



Somerset

Clinical Commissioning Group

Primary Care Quality Report Quarter 1 2021/2022 (April to June 2021)

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Primary Care Update:

Incidents, Patient Advice and Liaison Service (PALS), Complaints trend analysis and actions

PALS Contacts: Reduced numbers of CCG PALS contacts related to Primary Care from previous quarters. Trends include: access and registration/deregistration, quality of care of patients with long term conditions. Support plans agreed to improve access.

Supported Practices: Three practices were supported with leadership/Governance via quality visits. Need identified after quality and safety review of Practices.

Multi Agency Reviews: No multi agency reviews of section 42 report investigations were required.

Performance:

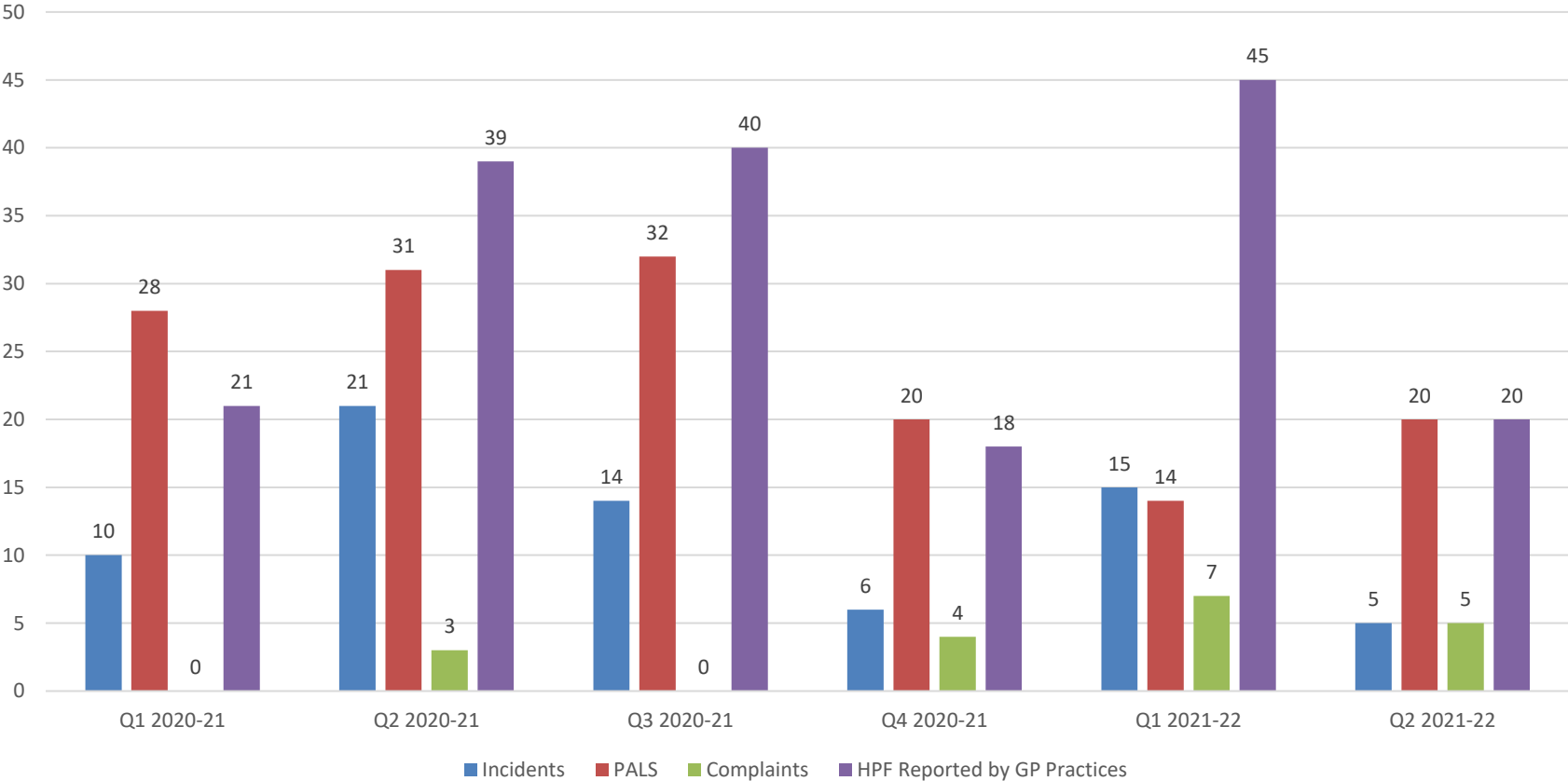
2019 / 2020 Quality and Outcomes Framework scores will not be a valid quality indicator for 2021/2022 due to national suspension.

KEY RISKS:

Key risks in the register for primary care are for workforce sustainability and practice support needs. A new risk has been raised in regards to Victoria Park

Primary Care Intelligence sources (by Quarter, reported on Datix)

GP Practice Quarterly Figures



Improving Assurance in Primary Care QI project

The Quality and Nursing directorate are undertaking a number of quality assurance improvement projects.

- 1) Creation of a Quality and Nursing Directorate networked monthly Primary Care assurance and risk meeting, including: safeguarding teams, quality leads, complaints, Infection, Prevention and Control and patient experience.
- 2) Developing a quality assurance visit template, which has been used for 3 Practice quality visits.
- 3) Continued two weekly contact with CQC.
- 4) Jointly developed practices of note list with contracting and commissioning teams: reported to Primary Care Operational Group.
- 5) Consulting with wider CCG on further Quality Improvement cycles in development of Primary Care quality assurance and safety monitoring/support.

PCN lead Nurse Role Quality Improvement project

The Quality and Nursing Directorate has supported the recruitment of 3 PCN lead nurses in quarter one, with all PCNs developing recruitment plans.

Next Steps:

- 1) Activation of agreed PCN lead nurse leadership development programme.
- 2) Setting up PCN lead nurse network.
- 3) Agreeing PCN lead Nurses improvement projects.
- 4) Final recruitment of all PCN lead nurses.

Primary Care Quality Team activities

- 1) Support to third cohort of Silver Quality Improvement training. Six teams taking part with a mixed focus on Community and Primary Care/ PCN improvements. Coaching one team and developing CCG Primary Care quality team members as silver trainers.
- 2) Updated Restore 2 resource for Primary Care on Somerset GP education Trust web site. Further work being undertaken to support /train PCNs/practices.
- 3) Shutdown of process in which the CCG quality team managed the local PH process for Covid-19 positive cases/outbreaks in Primary Care. Learning document produced and reported to SCC Public health team.
- 4) Continued two weekly contacts with CQC. Provided findings of quality assurance visits for three practices, including actions in regards to safety and quality.

Wider Quality and Nursing Directorate activities

- 1) Safeguarding and quality team development of reporting process for concerns raised by Somerset County Council.
 - 2) The IP&C (Infection, Prevention and Control) team continue to co-hosted a Primary Care IP&C Link Practitioner & Lead Nurse meeting together with the LMC Nurse Advisor. Meeting monthly in April to June.
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- 1) CHC team process now in place for reporting of significant concerns to Primary Care Quality team, 2 reports and request for advice supported.
 - 2) Agreement with LMC for a CCG learning page in LMC publication. First page published focused on Covid 19 vaccinations and the Mental Capacity Act 2005. second and third information and learning pages to go out in quarter two 2021/20.

Care Quality Commission (CQC) update

CQC published results: No CQC Published results formally published.

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' (This will change to only two practices rated as Requires Improvement on publication of results) .

Update from CQC: Visits restarted, with two in Somerset undertaken in quarter one and a further two advised for quarter two.

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

GPN (GP Nurse)10 Regional Programme update

Future actions:

- 1) The NHSEI regional team have agreed to fund a regional GPN10 lead for another year as well as continue a regional board for another year to help embed the programmes across the region.
- 2) NHSEI will be encouraging the development of PCN lead nurse roles across the south west, (Somerset CCG developing these roles).
- 3) Funding/resources for future work will now need to come from local funding and CCGs/PCNs will be encouraged to use local resources to support future GPN programmes.
- 4) The Somerset programme will be focused on the Primary Care lead Nurses.