

**WOLVERHAMPTON CLINICAL COMMISSIONING GROUP**

**Primary Care Commissioning Committee**  
**Tuesday 3rd March 2020**

<b>TITLE OF REPORT:</b>	WCCG Monthly Primary Care Report
<b>AUTHOR(s) OF REPORT:</b>	M Boyce, Quality Assurance Co-ordinator
<b>MANAGEMENT LEAD:</b>	Sally Roberts, Chief Nurse.
<b>PURPOSE OF REPORT:</b>	To provide information around activity in primary care and highlighting actions taken around management and mitigation of risks. The data contained is for the reporting period of February 2020.
<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 confidential due to the sensitivity of data and level of detail and should not be shared outside of the committee.
<b>RECOMMENDATION:</b>	To note the content of all complaint related matters as requested by the Quality and Safety Committee.
<b>LINK TO BOARD ASSURANCE FRAMEWORK AIMS &amp; OBJECTIVES:</b>	<ol style="list-style-type: none"> <li>1. Improving the quality and safety of the services we commission, continually check, monitor and encourage providers to improve the quality and safety of patient services ensuring that patients are always at the centre of all our commissioning decisions.</li> <li>2. Reducing Health Inequalities in Wolverhampton.</li> <li>3. System effectiveness delivered within our financial envelope</li> </ol>



## 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 January 2020	Mitigation for February 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	There are currently 0 serious incidents open or ongoing with the CCG.	Ongoing.	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	8 open Quality Matters 1 QM is currently overdue 1 QM closed	<ul style="list-style-type: none"> <li>• There has been 1 new QM for a GP surgery reported in Feb 2020.</li> <li>• A total of 10 are now ongoing / overdue.</li> <li>• 5 QMs have been closed or proposed to be closed in Feb 2020.</li> </ul>	Ongoing	1b
<b><u>Escalation to NHSE</u></b>	There have been no recent incidents escalated to NHSE.	PPIGG referrals will be made as necessary following any investigations.	There are currently a number of GP related Quality Matters being investigated. Should any require PPIGG escalation this will be made once investigation is completed by the GP practices.	On going.	1b
<b><u>Infection Prevention</u></b>	IP audit cycle has re-commenced 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 February remains at 95% overall</li> <li>• IP scheduled visits have been highlighted in the <i>IP Section below</i>.</li> </ul>	On going	1a



<b><u>Flu Programme</u></b>	Flu planning meetings have recommenced for 2019/20 flu season	Previous uptake for week 02 (2019/2020) was; 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	Current uptake for week 04 (2019/2020) Over 65s – 67.1% Under 65s at risk – 40.1% All 2 year olds – 35.0% All 3 year olds – 40.1% Pregnant women – 38.7%	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	No further update available for February 2020.	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, however not received from NHSE since Q1 2019/20	No new complaint data at present	No new complaints received at present. Email sent to NHSE in Feb 2020 to ask for update.	On going	1b
<b><u>FFT</u></b>	For highest and lowest uptake the locality managers have been contacted. Issues were discussed in PCCC meeting with no further action required.	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>	In January 2020 (December 2019 Data) <ul style="list-style-type: none"> <li>Practice responses in the West Midlands lowered from 66% in November 2019 to 64.3% in December 2019.</li> </ul>	On-going	1a



<b><u>NICE Assurance</u></b>	No actions at present	NICE guidance available and to be managed by practices.	CCG NICE assurance group not currently being held due to local CCG changes. Practices are requested to view guidance on the NICE website in line with contractual requirements.	On going	1a
<b><u>Collaborative contracting visits</u></b>	All practices now complete new cycle to commence in November 2019	Scheduled visit plan continues.	Further planned visits to be held as per schedule.	On going	1a
<b><u>CQC</u></b>	Monitoring of practices and support continues.	Once practice now has 'requires improvement' rating and support continues Annual reviews and inspections continue	There have been no new visits to any Wolverhampton GP practices in February 2020.	On going	1b
<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



## 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	<p>N/A – Unfortunately there is not enough data to display a graph/trend analysis.</p> <p>There has been one serious incident so far this year which was an unexpected death that was subsequently investigated by NHSE and closed.</p> <p>WCCG are still awaiting the West Midlands Screening and Immunisation Team feedback following a vaccination fridge incident identified in 2019 which this did not meet the threshold for being a reportable serious incident. This is still being managed by the West Midlands Screening and Immunisation Team.</p>	<p><b>Incidents:</b></p> <ul style="list-style-type: none"><li>• All incidents are reviewed by the WCCG serious incident scrutiny group.</li><li>• Incidents are also reviewed by NHSE PPIGG group where applicable.</li></ul>																									
Quality Matters	<table><thead><tr><th>Monthly Variance</th><th>Dec 2019</th><th>Jan 2020</th><th>Feb 2020</th><th>12 Months % Total</th></tr></thead><tbody><tr><td>New issues</td><td>0</td><td>5</td><td>1</td><td>37%</td></tr><tr><td>Open issues</td><td>12</td><td>5</td><td>5</td><td>71%</td></tr><tr><td>Overdue issues</td><td>3</td><td>1</td><td>4</td><td>18%</td></tr><tr><td>Closed issues</td><td>0</td><td>1</td><td>5</td><td>31%</td></tr></tbody></table> <p>^ Data accurate 20/02/20.</p>	Monthly Variance	Dec 2019	Jan 2020	Feb 2020	12 Months % Total	New issues	0	5	1	37%	Open issues	12	5	5	71%	Overdue issues	3	1	4	18%	Closed issues	0	1	5	31%	<ul style="list-style-type: none"><li>• There are currently 10 open Quality Matters (QM)</li><li>• 4 are overdue</li><li>• 1 new QM was reported in January for a GP surgery in Wolverhampton</li></ul> <p>Recent themes from new QM’s vary and are mainly compliance related issues regarding pathways, medication and community care.</p>
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<b>Escalation to NHS England</b>	There has been no formal escalation of any concerns or incidents within February 2020.	Not Applicable.
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## 2. INFECTION PREVENTION

Measure	Trends	Assurance/Analysis
<b>IP Audits</b>	<p>Main issues identified relate to:</p> <ul style="list-style-type: none"> <li>• Refurbishments; <ul style="list-style-type: none"> <li>- Sinks need replacing</li> <li>- Blinds need replacing</li> <li>- Toilet Refurbishments</li> <li>- Replacement of skirting boarding</li> <li>- Carpet removals</li> <li>- Other general equipment and furniture</li> </ul> </li> <li>• PPE</li> <li>• Mandatory training</li> <li>• Cleaning audits</li> <li>• General de-cluttering</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>• 5 x IP Scheduled Visits in March 2020.</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 Delays in ordering of nasal live vaccine for children identified nationally and is now on risk register – ordering has reopened now. 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 04 (2019/2020) Over 65s – 67.1% (Increased from 66.7% previously reported)</p>	<ul style="list-style-type: none"> <li>• WM teleconference held on 23<sup>rd</sup> January, discussions held regarding JCVI vaccines for 20/21, SAIS programme and December immform submissions.</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 remains ongoing to promote uptake across the system.</li> <li>• Compared to last year, performance is better in the over 65s</li> </ul>



	<p>Under 65s at risk – 40.1% (Increased from 38.6% previously reported)  All 2 year olds – 35.0% (Increased from 33.6% previously reported)  All 3 year olds – 40.1% (Increased from 37.7% previously reported)  Pregnant women – 38.7% (increased from 37.7% previously reported).</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.  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>• This year there has been a delay on receiving the flu vaccination in the under 65s.</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>
<b>MRSA Bacteraemia</b>	<p>Wolverhampton CCG have 2 cases reported in 2019 (June and November) however there is no indication of origin within the national data period e.g. GP surgery.</p>	<p>This will be continually monitored and any new instances will be reported via this report.</p>



### 3. MHRA ALERTS

Measure	Overall Trend	Assurance/Analysis
<b>MHRA Alerts</b>	<p>■ Field safety notice ■ Device alerts ■ Drug alerts</p>	<p>There are no concerns to report at present, monthly CAS alerts received during the month of February 2020 were;</p> <p>■ Field safety notice ■ Device alerts ■ Drug alerts</p>

### 4. PATIENT EXPERIENCE

Measure	Trend	Assurance/Analysis	
Complaints	NHSE have not sent any information for complaint data since Q4 of 2018/19. Trends are therefore unknown at this stage. Data was expected on the following dates and is awaited.	The CCG has recently been made aware of 1 complaint that was discussed at a PPIGG meeting in February 2020. There are two actions that the CCG has been asked to facilitate and these are being progressed internally.	
	NHSE Complaints Period		Due to WCCG
	Q1 (April - June) 2019 GP Complaints report		30/08/2019
	Q2 (Jul - Sept) 2019 GP Complaints report		06/12/2019
	Q3 (Oct - Dec) 2019 GP Complaints report		06/03/2020
	Q4 (Jan - Mar) 2020 GP Complaints report		05/06/2020





Friends and Family Test (FFT)	Percentage	Nov 2019	Dec 2019	West Midlands	England
	Total number of practices	40	40	1334	6826
	Practices responded	85.0%	85.0%	64.3%	61.8%
		34	34	858	4217
	No submission	15.0%	15.0%	20.7%	38.2%
		6	6	476	2609
	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%	2.5%	9.5%	7.0%
		1	1	127	481
Total No Data (no submission, zero submission and suppressed data)		17.5%	17.5%	45.0%	45.3%
		7	7	603	3090
Response rate		2.0%	2.0%	0.8%	0.6%

- There remained a total of 6 non-responding 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.
- Practice responses in the West Midlands lowered from 66% in November 2019 to 64.3% in December 2019.
- For highest and lowest uptake the locality managers have been contacted.

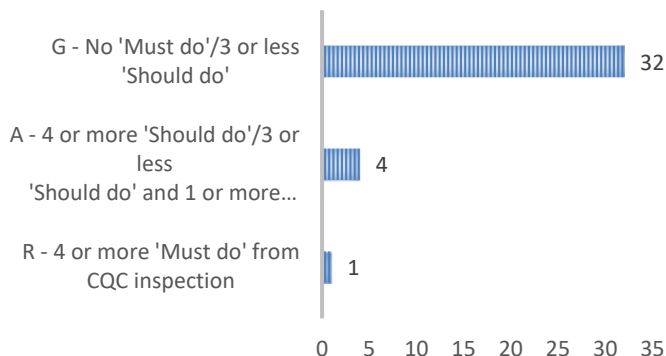
## 5. CLINICAL EFFECTIVENESS

### NICE Assurance

Updates which were previously provided via the CCG NICE Assurance group will no longer be provided in this report as the meeting has been stood down during a period of change for the CCG's in the Black Country. GP practices are recommended to ensure they are aware of relevant guidance being released by NICE with immediate effect.



## 6. REGULATORY ACTIVITY

Measure	Trend	Assurance/Analysis
<b>Collaborative Contracting visits</b>	Visits are ongoing on a monthly basis and a schedule of visits until mid 2020 has been set by the CCG. There are no specific trends related to primary care and actions are monitored on an individual practice visit basis.	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.
<b>CQC ratings</b>	<p><b>RAG RATING</b></p>  <p><b>Inspections by year:</b></p> <ul style="list-style-type: none"> <li>2014 – 2</li> <li>2015 – 2</li> <li>2016 – 13</li> <li>2017 – 13</li> <li>2018 – 9</li> <li>2019 – 5</li> <li>2020 – 0</li> </ul>	<p>The CQC continue to liaise with CCG to support the inspection process. Outstanding actions are managed by inspectors via 3 monthly virtual or face to face review.</p> <p>Annual reviews and inspections continue several full inspections are due because of previous RI rating or contract changes.</p> <p>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 the local CQC inspector.</p> <p>There have been 0 inspections for Wolverhampton in Feb 2020.</p>



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

## 7. WORKFORCE DEVELOPMENT

### 7.1. 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 with GPN Professional Lead, Champions and Peer Mentors in post.</li> <li>STP team are now taking part in a national retention pilot, NHSE team visited the STP in late January to discuss the programme and to meet with GPNs.</li> <li>GPN Professional lead, GPN Champions and GPN Peer Mentors have been recruited</li> <li>GPN Speciality Training candidates have been recruited – 10 candidates have been offered training positions across the STP</li> <li>HCA apprenticeship programme is due to re-launch to include primary care specific skills</li> </ul>



## 7.2 WORKFORCE NUMBERS

Measure	Trend	Assurance/Analysis
Workforce Numbers	<div><div>General Practice Workforce</div><div>Selected CCG Information</div><div>September 2019</div><div>NHS Digital</div><div>NHS Wolverhampton CCG</div><div>Number of patients</div><div>286,449</div><div>How to use this page</div><div>Finally, 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, select the GP practice you are interested in on the map and select drillthrough option.</div><div><div>CCG</div><div>NHS Witham CCG</div><div>NHS Wirral CCG</div><div>NHS Wolverhampton CCG</div><div>NHS Wym Forest CCG</div><div>GP Practices</div><div><div>Percentage of Staff aged 55 or over by FTE, CCG and England</div><div><div>CCG</div><div>England</div><div>Admin/Non Clinical</div><div>Direct Patient Care</div><div>GP</div><div>Nurses</div><div>0%</div><div>10%</div><div>20%</div><div>30%</div><div>40%</div><div>50%</div><div>CCG Percentile Rank</div><div>73</div><div>93</div><div>33</div><div>64</div></div><div><div>Staff FTE per 100,000 patients, CCG and England</div><div><div>CCG</div><div>England</div><div>Admin/Non Clinical</div><div>Direct Patient Care</div><div>GP</div><div>Nurses</div><div>0</div><div>50</div><div>100</div><div>CCG Percentile Rank</div><div>34</div><div>43</div><div>17</div><div>31</div></div><div>GP Digital records are excluded from these results to allow for fair comparison, as not all training placement locations are identified in the data.</div><div>Copyright © 2019, NHS Digital</div></div></div></div></div>	<p>Figures taken from NHS Digital data are for September 2019 with the next update due in March. Local figures are monitored via dashboard</p> <p>In the Black Country there are currently 823 FTE GPs, 412 FTE GPNs, 197 FTE HCAs, 3 FTE Nursing Associates and 1734 FTE non-clinical staff</p>

## 7.3 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 was hosted by Wolverhampton CCG/STP with who are also co-chair next meeting due in April with agenda including NHSE update and</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 due for assessment and on-track to successfully complete</li> <li>• Funding for all GPN retention programmes identified and work has commenced – GPN Professional Lead and GPN Champions and Peer Mentors in post</li> <li>• Funding for NMP and HCA training identified expressions of interest underway</li> <li>• Funding for portfolio careers now available</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 both have successfully recruited candidates</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>



## 7.4 PARTNER UPDATE

Measure	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>• Levy sharing options for apprenticeships being explored with a particular focus on Nursing Associates</li> </ul>
<b>Higher/Further Education</b>	<ul style="list-style-type: none"> <li>• Fundamentals starting in January in Wolverhampton two candidates to commence</li> <li>• Additional places for fundamentals to support GPN Speciality Training will be hosted by BCU due to start date</li> <li>• Work around myth busting for student placements being undertaken in collaboration with Pre-registration Adult Nursing Students</li> <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>



## 8 RECOMMENDATIONS.

The committee are requested to note the content contained within this report as requested at the March Committee.

The Committee is requested to:

**Receive** and **note** the information provided in this report.

**Discuss** any aspects of concern and **agree** on action to be taken

Details –	24.02.20
Clinical View	S Parvez
Public/ Patient View	M Boyce
Finance Implications discussed with Finance Team	N/A
Quality Implications discussed with Quality and Risk Team	S Parvez
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	M Boyce

