

NHS Rotherham Clinical Commissioning Group

Primary Care Sub-Group – 28th November 2018

Primary Care Committee – 12th December 2018

Primary Care Dashboard Narrative

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Purpose:

To brief the committee on Primary Care performance, as measured by the metrics of the dashboard.

Background:

The format of the dashboard has been tweaked to reflect the removal of the cluster arrangements and simplify performance to comparison to the Rotherham average. Removing the RAG rating of Amber is an ongoing process to reduce ambiguity, and the dashboard also now provides greater depth of detail around Access, making it easier to judge where practices are performing.

There has been a decrease number of indicators, with the GP Patient Survey questions also changing so it is no longer possible to provide a direct comparison of the number of outliers with previous quarters. Details of the dashboard are within appendix 1.

The table below provides a comparison of where practices were placed on the previous dashboard in relation to the number of outliers.

			Outliers August 2018	Outliers November 2018
New placing	Practice name	Previous placing	Total - 41 indicators	Total - 41 indicators
1	York Rd	1	34	37
2	Shakespeare Rd	2	29	30
3	Woodstock	4	27	28
4	Gateway	6	25	28
5	Greasbrough	5	26	27
6	Parkgate	7	25	25
7	Broom Valley	8	22	23
8	Rawmarsh	9	21	22
9	Clifton	10	18	20
10	St Anns	3	28	19
11	Treeton	13	17	19
12	Brinsworth	14	14	18

13	Broom Lane	12	17	17
14	Wickersley	11	17	17
15	Thorpe	18	13	17
16	Dinnington	15	14	16
17	Manor Field	16	14	15
18	Blyth	17	14	14
19	Magna	22	12	14
20	Queens	20	13	13
21	Kiveton	21	12	11
22	High St	23	11	10
23	Stag	27	10	10
24	Swallownest	28	9	10
25	Braithwell	19	13	9
26	Morthen	24	11	9
27	Market	26	10	9
28	Crown St	25	10	8
29	Greenside	30	7	7
30	Village	29	7	7

There has been little change in the top of the table of outliers; Shakespeare Road, York Road, and Woodstock Bower remain high and have done consistently across all variations of the dashboard. All of these practices struggle with patient attendances at the UECC; York Road is red for 12 out of 12 indicators on Access in the latest patient survey, with Shakespeare Road and Woodstock Bower being red for 10 out of 12 indicators. Contract and Quality reviews have already been undertaken at Shakespeare Road (4/10/2017) and Woodstock Bower (28/3/18), with York Road (31/10/18). St Ann's has seen a significant improvement in a number of areas and are now outliers in 19 areas against the previous dashboard where they were third with 28 outliers.

Sixteen practices have a higher than Rotherham average % of patients discharged at First Outpatient Appointment, and of these eight are also higher than Rotherham average in 1st Outpatient GP referrals per 1000 patients. It is hoped that the introduction of Advice and Guidance in conjunction with The Rotherham Foundation Trust will assist in reducing both the 1st Outpatient referrals and the numbers discharged at first appointment.

Two further practices are showing a correlation between poor scores on the GP Patient Survey and high A&E attendances. Brinsworth is below Rotherham average in 8 out of 12 Patient Access indicators and The Gate with 9 out of 12 Patient Access indicators and are also above Rotherham average for A&E Attends and A&E Minors. Low numbers of patients from both of these practices are attending the extended access hubs.

Analysis of key issues and of risks

Practices to note:

Greenside

Although Greenside appears at the bottom of the table of outliers, it received a CQC inspection in February 2018, and on 23rd April received an overall CQC rating of 'requires improvement' with action needed in the areas of 'safe' and 'well-led'. A Contract and Quality visit has been undertaken by the CCG on 3/10/18 and the outcomes will be covered in a separate report, but the Practice is still awaiting a review visit by CQC.

York Road

York Road was inspected by the CQC in March 2018, and its report of 16th May also 'required improvement'. Action is needed in the areas of 'safe', 'effective', and 'well-led', with requirement notices covering health and safety, cold chain, Patient Specific Directions, staff training and appraisal. A Contract and Quality visit was undertaken on 31/10/18 and the CQC has recently undertaken a review visit, with outcomes yet to be released. As mentioned above, York Road appears at the top of the scale in terms of outliers on the Primary Care Dashboard, but with little variation from quarter to quarter. They are currently red across A&E indicators, Ambulatory Care Service Emergency Admissions, % discharged after first appointment, e-Referral usage, % 2ww Did Not Attend, Friends and Family Test, Quality and Outcomes Framework, workforce issues, % patients enabled for online services and screening rates. They were red on all six of the GP Patient Survey indicators around clinical care.

Two new GPs have joined the Practice and it is hoped that the Practice will be able to start to improve against the indicators shown. The CCG will continue to closely monitor performance.

Greasbrough

The picture of Greasbrough continues to look mixed, and as such they too have been prioritised for a Contract & Quality visit and were visited in May 2018. They are red in 11 out of 11 areas on A&E attendance and out-patient referrals / attendances. They are below the National targets in relation to screening. Patient Survey results report 6 out of 12 of the indicators as being above Rotherham average. The Patient Survey clinical scores are not as good as in the previous survey, with five out of the six indicators being below Rotherham average.

The CCG continues to closely monitor the Practice's performance and provide assistance as required.

Approval history:

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Recommendations:

The committee to note the report.

Paper is for noting