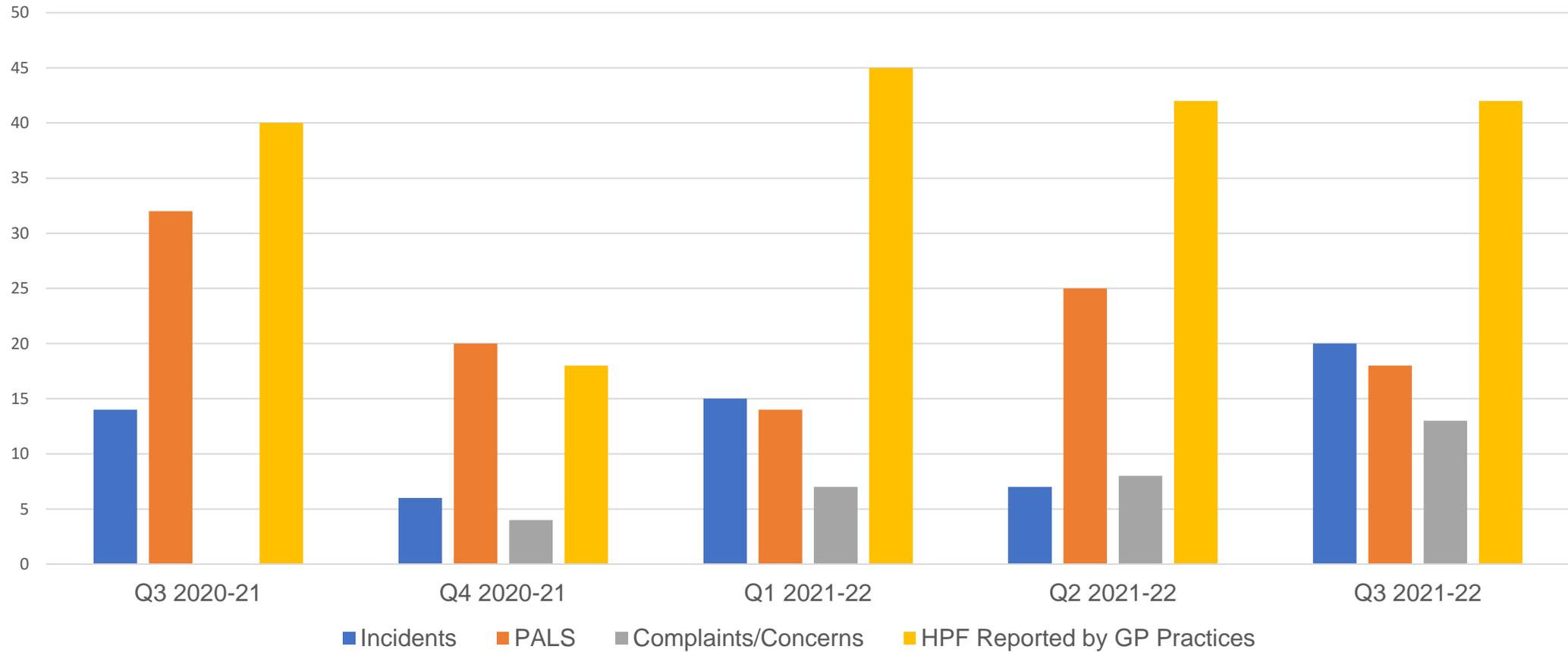


**Primary Care Quality Report  
Quarter 3 2021/2022  
(October - December 2021)**

Kathy French  
Interim Deputy Director of Quality and Nursing

**18 February 2022**

### Number of contacts received relating to primary care – by Quarter



# Incidents, Patient Advice and Liaison Service (PALS), Complaints – Quarter 3

**PALS Contacts:** the PALS team continued to receive enquiries from patients who were experiencing difficulties with accessing a GP, including face to face appointments

**Healthcare Professional Feedback:** the majority of feedback received in Quarter 3 continued to relate to poor documentation and/or communication issues, including the quality and/or timeliness of discharge summaries. New national guidance has recently been published which stipulate requirements for providers to improve their discharge processes. The CCG Quality Team are writing to the Medical Director for the merged trusts, stressing the need for a system wide Quality Improvement project to improve discharge summaries.

**Complaints/concerns:** issues ranged from access to a GP for a deaf patient, lack of face-to-face appointments, delays with referrals being made to secondary care and delays with accessing routine services. One formal complaint identified a potential patient safety issue with data entry on the EMIS clinical system and the CCG undertook to share the learning with all GP practices in Somerset and the CCG Digital Team have escalated the matter to EMIS

**Incidents:** the increase in the number of incidents relating to primary care was mainly due to a catch up exercise to formally record incidents that occurred following the closure of the practice in Somerset in August 2021. However there was also an incident relating to inappropriate storage of specimens which was followed up and addressed by the Infection Prevention Control and Medicines Management teams.

# PCN Lead Nurse Role Quality Improvement Project

- Two of the PCN Quality Lead roles have evidenced improvements in relation to Proxy Digital Access and Learning Disabilities (LD) Annual Health Checks:
  - Proxy Digital Access: working with Care Home Managers, Pharmacist and Digital Outreach Team, two care homes were given proxy digital access to patient records (32 residents). This has resulted in a reduction in short-notice, on-the-day emails and telephone calls into the practice, improving medicines management. Access to test results has improved patient safety, clinical effectiveness and overall communication. Next steps for this Quality Improvement project is to includes a high demand user with the aim of further reducing pressures on primary care services
  - LD Annual Health Checks: alerts have been added to EMIS records and a data review of the 504 LD registered patients initiated. Changes made already showing a reduction in DNA (Did Not Attend) which is a significant issue with this cohort of patient

# Primary Care Quality Team Activities

- Recruitment to the Primary Care Quality Lead role is ongoing. This role was not recruited to therefore Primary Care Quality nurse will undertake role until end June 2022.
- Collaborative working with Primary Care Commissioning and team continues , with support to GP Practices and visits.
- PCN support and Quality Improvement (QI) development continues and includes:
- Delivery of Bronze training for primary care, PCN and CCG staff. Provide leadership to the QI Lead Nurse projects to include; digital proxy access; home monitoring of hypertension; Learning Disabilities (LD) annual health checks; development of Multi Disciplinary Teams 's (MDT) Care Home rounds.

## Wider Quality and Nursing Directorate Activities

The CCG Infection Prevention & Control (IP&C) Team updated the NHS Outbreak Portal with information received from the submitted IIMARCH Forms. Community transmission appeared to be the main cause rather than transmission within the practice.

- Face to Face IP&C education and training continued within primary care. There were 25 practice representatives who attended the IP&C Leads meeting where they were provided with updates in clinical waste management and the latest published COVID-19, Methicillin Resistant Staphylococcus Aureus (MRSA) and Invasive GAS guidance. Colleagues were also presented with new Personal Protective Equipment (PPE) and cleaning audit tools, specifically designed by the CCG IP&C Team for primary care use.
- An IP&C Primary Care network has been set up by NHS England/Improvement so that IP&C Leads can network and discuss how to support primary care providers. Audit tools, good practice guides and IP&C Link Practitioner/Leads Job Descriptions will be shared amongst the group going forward, with the goal to create South West resources.

# Care Quality Commission (CQC) Update

- Burnham and Berrow: support from the CCG Quality Team and Commissioning Team continues. The practice has devised an action plan to address access issues
- Frome Medical Centre: the Medicines Management team have provided support to the practice
- The CQC Lead Inspector for Primary Care confirmed there were no planned Somerset Primary Care CQC Inspections planned for December 2021, January or February 2022
- The 2 weekly CQC update meeting is changing to a monthly update from January 2022

## GPN (GP Nurse) 10 Regional Programme Update

- GPN support is now focused on PCN lead nurse roles. Development programme commenced in Oct 2021.
- Ongoing confirmation regarding 'in-year' funding to continue from date of appointment. Somerset GP Education Trust support being offered with remaining 7 appointments across PCNs. Main item for PCN Clinical Director Board Meeting on 10 Nov 2021.