

**WOLVERHAMPTON CLINICAL COMMISSIONING GROUP  
PRIMARY CARE COMMISSIONING COMMITTEE**

Minutes of the Primary Care Commissioning Committee Meeting (Public)  
Held on Tuesday 4<sup>th</sup> July 2017, Commencing at 2.00 pm in the in Stephenson Room,  
Technology Centre, Wolverhampton Science Park

**MEMBERS ~  
Wolverhampton CCG ~**

		Present
Pat Roberts	Chair	Yes
Dr David Bush	Governing Body Member / GP	No
Dr Manjit Kainth	Locality Chair / GP	No
Dr Salma Reehana	Locality Chair / GP	Yes
Steven Marshall	Director of Strategy & Transformation	Yes
Manjeet Garcha	Executive Lead Nurse	No
Les Trigg	Lay Member (Vice Chair)	Yes

**NHS England ~**

Bal Dhami	Contract Manager	Yes
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**Independent Patient Representatives ~**

Jenny Spencer	Independent Patient Representative	No
Sarah Gaytten	Independent Patient Representative	No

**Non-Voting Observers ~**

Katie Spence	Consultant in Public Health on behalf of Ros Jervis, Service Director Public Health and Wellbeing	Yes
Elizabeth Learoyd	Chair - Wolverhampton Healthwatch	No
Dr Gurmit Mahay	Vice Chair – Wolverhampton LMC	No
Jeff Blankley	Chair - Wolverhampton LPC	No

**In attendance ~**

Mike Hastings	Associate Director of Operations (WCCG)	No
Peter McKenzie	Corporate Operations Manager (WCCG)	Yes
Jane Worton	Primary Care Liaison Manager (WCCG)	No
Jim Oatridge	Interim Chair (WCCG)	Yes
Helen Hibbs	Chief Accountable Officer (WCCG)	No
Gill Shelley	Primary Care Contracts Manager (WCCG)	Yes
Sarah Southall	Head of Primary Care (WCCG)	Yes
David Birch	Head of Medicines Optimisation (WCCG)	Yes
Tally Kalea	Commissioning Operations Manager (WCCG)	Yes
Laura Russell	Primary Care PMO Administrator (WCCG – minutes)	Yes

## Welcome and Introductions

WPCC65 Ms Roberts welcomed attendees to the meeting and introductions took place.

## Apologies for absence

WPCC66 Apologies were submitted on behalf of Jane Worton, Manjeet Garcha, Mike Hastings, Jeff Blankley, Jenny Spencer, Elizabeth Learoyd, Sarah Gaytten, Ros Jervis, Dr Helen Hibbs, Dr David Bush and Tony Gallagher.

**Dr Reehana entered the meeting**

## Declarations of Interest

WPCC67 Dr Reehana declared that, as GP she had a standing interest in all items related to primary care. As this declaration did not constitute a conflict of interest, Dr Reehana remained in the meeting whilst these items were discussed.

Dr Reehana declared that, as a GP she had an interest in agenda item 11 Zero Tolerance Policy (revised) as the practice is the service provider. It was agreed as the Committee was only reviewing an amendment to the policy Dr Reehana could remain within the meeting but could not contribute to the discussions.

**RESOLVED: That the above is noted.**

## Minutes of the Primary Care Commissioning Committee Meeting Held on the 6<sup>th</sup> June 2017

WPCC68 RESOLVED:

That the minutes of the previous meeting held on 6<sup>th</sup> June were approved as an accurate record.

## Matters arising from the minutes

WPCC69 **Extended Opening Hours Scheme A&E Review Attendance Data**

Mrs Southall shared with the Committee the figures of attendance data for A&E to determine the level of demand in particular over the bank holiday period. The figures were presented within the following tables;

Bank Holiday Period	Number of Attendances @ Hubs	Number of Attendances @ Urgent Care Centre		Potential Cost Savings (non attendance at RWT)	
		2016	2017	Urgent Care Centre £44.54	A&E £91.00
Easter (Friday & Monday)	119	-	596	£5,300	£10,829
Monday 1 May	35	274	270	£1,558	£3,185
Monday 29 May	112	257	264	£4,988	£11,193
Potential Cost Savings				<b>£11,846</b>	<b>£25,207</b>

Average Cost Per Hub/Day	£800 VI & £1500 Others
Number of Hubs Open Easter	7 = £10,500
Number of Hubs Open May	9 = £13,500
Total Cost of Hub Service	£24,000

Mrs Southall stated currently it was too early to state if any potential savings have been made, however they are fully prepared and more informed for the next bank holiday period in August and they will continue to reflect and monitor the service.

**RESOLVED: That the above is noted.**

### **Committee Action Points**

WPCC70 **Minute Number PCC302 – Premises Charges (Rent Reimbursement)**  
The Committee was informed that the NHS England are still awaiting the cost directives. Action to remain open.

#### **Minute Number WPCC31 – Extended Opening Hours Scheme Joint Evaluation Report**

Ms Southall update on attendance data for A&E/level of demand for the bank holiday period is covered by the July Agenda. Action closed.

#### **Minute Number WPCC52 – Application to close Branch Site – Dunkley Street**

Ms Shelley informed the Committee they are working with the practice on the exit strategy and Helen Cook from the WCCG Communications Department has prepared information to support the patients.

**RESOLVED: That the above is noted.**

### **Pharmacy First Scheme Report**

WPCC71 Mr Birch presented a report on the pharmacy first scheme for patients aged 16 and over to the Committee. The service was provided by the Community Pharmacy Team and was commissioned by NHS England. The service has been decommissioned by NHE England at the end of June 2017.

It was highlighted that the Committees remit of decision making did not cover the decision making of extension of services. The report therefore is seeking assurance for the Committee to recommend that the Director (budget holder) to make the decision for the CCG to continue to commission the service for over 16 years' olds in the short term from July 2016 – March 2018.

A discussion took place regarding the service and the level of equity of the service. It was noted the service is accessible across all of Wolverhampton and available for all patients, however it was noted the higher areas of deprivation

would most access the service more frequently. Mr Birch noted that that the service has been widely advertised through posters within GP practices and pharmacies. It was suggested the information be presented at the Practice Managers forum as it was stated they often advise patients where to access treatment/service if patients are unable to get a GP appointment..

Ms Southall informed the Committee the CCG has been working closely with Wolverhampton Local Pharmaceutical Committee who are supportive of the CCG to extend the service and to raise awareness within the Pharmacies.

The Committee reviewed the costings and activity data within the report and agreed to the recommendation that the Director (budget holder) to make the decision for the CCG to continue to commission the service for over 16 years' olds from July 2016 – March 2018. The Director Mr Marshall agreed that the CCG continues to commission the service for over 16 years' olds from July 2016 – March 2018.

**RESOLUTION: It was agreed David Birch to provide information of the service which can be presented to the Practice Managers forum.**

Mr Birch left the meeting

### **Primary Care Quality Report**

WPCC72 Ms Roberts shared the quality report in Ms Garcha's absence which is provide to the Committee with an overview of activity in primary care, and assurances around mitigation and actions taken where issues have arisen.

The following was highlighted to the Committee;

- **Infection prevention** – no reports were received within the month as there are no visits within the first quarter due to follow up visits being undertaking to provide assurances that actions from last year's audit are being completed. The visits for 2017/2018 will commence in quarter 2.
- **Friends and Family Test** - the number of practices with no data was 8, the number of practices that had data suppressed was 7 and the number of practices with zero responses was 2. Overall practices with no data available has improved on last month (33% to 36% and on May 38%), this shows a slow but steady improvement although overall figures are still low and fluctuate on a monthly basis. Ms Shelley informed the Committee she is working with Liz Corrigan, Primary Care Quality Assurance Coordinator and NHS England to review those practices not submitting data and the issues within the system the Practices are experiencing.
- **Quality Matters** – There are currently 5 on-going primary care quality matters.
- **Complaints** – There are 10 complaints that have been processed by NHS England within 2016/2017. It was highlighted the report needed to make clear that the 10 complaints were formal complaints raised by patients to NHS England that could not be handled or managed by the practice.

- **Risk Register** – It has been highlighted that the Quality team are currently discussing the option of presenting the risks live at the various committee meetings from September.

**RESOLUTION: The quality report to ensure that it makes clear that the majority of complaints are managed by the GP practices, however some are either escalated to NHS England or made directly to NHS England and are resolved in collaboration with the GP Practice.**

### **Governing Body Report/Primary Care Strategy Committee Update**

WPCC73 Mrs Southall informed the Committee the Governing Body report had not yet been considered by the Governing Body and therefore would not be appropriate to share with the Committee.

Mrs Southall shared with the Committee the minutes of the Primary Care Strategy Committee Meeting held in June 2017. An overview was provided of the work and discussions that took place. The Committee accepted the minutes and the update provided.

**RESOLVED: That the above was noted**

### **Primary Care Operational Management Group Update**

WPCC74 Mr Kalea presented the Primary Care Operational Management Group Update Report on behalf of Mr Hastings. The report provides an overview of the discussions that have taken place at their meeting held on the 20<sup>th</sup> June 2017 and the following was highlighted to the Committee;

- The Friends and Family Test submission compared to the previous month the recommended percentage response has increased to 89% in May 2017 from 85% in April 2017. This is in line with the national average.
- 10 Primary Care complaints processed by NHS England for 2016/2017 and of these 50% related to clinical treatment but no themes or patterns have been identified. The CCG have raised their concerns regarding the level of detail provided by NHS England.
- Three CCGs Strategic and Operational Estate Teams across the Black Country and working upon developing a Black Country wide Estates approach. The aim is to provide a more efficient way of developing Estates Guidance. The SLA is being developed and the CCG should receive this by next week.
- A CQC update was provided and an issue highlighted with regards to regards to the changeover of EMIS Web that some practices needed training which the IM&T Team have been supporting.
- The GP Practice Contract Review visit programme for 2017/2018 continues with a visit being completed in May to Probert Road Surgery which was successful.
- The IT Migration Plan which outlines the stages of the Practice migrations and merges remains on target.

Mr Marshall asked after the migration plan was complete how many practices would remain on ETPP compared to EMIS web. Mr Kalea noted that by March 2018 all GP Practices would be on one clinical system EMIS web.

The Committee accepted the report and the update.

**Mr Kalea left the meeting**

### **Zero Tolerance Policy (Revised)**

WPCC75 Mrs Southall informed the Committee following approval of the policy and service specification for the Zero Tolerance scheme it has become apparent within operation there was ambiguity between the specification and policy. Mrs Southall therefore highlighted the changes within the policy under section 2.1.

Mr Oatridge asked for clarity under section 3.1 who was the chair of the review panel, as it states two different roles have the responsibility for this function. It was agreed that it would be the Head of Primary Care and this would be amended accordingly.

Mr Marshall asked if a QIA and EIA had been undertaken, Mrs Southall confirmed the QIA was in process and the EIA needed to be undertaken. Mrs Southall agreed to process the EIA.

The Committee agreed to the revised Zero Tolerance Policy and subject to the additional amendments that needed to be undertaken.

**RESOLUTION: Mrs Southall to make changes to the zero tolerance policy and ensure a QIA and EIA has been undertaken.**

### **Any Other Business**

WPCC76 Ms Roberts took the opportunity to record thanks to Ros Jervis for her contributions to the Committee and wished her well within her future role.

**RESOLVED: That the above is noted.**

WPCC77 **Date, Time & Venue of Next Committee Meeting**  
Tuesday 1<sup>st</sup> August 2017 at 2.00pm in PC108, Creative Industries, Wolverhampton Science Park.