: none"> • Fundamentals starting in January in Wolverhampton two candidates so far with additional places held at present – update to follow • Work around myth busting for student placements being undertaken in collaboration with Pre-registration Adult Nursing Students



3. CLINICAL VIEW

N/A

4. PATIENT AND PUBLIC VIEW

N/A

5. KEY RISKS AND MITIGATIONS

All risks addressed through Quality and Safety, Primary Care and Workforce Risk registers.

6. IMPACT ASSESSMENT

6.1. *Financial and Resource Implications*

N/A

6.2. *Quality and Safety Implications*

Report is also delivered to Quality and Safety Committee – quality implications are addressed via this group.

6.3. *Equality Implications*

N/A

6.4. *Legal and Policy Implications*

N/A

6.5. *Other Implications*

Primary Care Commissioning Committee
December 2019

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N/A

Name: Liz Corrigan

Job Title: Primary Care Quality Assurance Coordinator

Date: 25/11/2019

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)	Yvonne Higgins	25/11/2019

