

**WOLVERHAMPTON CCG**

**PRIMARY CARE COMMISSIONING COMMITTEE**  
**4<sup>th</sup> February 2020**

<b>TITLE OF REPORT:</b>	Primary Care Quality Report
<b>AUTHOR(s) OF REPORT:</b>	Mavis Foya
<b>MANAGEMENT LEAD:</b>	Yvonne Higgins
<b>PURPOSE OF REPORT:</b>	To provide an overview of activity in primary care, and assurances around mitigation and actions taken where issues have arisen.
<b>ACTION REQUIRED:</b>	<input type="checkbox"/> <b>Decision</b> <input checked="" type="checkbox"/> <b>Assurance</b>
<b>PUBLIC OR PRIVATE:</b>	This Report is intended for the public domain.
<b>KEY POINTS:</b>	Overview of Primary Care Activity
<b>RECOMMENDATION:</b>	Assurance only
<b>LINK TO BOARD ASSURANCE FRAMEWORK AIMS &amp; OBJECTIVES:</b>	
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 December 2019	Mitigation for January 2020	Date of expected achievement of performance	RAG rating
<b><u>Serious Incidents</u></b>	All RCAs are reviewed at SISG and escalated to PPIGG if appropriate.	One practice has recently had a vaccine fridge failure – being managed at practice level	Still awaiting review by the West Midlands Screening and Immunisation Team	29 <sup>th</sup> February 2020	1b
<b><u>Quality Matters</u></b>	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 3 QM is overdue 0 QM closed	9 open Quality Matters 1 QM is overdue 1 QM closed	29 <sup>th</sup> February 2020	1b
<b><u>Escalation to NHSE</u></b>	Two incidents are currently being reviewed at PPIGG from Quality Matters and we are awaiting feedback from NHSE	PPIGG referrals awaiting further information	Still awaiting feedback from PPIGG on 2 outstanding matters	29 <sup>th</sup> February 2020	1b
<b><u>Infection Prevention</u></b>	IP audit cycle has recommenced for 2019/20	Average IP rating 95% Audits continue Plans to support IP improvements in practice being scoped	<ul style="list-style-type: none"> <li>Average rating in November remains at 95% compared to 94% in 2018/19</li> <li>IP scheduled visits have been highlighted in the IP Section below.</li> </ul>	On going	1a
<b><u>Flu Programme</u></b>	Flu planning meetings have recommenced for 2019/20 flu season	Current adult uptake for week 49 (w/c 9 <sup>th</sup> December 2019): 64.3% Over 65s 33.6% Under 65s at risk 32.6% Pregnant women	Current uptake for week 02 (2019/2020) 66.7% - Over 65s 38.6% - under 65s at risk 33.6% - All 2 year olds 37.7% - All 3 year olds 37.7% - Pregnant women	31 <sup>st</sup> March 2020	2



<b><u>Vaccination Programme</u></b>	Vaccination programmes continue to be monitored	Work continues as previously	Work continues as previously	On-going	1a
<b><u>ECOLI</u></b>	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 being chased.	Work continues as previously	Focus spotlight on Ecoli to be included within next month's report.	On-going	1a
<b><u>MHRA</u></b>	No issues at present.	No issues at present	No issues at the present moment.	None at present	1a
<b><u>Complaints</u></b>	No issues at present – quarterly report due July 2019	No new complaint data at present	No new complaints received at present	On going	1a
<b><u>FFT</u></b>	For highest and lowest uptake the locality managers have been contacted. Issues were discussed in PCCC meeting and these were found to be mainly transient with no further action required.	In November 2019 (October data): <ul style="list-style-type: none"> <li>8 practices did not submit</li> <li>Uptake was 1.9% compared with 1.1% regionally and 0.8% nationally</li> </ul>	In December 2019 (November 2019 Data) <ul style="list-style-type: none"> <li>6 practices did not submit</li> <li>Uptake was 2% compared with 1% regionally and 0.9% nationally</li> </ul>	On-going	1a
<b><u>NICE Assurance</u></b>	No actions at present	New NICE guidance available	No new guidelines available at present	None at present	1a
<b><u>Collaborative contracting visits</u></b>	All practices now complete new cycle to commence in November 2019	Two visits undertaken Three further visits booked up to March 2020	Scheduled visit to Fordhouses Medical Centre was undertaken on the 7 <sup>th</sup> January 2020.	On going	1a
<b><u>CQC</u></b>	Monitoring of practices and support continues.	Two practices now have requires improvement ratings and support	Two practices now have requires improvement ratings and support	On going	1b



		continues Annual reviews and inspections continue	continues Annual reviews and inspections continue		
<b><u>Workforce Activity</u></b>	Work continues to promote primary care as a desirable place to work and to promote current programmes	GP and GPN retention work continues at STP level	GP and GPN retention work continues at STP level	On-going	1a
<b><u>Workforce Numbers</u></b>	Awaiting NHS Digital workforce data release.	Data available via new workforce dashboard tool	Data available via new workforce dashboard tool	On-going	1a
<b><u>Training and Development</u></b>	None flagged at present	GPN Speciality Training programme bid successful at STP level – 10 places available across patch	GPN Speciality Training programme bid successful at STP level – 10 places available across patch	On-going	1a
<b><u>Training Hub/HEE/HEI update</u></b>	To continue monitoring, risk reduced and closed.	No further updates	No further updates	On-going	1a

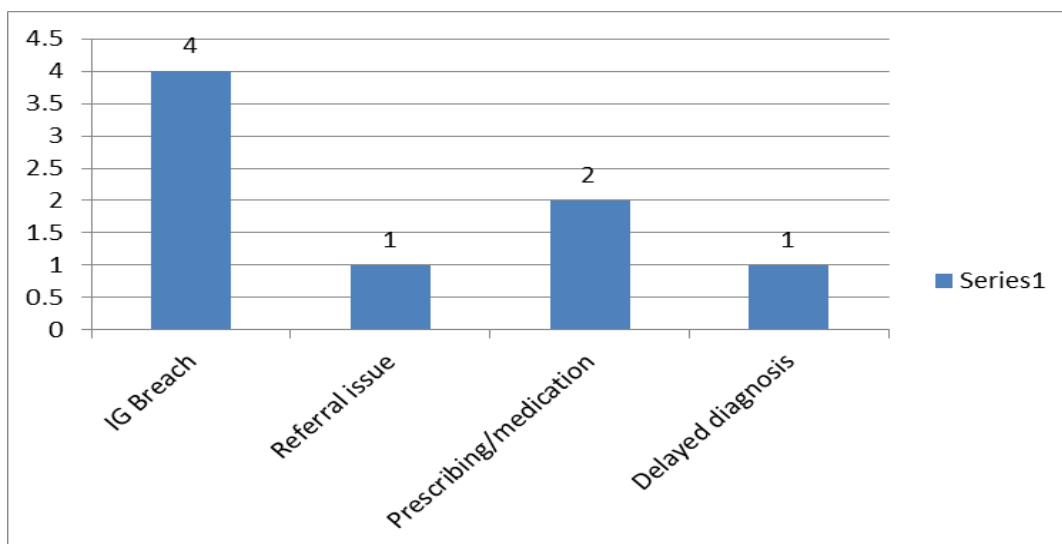
## 2. PRIMARY CARE QUALITY REPORT

### 2.1. PATIENT SAFETY

Measure	Trend	Assurance/Analysis
<b>Serious Incidents</b>	<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 threshold and will be managed by West Midlands Screening and Immunisation Team</p> <p>Still awaiting the West Midlands Screening and Immunisation Team feedback.</p>	<p><b>Incidents:</b></p> <ul style="list-style-type: none"> <li>• All incidents are reviewed by serious incident scrutiny group</li> <li>• Incidents are also reviewed by NHSE PPIGG group</li> <li>• A fridge failure has been noted by one of the practices – they have been advised re: reporting to NHSE and completing a Datix report – RCA to follow.</li> <li>• Still awaiting review by the West Midlands Screening and Immunisation Team.</li> </ul>



**Quality Matters**



Monthly Variance	November	December	January	Percentage
New issues	10	0	3	34%
Open issues	1	12	5	66%
Overdue issues	2	3	1	14%
Closed issues	7	0	1	26%

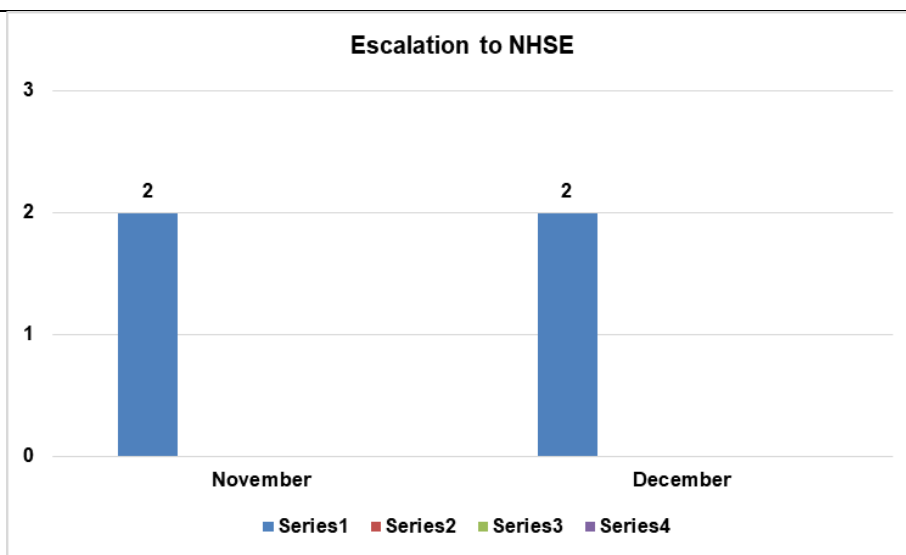
- There are currentl 9 open Quality Matters (QM)
- 1 closed in January
- 1 open QMs is overdue

QM is monitored daily by quality team and discussions are held with contracting and governance when required.

**Escalation to NHS England**

Two incidents continue to be outstanding as we are waiting for feedback from NHSE PPIGG.





## 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"> <li>Refurbishment needed</li> <li>Sinks need replacing</li> <li>Blinds need replacing</li> <li>PPE should be wall mounted</li> </ul>	<ul style="list-style-type: none"> <li><b>IP Audit Ratings:</b> Gold 97-100%; Silver 91-96%; Bronze 85-90%; No rating ≤84%.</li> <li>Work will continue with RWT IP team around assurances.</li> <li>Plans to support practices to make improvements around IP are being scoped by CCG</li> <li>Average rating in November remains at 95% compared to 94% in 2018/19</li> </ul>



	<ul style="list-style-type: none"> <li>• Carpets in situ need removing</li> <li>• Equipment e.g. couches and fabric chairs need replacing</li> <li>• Mandatory training needs to be up to date</li> <li>• Cleaning audits should be available</li> <li>• Toilets need refurbishing</li> <li>• Replacing wooden skirting boards</li> <li>• General de-cluttering</li> </ul>	
<b>MRSA Bacteraemia</b>	Two community cases identified up to November 2018 but no indication of origin e.g. GP, in data.	<ul style="list-style-type: none"> <li>• One more community case have been identified since the last report making it two cases and origin not yet known.</li> </ul>
<b>Influenza vaccination programme</b>	<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 uptake for week 02 (2019/2020)</p> <p>66.7% - Over 65s</p> <p>38.6% - under 65s at risk</p> <p>33.6% - All 2 year olds</p> <p>37.7% - All 3 year olds</p> <p>37.7% - Pregnant women</p> <p>Numbers continue to be low however caution has been exercised as there has been a likely lag in data being fed back and it may be attributed to issues with vaccine supply until mid-October.</p> <p>Anecdotally practices are reporting that they have had problems with supply of vaccines for under 65s and children aged 2 and 3 and had to cancel clinics or turn people away.</p>	<ul style="list-style-type: none"> <li>• Flu planning group met on 7<sup>th</sup> January</li> <li>• WM teleconference held on 23<sup>rd</sup> January</li> <li>• 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</li> <li>• Monthly uptake dashboard has been provided to practices and an overview to CCGs/PH by NHSE, first data set available being monitored by Flu Group and Public Health</li> <li>• Work continues to promote uptake across the system</li> </ul>



<b>Vaccination programme</b>	<p>MMR uptake continues to be monitored          Uptake 2018/19 – remains at 62.9% receiving 2 doses</p> <p>Work to be undertaken around pertussis uptake in pregnant women working with Public Health          Uptake 2018/19 – remains at 66.4% however this may be an underestimated related to data transfer</p>	<ul style="list-style-type: none"> <li>To continue to work with PH around uptake.</li> <li>To feedback and receive data from regional screening and immunisation board.</li> <li>MMR uptake added to collaborative contracting template</li> <li>NHSE have put a specification in place to aid practices identification and vaccination of at risk groups and DNAs</li> </ul>
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## 2.2. MHRA Alerts

Measure	Trend	Assurance/Analysis										
MHRA Alerts	<div><p>MHRA Alerts</p><p>■ Field safety notice ■ Device alerts ■ Drug alerts</p></div> <table><thead><tr><th></th><th>Dec</th><th>Jan</th><th>Total</th><th>Percentage</th></tr></thead><tbody><tr><td>Field safety notice</td><td>7</td><td>0</td><td>42</td><td>58%</td></tr></tbody></table>		Dec	Jan	Total	Percentage	Field safety notice	7	0	42	58%	No concerns to report at present
	Dec	Jan	Total	Percentage								
Field safety notice	7	0	42	58%								





		Device alerts	0	2	4	6%		
		Drug alerts	2	1	26	36%		
					72			

### 2.3. PATIENT EXPERIENCE

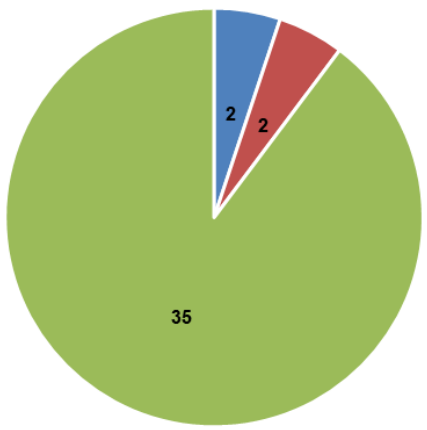
Measure	Trend					Assurance/Analysis
Complaints						No new complaints data available at present – awaiting Q3 data from NHS England.
Friends and Family Test						<ul style="list-style-type: none"><li>• Total non-responders 6 practices (no data) – still significantly lower than national average but this month the regional average was 2% again higher than national or regional averages. All practices who did not submit have been contacted.</li><li>• Uptake is reviewed on a monthly basis by the Quality Team and Primary Care Contract Manager.</li><li>• For highest and lowest uptake the locality managers have been contacted. Issues discussed in PCCC meeting and these were found to be mainly transient with no further action required.</li></ul>
	Percentage	October	November	West Midlands	England	
	Total number of practices	40	40	1334	6187	
	Practices responded	80%	85%	66%	37%	
		32	34	882	4163	
	No submission	20%	15%	19%	32%	
		8	6	452	2024	
	Zero submission (zero value submitted)	0.0%	0.0%	0.0%	0.0%	
		0	0	0	0	
	Suppressed data (1-4 responses submitted)	0.0%	2.5%	7%	6.8%	
		0	1	106	425	
	Total number with no data (no submission, zero submission and suppressed data)	20%	17.5%	41%	39%	
8		7	558	2449		
Response rate	1.9%	2.0%	1.0%	0.9%		



## 2.4. CLINICAL EFFECTIVENESS

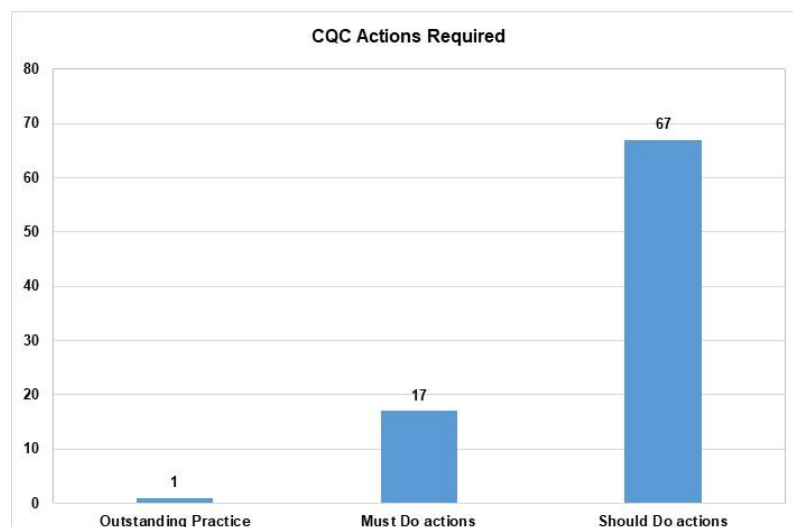
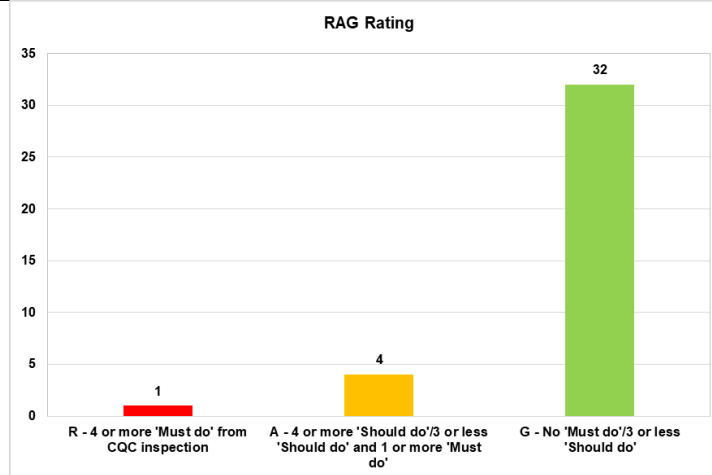
### NICE Assurance – Updated Quarterly

No new assurance to be discussed

Measure	Trend	Assurance/Analysis
Collaborative Contracting visits	 <p>■ Practices visits completed ■ Practices visits booked ■ Outstanding visits</p>	<p>Visit scheduled for Fordhouses Medical Centre was undertaken on 7<sup>th</sup> January 2020. .</p> <p>Slightly amended template including a section on celebrating good practice and sharing examples of good documentation was introduced. Flu activity and MMR uptake are now included.</p> <p><b>Scheduled Visits:</b>        Fordhouses Medical Centre – January 2020</p> <p>Action plans are in place</p> <p><b>Booked Visits:</b>        Dr Bilas Surgery – February 2020        Penn Manor Surgery – March 2020</p>



## CQC ratings



CQC continue to liaise with CCG to support the inspection process. One practice for Wolverhampton have a requires improvement rating assurances have been provided by this site. The practice is being supported by CCG team 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
<b>Recruitment and retention</b>	<ul style="list-style-type: none"> <li>GP retention programme continues – mentorship, first fives, pre-retirement and portfolio careers work streams underway, mid-career has commenced</li> <li>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.</li> <li>GPN Professional lead, GPN Champions and GPN Peer Mentors have been recruited</li> <li>GPN Speciality Training bid has been won – recruitment is underway</li> <li>HCA apprenticeship programme is due a re-launch to include primary care specific skills</li> </ul>
<b>GPN 10 Point Action Plan</b>	<ul style="list-style-type: none"> <li>Action 1, 2, 4, 5, 7, 8, 9 and 10: GPN strategy now forms part of STP Primary Care Strategy.</li> <li>Action 1: Work experience pilot ran between 1st and 5th July with Public Health, CCG and Pharmacies. Good feedback from all parties,</li> </ul>

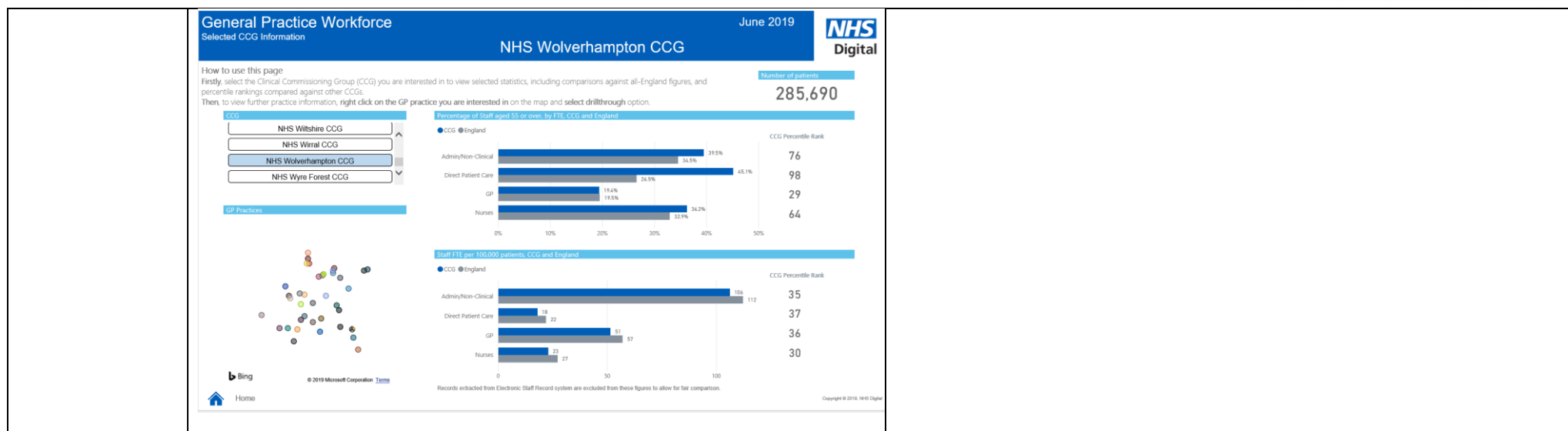


	<p>evaluated and shared with partners.</p> <ul style="list-style-type: none"> <li>• Action 2, 4 and 10: Digital Clinical Supervision pilot, has now finished but the sessions are continuing in Wolverhampton face to face and via Skype with technical problems persisting.</li> <li>• Action 4: GPN Strategy supports GPN involvement in PCN boards at strategic level - to be rolled out as part of retention plan.</li> <li>• 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.</li> <li>• 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.</li> <li>• Action 5: Further work is being developed to promote the Return to Practice programme via Futureproof.</li> <li>• 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.</li> <li>• 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.</li> <li>• Action 9: HCA apprenticeships programme has commenced as part of a pipeline programme recruitment continues.</li> <li>• 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</li> <li>• All Actions - GPN Strategy Launch took place on 3rd October at Himley Hall in Dudley evaluation complete</li> <li>• All actions: Training Hub Coordinator now in place.</li> </ul>
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## 2.5.2. Workforce Numbers

Measure	Trend	Assurance/Analysis
Workforce Numbers		<p>Figures taken from NHS Digital data are for September 2019 with the next update due in December. Local figures are monitored via dashboard</p> <p>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</p>





### 2.5.3. Training and Development

Measure	Assurance/Analysis
<b>GP</b>	<ul style="list-style-type: none"> <li>GP retention programme continues with a focus on mid-career GPs and GP mentorship</li> <li>Portfolio careers programme has commenced with interest in a variety of specialities identified</li> <li>Work continues with First Fives GPs to support their career development and encourage them to consider staying the Black Country</li> <li>Work is planned to identify and support locum GPs into permanent roles</li> </ul>
<b>Nurse/HCA/Nursing Associate</b>	<ul style="list-style-type: none"> <li>CCG GPN Leads meeting hosted by Wolverhampton CCG with rolling chair (currently with Worcestershire CCG) next meeting due in January with agenda including NHSE update and Group Consultations</li> <li>Practice Makes Perfect continues with 2020 agenda being set – this is now being managed by Nancy Szilvasi</li> <li>Apprenticeship programmes are up and running with induction in March 2020; pipeline programme for HCAs top-up is being finalised by Dudley Training Hub</li> <li>Spirometry training due to conclude in February with 15 candidates</li> <li>Funding for all GPN retention programmes identified and work has commenced – GPN Professional Lead and GPN Champions and Peer</li> </ul>



	<p>Mentors in post</p> <ul style="list-style-type: none"> <li>Funding for NMP and HCA training identified expressions of interest underway</li> <li>Black Country STP has successfully won a bid to host 10 newly qualified GPNs and support them through the GPN Fundamentals programme at BCU, two Wolverhampton PCNs are taking part</li> <li>Work with the NHSE retention team continues, plan to be in place by the end of February</li> </ul>
<b>Other professionals</b>	<ul style="list-style-type: none"> <li>Pharmacist networks under development.</li> <li>Two Physicians Associates are now in post with two more to follow and PA ambassador supporting staff</li> <li>Two potential Nursing Associate Apprentice candidate identified – discussions with practice to follow for September start</li> </ul>
<b>Non-clinical staff</b>	<ul style="list-style-type: none"> <li>GPFV training continues as per schedule</li> <li>Care navigation training continues</li> <li>Personalised care training being rolled out by STP team</li> <li>Practice resilience support is available at STP level</li> <li>PMs have requested their own forum be developed this is to be developed</li> <li>Work continues across the STP to ensure equality of opportunity for development – non-clinical apprenticeships being discussed</li> </ul>

#### 2.5.4. Partnership Update

	Exceptions and assurance
<b>Black Country Training Hub</b>	<ul style="list-style-type: none"> <li>Sandwell TH now providing cover for Wolverhampton and Walsall CCGs with two project managers in post – support is being provided by GPN Professional Lead</li> <li>Training Hubs actively working with PCNs to identify workforce and training needs</li> <li>From April 2020 the Training Hub will work as one and focus on developing as part of the Training Academy</li> </ul>
<b>LWAB/HEE</b>	<ul style="list-style-type: none"> <li>LWAB money – 25% ring fenced for primary care</li> <li>Work around population health management commenced with links with PHE</li> <li>Capacity of new roles being explored especially paramedics re: potential issues with WMAS capacity</li> <li>Levy sharing options for apprenticeships being explored</li> </ul>
<b>Higher/Further Education</b>	<ul style="list-style-type: none"> <li>Fundamentals starting in January in Wolverhampton two candidates so far with additional places held at present – update to follow</li> <li>Additional places for fundamentals to support GPN Speciality Training will be hosted by BCU</li> <li>Work around myth busting for student placements being undertaken in collaboration with Pre-registration Adult Nursing Students</li> </ul>



	<ul style="list-style-type: none"> <li>• Work continues with Wolverhampton University to develop a programme of work to support mid-career GPNs and GPs to develop their skills</li> <li>• GPN Champions will commence a leadership course commissioned from the RCN in February.</li> </ul>
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### 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**

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	
<b>Signed off by Report Owner (Must be completed)</b>	<b>Yvonne Higgins</b>	<b>27/01/2020</b>



