

Report to the Primary Care Commissioning Committee: Meeting In Public – 13 <sup>th</sup> June 2018	
Title	Primary Care Quality Report Quarterly Update
Part A or B	A
Sponsoring Director	Debbie Simmons, Nurse Director
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Purpose	To inform the committee of the updates to the Primary Care Quality Report for Q4 (January to March 2018) with areas of updated information and significant change since the previous iteration of the report.
Previously considered by	N/A
Risk and Assurance	N/A
Legal implications/regulatory requirements	N/A
Public Sector Equality Duty	N/A
Links to the NHS Constitution <i>All NHS organisations are required by law to take account of the NHS Constitution in performing their NHS functions</i>	Decisions will reflect the requirements of the NHS constitution
Which aspects of the GPFV Local Implementation Plan does the paper relate to? (Delete as appropriate)	<ul style="list-style-type: none"> <li>• Model of Care</li> <li>• Improving access</li> <li>• Workforce</li> <li>• Workload</li> <li>• Infrastructure</li> <li>• Governance</li> </ul>
Consultation, public engagement & partnership working implications/impact	N/A
Potential conflicts of interest	GPs and Practice Managers may have a conflict of interest in some aspects of this paper
The Committee are asked to	Note
Members eligible to vote	N/A

## Executive Summary

Following the presentation of the Quarter 3 Quality Report and Update it was felt that the new format for highlighting changes and areas of interest was of use and therefore this has been replicated for the Quarter 4 version of the report.

It is anticipated that the Quality Report will continue to be populated on a quarterly basis and presented; however a group will be set up to define what Quality in Primary Care can be measured by and whether a smaller sub-set of information would be better utilised in order to identify areas of concern or excellence. The group will consist of members of the Primary Care and Quality teams within Berkshire West CCGs and representatives from the GP Alliances, both clinical and managerial. This is similar to work being developed in Buckinghamshire and Oxfordshire and it is anticipated that Berkshire West can link in with those teams in order to learn from experience and share learning.

## Updates since Quarter 3

Sections with updated information
Service utilisation
Digital transformation - Information Governance Toolkit Status, Practices enabled online access for booking/cancelling appointments, ordering prescriptions and access to detailed coded records, percentage of patients enabled for each service and eReferral coverage
CQC Inspecting
Patient Satisfaction – Friends and family test results
Patient Safety – Number of incidents, Infection Control compliance
IQPR - gram negative bloodstream infections, Trimethoprim prescribing, reduction in inappropriate prescribing and Dementia diagnosis rates
Significant change / areas for consideration
Significantly increased of incidents reported in Q4 compared to Q3, mainly relating to the requirement for Practices to submit 4 incidents by the end of the year for the Prescribing Quality Scheme
IG Toolkit submissions have shown a varying picture with overall improvements in North & West Reading and Wokingham and decreases in Newbury & District and South Reading
Increase in eReferral coverage
Improving CQC picture across Berkshire West with only 1 Practice remaining as Inadequate and 2 as Requires Improvement
Friends & Family Test reporting remains low across Berkshire West CCG
Online Services reporting remains questionable with gaps and errors in the national data. This has been discussed at GPIT and escalated; however until data is more reliable it is suggested we close actions relating to this

## Visits undertaken in Q4

CCG	Practice	Date	Reason for Visit and Outcomes	Lead CCG Officer
North & West Reading		Ongoing	APMS contract review meetings	Helen Clark
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South Reading		Ongoing	APMS contract review meetings	Rachel Procter
South Reading		Ongoing	APMS contract review meetings	Rachel Procter
South Reading		Jan 2018	CQC assistance	Rachel Procter
South Reading		Jan 2018	List size	Rachel Procter
All	10 x Practices	Jan – Feb 2018	Dispensing Quality Scheme Visits	Beena Patel-Parker

## Actions

Section	Area for action	Key actions
Q1 Patient Experience	Friends and Family Test	Address gaps in data and work with practices to improve response rates. Work to be undertaken with Lead PMs from each locality and refresh of the options available to Practices to collect data i.e. iPlato (at cost) and the new Footfall website platforms
Q2 QOF	Diabetes (SR)	Work with LTC leads and SR Alliance to agree any actions to be taken to improve achievement on diabetes indicators in 2017-18. Also to review and respond to NDA results.
Q2 Imms and Screening	Cervical cytology	Link with prevention and screening workstream group around actions to improve uptake of cervical screening.
Q2 IQPR	Hypertension (SR)	Discuss with SR leads whether can support delivery of this local QP target.
Q2 Patient Experience	Complaints	Clarify NWR complaints and follow-up outcome of complaints reported to identify any learning. Collate information with practice annual complaints return.
Q2 Imms and Screening	Childhood imms	Further investigate change in immunisation uptake at 24 months (see data issue below) before considering any further action. - Suggest COMPLETE until updated data is available
Q2 Digital Transformation	Patient Online	Work with GPIT Committee to follow-up and support practices in meeting Patient Online targets, supporting collating and sharing of good practice. - In light of data issues suggest COMPLETE for now
Q2 Digital Transformation	E-Referrals	Link with Planned Care / GPIT leads around impact of RBFT changes on e-referral rates and any practices for which this is causing an issue. - Rates are improving - COMPLETE

## Recommendation

- The Public Committee is asked to note the Primary Care Quality Report for Quarter 4