

26 November 2014
 Agenda Item No 8 (a) (iii)

**NHS SALFORD CLINICAL COMMISSIONING GROUP
 GOVERNING BODY MEETING
 AGENDA ITEM NO 8 (a) (iii)**

Item for Assurance/Information

26 November 2014

REPORT OF:	Quality and Safety Clinical Lead
DATE OF PAPER:	12 November 2014
SUBJECT:	Primary Care Quality
IN CASE OF QUERY PLEASE CONTACT:	Francine Thorpe Head of Quality & Innovation 0161 212 4906
STRATEGIC PRIORITIES:	Please tick which strategic priorities the paper relates to:
Quality	<input checked="" type="checkbox"/>
Community Based Care	<input checked="" type="checkbox"/>
Integrated Care	<input type="checkbox"/>
In Hospital Care	<input type="checkbox"/>
Long Term Conditions and Mental Health	<input type="checkbox"/>
Effective Organisation	<input type="checkbox"/>
PURPOSE OF PAPER: This paper provides an update on actions taken to improve the quality of primary care. Information is included to address the domains of safety, clinical effectiveness and patient experience.	

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Further explanatory information required

<p>HOW WILL THIS BENEFIT THE HEALTH AND WELL BEING OF SALFORD RESIDENTS OR THE CLINICAL COMMISSIONING GROUP?</p>	<p>By consistently raising the quality of care residents of Salford receive from services commissioned on their behalf.</p>
<p>WHAT RISKS MAY ARISE AS A RESULT OF THIS PAPER? HOW CAN THEY BE MITIGATED?</p>	<p>None</p>
<p>WHAT EQUALITY-RELATED RISKS MAY ARISE AS A RESULT OF THIS PAPER? HOW WILL THESE BE MITIGATED?</p>	<p>None</p>
<p>DOES THIS PAPER HELP ADDRESS ANY EXISTING HIGH OR EXTREME RISKS FACING THE ORGANISATION? IF SO WHAT ARE THEY AND HOW DOES THIS PAPER REDUCE THEM?</p>	<p>No</p>
<p>PLEASE DESCRIBE ANY POSSIBLE CONFLICTS OF INTEREST ASSOCIATED WITH THIS PAPER.</p>	<p>The proposals outlined in section 4.2 relate to commissioning a service from Salix Health the GP Provider Company in Salford. A number of the Governing Body GPs are also members of Salix Health.</p>
<p>PLEASE IDENTIFY ANY CURRENT SERVICES OR ROLES THAT MAY BE AFFECTED BY ISSUES WITHIN THIS PAPER:</p>	<p>Quality by its very nature is everyone's business therefore it will impact across all areas of care planning and delivery</p>

Footnote:

Members of NHS Salford Clinical Commissioning Group Governing Body will read all papers thoroughly. Once papers are distributed no amendments are possible.

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Document Development

Process	Yes	No	Not Applicable	Comments and Date (i.e. presentation, verbal, actual report)	Outcome
Public Engagement <small>(Please detail in the Comments and Date column the method ie survey, event, consultation)</small>		n			
Clinical Engagement <small>(Please detail in the Comments and Date column the method ie survey, event, consultation)</small>	y			Primary Care Quality Group	Discussed content for inclusion
Has 'due regard' been given to Equality Analysis (EA) of any adverse impacts? <small>(Please detail outcomes)</small>		n			
Legal Advice Sought		n			
Presented to the Programme Management Group	y			Information included in this report was presented at the Quality & Safety PMG in October	Influenced the content of this paper
Presented to the Health and Wellbeing Board		n			
Presented to the Integrated Commissioning Board		n			
Presented to any other groups or committees, including Partnership Groups <small>(Please specify in comments)</small>	y			Executive Team	Minor amendments made

Note: Please ensure that it is clear in the comments and date column how and when particular stakeholders were involved in this work and ensure there is clarity in the outcome column showing what the key message or decision was from that group and whether amendments were requested about a particular part of the work.

Primary Care Quality

1 Executive Summary

This paper provides an overview on a number of issues that relate to the quality and safety of Primary Care. Fifteen GP Practices have been inspected by the Care Quality Commission (CQC) since the last Governing Body report; the outcome of these inspections is expected by the end of November. An update on the reporting of significant events and progress in the implementation of Datix is included.

2 Introduction and Background

- 2.1** This report provides an overview on a number of aspects of quality and safety relating to primary care. The Care Quality Commission (CQC) has introduced a new process where GP practices within the same CCG are inspected over the same time period. Fifteen GP practices in Salford were inspected during October. The outcome of these visits is expected by the end of November and the summary reports will be reviewed by the Primary Care Quality Group. Key findings will be reported to the Governing Body in January 2015.
- 2.2** Progress on the implementation of Datix as an incident management system is outlined along with an update on the significant events reported over the last two months.
- 2.3** The primary care quality dashboard was launched in October and practices have provided positive feedback on the usefulness of the data included. Plans are progressing to support the Broughton and Little Hulton Neighbourhoods in using the dashboard to drive quality improvement.

3 Significant Event Reporting

- 3.1** The numbers of significant events reported in the past two months are outlined below:
- September 2014: 28 incidents
 - October 2014: 39 incidents
- 3.2** The themes arising from these incidents are as follows:
- Issues connected with child immunisation letters and communication with practices. This has been escalated to NHS England to investigate
 - Dispensing errors at pharmacies this has been escalated via the Direct Commissioning Quality Surveillance Group and the Area Team has now agreed to investigate and respond

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- 3.3** A summary of incidents including any actions taken and lessons learned is discussed at the Primary Care Quality Group. Three recent incidents raised by SRFT were discussed at the last meeting as issues of potential delay in diagnosis of patients being stepped up into Intermediate Care Units was highlighted. This has resulted in amendments to the admission protocol as well as direct discussion with individual GP's.
- 3.4** The Implementation plan remains on track for Datix to be rolled out across the CCG by the end of the financial year. Training has commenced for practice staff although uptake has been lower than anticipated. A workshop to promote the use of Datix was included at the recent Members Event and regular communication to highlight the benefits of Datix to practice staff is being maintained. Once practices start to "go live" in January individual practice visits will be undertaken to provide continued support.
- 3.5** In order to support the roll-out of Datix, Significant Event education and awareness training is now being delivered as part of the component on the Quality Scheme. One clinical and one non-clinical member of staff are attending from each practice.

4 Driving Quality Improvement

- 4.1** The Primary Care Quality Dashboard was launched to practices on 1 October 2014. Feedback has been very positive with some practices citing examples of using the information to inform their discussions with the CQC during the recent inspection visits.
- 4.2** The proposal to commission Salix Health to support practices in Broughton and Little Hulton in using the dashboard to support quality improvement was approved in October. Data from the participant practices was reviewed at the Primary Care Quality meeting at the end of October, Salix Health are now drafting a schedule of visits based on these discussions. This initiative was promoted at the recent Member's Event and a workshop provided CCG members with the opportunity to discuss the proposal with a Board Member from Salix Health.
- 4.3** Practices continue to engage with the 2014/15 quality scheme, and have recently completed a piece of work which aims to improve the prescribing of antibiotics for sore throats and urinary tract infections across Salford. This sets a standard for prescribing antibiotics and will therefore reduce variation of practice. Practices continue to engage with the Safeguarding and Incident Reporting components of the scheme, and practices have attended training in these areas. The new quality scheme has been well received by members and it has been requested that the medicines management, safeguarding and incident reporting components all remain in the 2015/16 scheme. A development group has been initiated to start to develop the scheme for 2015/16.

5 Engagement and Experience

- 5.1** The national roll out for the Friends and Family Test (FFT) for GP's is planned for the end of December 2014. The Primary Care Quality Facilitator is ensuring that practices receive the necessary information and supporting material to enable them to comply with the necessary requirements.
- 5.2** To inform the development of the CCG's General Practice Development Plan, an online survey was sent to members of the Citizen and Patient Panel in August 2014. There were 112 responses in total and over 70 different suggestions for how practices could improve. At the Citizen and Patient Panel Event in October 2014, members of the public were asked to participate in a workshop to prioritise the suggestions that were made. The prioritised initiatives have subsequently been incorporated into the General Practice Development Plan.

6 Summary

- 6.1** NHS Salford CCG continues to make progress in supporting quality improvement in primary care. The Primary Care Quality Group is overseeing the actions outlined within the Quality and Safety Strategy and is active in driving forwards the changes required.
- 6.2** Patient engagement and experience is a key objective within our Quality and Safety Strategy. Information is included within this report that outlines how we have sought the views of patients in shaping our General Practice Development Plan.

7 Recommendations

- 7.1** NHS Salford Clinical Commissioning Group is asked to:
- Note the contents of this report and the progress made in developing the quality and safety agenda within primary care.

Dr Jeremy Tankel
Quality and Safety Clinical Lead