



**Somerset**

***Clinical Commissioning Group***

# **Primary Care Quality Report Quarter 1 2020/2021 (April to June 2020)**

**Jonathan Davies  
Primary Care Quality Lead**

**1<sup>st</sup> September 2020**

# Primary Care Update

## Incidents, PALS, Complaints trend analysis and actions

**West One:** NHSE have restarted the West One learning investigation (after a pause due to Covid 19).

**INR\*:** Requests for home testing indicate a need for further guidance on supporting patient led home testing. Resources have been developed; a template process and Practice/Patient agreement form.

**Intelligence:** has highlighted the need to gain assurance that “Freedom to Speak Up” policies are in operation in GP practices and well understood by staff. The CCG and LMC have published a joint reminder.

**Access to face to face appointments:** CCG to develop ‘alert’ news item in relation to learning from local incidents, especially in respect of repeated virtual consultations for same problem and highlighting identified vulnerable groups.

## Performance:

2019 / 2020 Quality and Outcomes Framework scores published August Somerset achieved 96.13% which is better than the national average of 95.51%.

## Risk:

Risks in the register for primary care are for workforce. The Somerset Practice Quality Scheme risk (quality reputation) can now be closed that we have returned to QoF and achieved good outcomes.

\*INR – anticoagulation measure monitoring International Normalise Ratio

# Primary Care Update

## Issue: Primary Care Quality Team activities Quarter one ( April to June 2020)

- 1) Supported development of Virtual Quality Improvement training including Silver and Bronze training. First Silver programme starts Sept 2020.
- 2) Development of Practice Support CQC Inspection Tool in collaboration with LMC, 1st draft version.
- 3) Development of safety process and resources for use of SpO<sub>2</sub> (oxygen saturation level in blood) home monitoring in primary care. Included model standard operating procedure for Primary Care and model instruction for use.

4) Community to acute recognition and rescue of deteriorating patients pathway RESTORE2 training in Nursing and Care Homes. Also reduces avoidable admissions.

- Training resources available for Primary Care on Somerset GP Education Trust web site, with
- further work planned to support understanding in primary care through the Primary Care Networks

5) Development of Primary Care QI and Leadership coaching resources for Primary Care Nurses. Includes development of bid for funding from GP Nurse point plan 10 programme.

6) Increased collaborative working with Care quality commission via weekly calls.

# Primary Care Update

## Issue **Care Quality Commission (CQC)** update Quarter one (April to June 2020)

### **CQC published results:**

**Summervale:** Good (April 28<sup>th</sup>) (Good in all Domains).

**Ryalls Park:** Requires Improvement moved from Inadequate (May 1<sup>st</sup>) (Requires improvement, in all domains).

**Langport Surgery:** Good (April 30<sup>th</sup>) (Requires improvement in Effective domain).

**Martock Surgery:** Good (April 7<sup>th</sup>) (Good all Domains).

**Tawstock Medical Centre:** Good (April 16<sup>th</sup>) (Requires improvement in Effective domain).

### **Performance:**

There are now no practices rated as Inadequate in Somerset. Three practices are rated as Requires Improvement. One practice is rated as Outstanding. All other practices are rated as Good.

### **Risk:**

The Quality, Contracting and commissioning teams will develop a risk that is based on the learning from the West One review (when completed). This will focus on oversight arrangements of practices

**Springmead Surgery: GOOD (reported 7th May 2020),** moved from Requires Improvement (Requires Improvement in Effective Domain)

**Overview of CQC status:**

The CQC has suspended all regulatory visits. At present it is drawing up a list of practices it considers at “risk”. The CCG will continue to work closely with the CQC in respect of this and will continue to provide regular updates to the Committee.

# Primary Care Update

## Issue: Key Themes from National 2019 Primary Care Patient Survey Report

### **Key themes:**

- Somerset patients are more satisfied than the national average on every measure except Out of Hours care.
- 84% of patients describe their experience of GP services as very good or fairly good.
- Overall, patients are satisfied with how helpful receptionists are (with the exception of a handful of practices).
- Overall, patients are satisfied with how helpful receptionists are (with the exception of a handful of practices).
- Within practices who rank well there still seems to be a consistent theme of patients being dissatisfied with the amount of time allocated to their appointment.
- The results show that there is a consistent issue across Somerset within the lower ranked practices of being able to easily access a receptionist via the telephone.

## **Escalations / Actions Required:**

The Quality and contracting teams will work to support the practices with low achievement scores. Supporting those Primary Care Network areas and providers highlighted as having opportunities to improve within the report. The teams will also review how digital innovations such as ask my GP have influenced patient satisfaction.