

**Report to the Somerset Primary Care Commissioning Committee Meeting  
10 March 2022**

<b>Title: Improving Quality in Primary Care Report Quarter 3 2021/22</b>	<b>Enclosure H, Hi</b>
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Version Number / Status:	1
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**Summary and Purpose of Paper –**

To provide assurance to the Somerset Primary Care Commissioning Committee in relation to the CCG's:

- Delegated responsibility to monitor the quality and safety of primary care services,
- Statutory duty to promote continuous quality improvement in primary care services.
- Intelligence / risk summary based on incidents and complaints

To note and make decision on the items during the report period which are:

- Incidents, PALS, Complaint's trend analysis and actions Quarter three 21/22
- Primary Care Quality Team activities Quarter three 21/22.
- CQC update Quarter three 21/22

**Recommendations and next steps**

The Somerset Primary Care Commissioning Committee are asked to note the report.

**Impact Assessments – key issues identified**

<b>Equality</b>	Issues noted with access to services for People with a Learning Disability and cognitive impairment as part of COVID response.
<b>Quality</b>	This report focuses on the quality of care provided by primary care with particular emphasis on activities to promote continuous quality improvement.
<b>Privacy</b>	This report does not contain any patient identifiable or sensitive information.
<b>Engagement</b>	The CCG uses feedback from a variety of routes including complaints PALS, incidents and healthcare professional feedback to assess quality and safety issues, which are included in this report.
<b>Financial / Resource</b>	All activities delivered within the existing financial framework with additional funding allocated from NHSE and other bid project funding streams.
<b>Governance or Legal</b>	Commissioning of primary care service is a delegated function of the CCG from NHSE.
<b>Risk Description</b>	See below specific risks included in the CCG Corporate Risk Register which relate to primary care services. There are a large range of other risks which will involve primary care such, as dementia care, diabetes care etc. These are reviewed by the Clinical Executive Committee.

<b>Risk Rating</b>	<b>Consequence</b>	<b>Likelihood</b>	<b>RAG Rating</b>	<b>GBAF Ref</b>
<b>GP Workforce</b>	4	3	12	283