



Somerset

Clinical Commissioning Group

Primary Care Quality Report

Quarter 2 2020/2021

(July to Sept 2020)

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Primary Care Update

Incidents, PALS, Complaints trend analysis and actions (July-Sept 2020)

Information Governance (IG): Audit found IG concerns. Serious incident (SI) reported and report made to information commissioner. Reminder sent to all practices on IG requirements. Further learning awaited from SI report.

Impact of sickness: Two practices reported reduced clinical and leadership staffing due to long term sickness. Safety reviews undertaken and S92 support packages in place.

Whistle blowing: CCG and LMC undertook action to highlight freedom to speak up policies in quarter one. Quarter two has seen an increased tempo in Whistleblowing activity.

Access: Ongoing concerns in regards to access to practice, including face to face appointments. Two practices supported to develop daily capacity management tools. Ongoing monitoring by CCG. A separate paper about appointment data will be presented to the Committee.

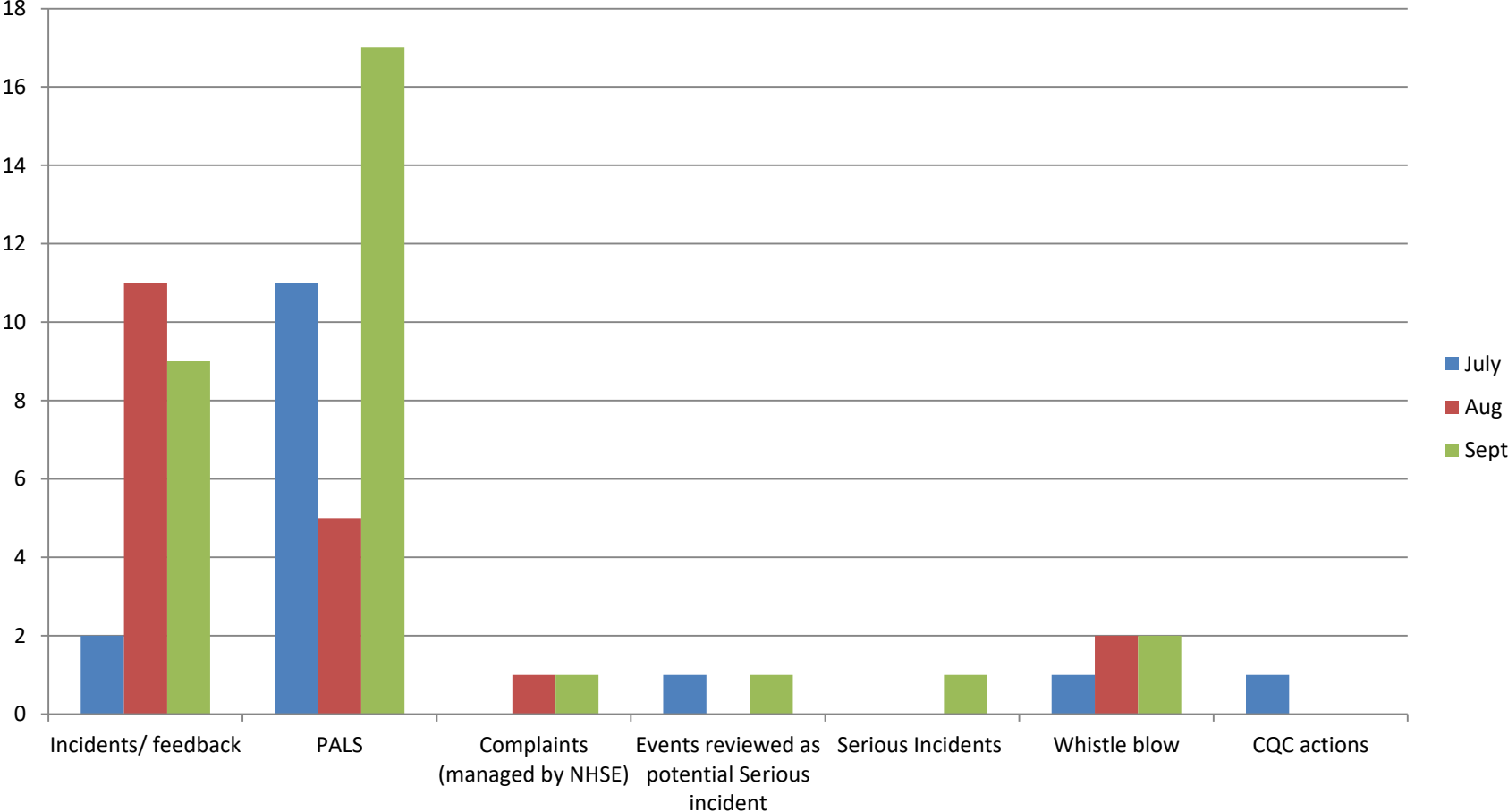
Performance:

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) has now be closed.

Primary Care Intelligence sources (July –Sept 2020)



Primary Care Update

Issue: Primary Care Quality Team activities Quarter one (July-Sept 2020)

- 1) First cohort of online Silver Quality Improvement (QI) training launched in Sept 2020. A total of 6 teams taking part with a focused on community and primary care Primary Care Network (PCN) improvement teams (Primary Care quality team providing coaches for 4 of the teams).
- 2) Launch of Primary Care QI coaching resources for PCNs, focus on nursing staff, one hour per PCN per week of QI coaching (total of 6 teams being coached in first wave).
- 3) Bronze QI training programme undertaken for 90 trainee GP ST1, 2 and 3s. Focused ideas for QI projects on PCNs, Somerset Treatment Escalation Plans, RESTORE2, nursing home Direct Enhanced Service etc.
- 4) Planning for the development of a Primary Care QI coaching resource for all trainee GPs (upskilling GP trainers).
- 5) Restore 2 training resource for Primary Care on Somerset GP education trust website, all PCNs offered support around implementation of RESTORE2 via PCN meeting.

Primary Care Update

Issue: Wider Quality and Nursing Directorate activities (July-Sept 2020)

- 1) Learning Disabilities and Mental Health: Learning disability Annual Health Check support tools for Primary Care to be introduced, including risk assessing need for face to face health check and prompts to guide appropriate actions/referrals.
- 2) Infection, Prevention & Control (IP&C) team Primary Care: IP&C advice and guidance provided to CCG colleagues and GP practices on waste management, micro suction, spirometry procedures, PPE requirements, face masks usage in primary care settings, minor surgery DES review and outbreak management.
- 3) Continuing Healthcare team process now in place for reporting of any significant concerns to Primary Care Quality team.
- 4) Sepsis Group awaiting nationally mandated Paediatric Early Warning Score.

Primary Care Update

Issue: Care Quality Commission (CQC) update Quarter Two (July-Sept 2020)

CQC published results: No CQC Published results for Somerset.

Overview of CQC ratings: There are 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'.

Learning from CQC: A national increase in the numbers of complaints received during the COVID-19 Pandemic. These are focused on access to appointments and answering phones. The three Somerset practices highlighted by the CQC have been contacted by the Contracting Team to review and discuss the CQC feedback.

Performance:

No change in Performance on CQC ratings due to suspension of CQC reviews during Covid-19 pandemic

Risk:

No CQC related risks on the risk register at present

Primary Care Update

Issue: National 2019 Primary Care Patient Survey Report Action report:

Actions:

The Quality and contracting teams have met with the first practice (Ryalls Park) to be targeted for improvement activity in regards to Primary Care Survey results:

- 1) Practice was presented with survey findings needing improvement.
- 2) Reviewed and discussed five key metrics within the survey for practice to focus on improvement work during 2020/21

Outcome:

- 1) Acknowledgement by the practice that the survey results were a valid and validated measure of their patients satisfaction.
- 2) Agreement to review the five key metrics highlighted by the CCQ and to develop an improvement plan around these.
- 3) CCG to review improvement plan as part of overall oversight of the practice