

NHS Rotherham Clinical Commissioning Group

Primary Care Sub-Group – 11th July 2018

Primary Care Committee – 18th July 2018

Primary Care Dashboard Narrative

Lead Executive:	Chris Edwards, Chief Officer
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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.

This means there are an increased number of indicators so it is no longer possible to provide a direct comparison of the number of outliers with previous quarters, but this picture will build quickly over the coming months.

Outliers - May 2018	Total - 53 indicators
York Rd	42
Shakespeare Rd	37
Clifton	35
St Anns	35
Woodstock	31
Broom Valley	30
Brinsworth	28
Gateway	27
Greasbrough	27
High St	27
Parkgate	26
Rawmarsh	26
Wickersley	26
Broom Lane	23
Crown St	23

Dinnington	21
Manor Field	20
Treeton	20
Brookfield	19
Thorpe	18
Village	18
Blyth	16
Braithwell	16
Greenside	15
Kiveton	15
Market	15
Queens	14
Magna	13
Morthen	13
Stag	11
Swallownest	11

Although a direct comparison of numbers is not possible, there has been little change in the top of the table of outliers; Shakespeare Road, York Road, St Anns, and Clifton 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 were red for 10 out of 11 indicators on Access in the last patient survey, and Shakespeare and St Anns 8 out of 11. Though at the Quality & Contract visit undertaken at Shakespeare in late 2017, they were meeting the deliverables of the Quality Contract and underperformance in this area may be due to the complex make-up of the practice population. St Ann's and Clifton will be visited as part of this year's programme.

Analysis of key issues and of risks

Practices to note:

Greenside

Although Greenside appear towards the bottom of the table of outliers, they 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'. They have requirement notices around health and safety, staff training, cold chain, and infection prevention and control. Areas they performed well in include; treating patients with compassion, kindness, dignity and respect, learning from incidents, and reviewing the effectiveness and appropriateness of care. Patient feedback reflected excellent care and good access. The practice is consistent in their performance on the Primary Care Dashboard, with little movement in outliers in the last year. They have been prioritised for a Quality & Contract visit.

York Road

York Road were inspected by the CQC in March 2018, and their 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. Areas of good performance include reviewing the effectiveness and appropriateness of care, involving and treating patients with compassion, kindness, dignity and respect, and providing an appointment system that is easy to use. 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 UECC indicators, QOF, workforce issues, and screening rates. They have been prioritised for a Quality & Contract visit as soon as possible.

Greasbrough

The picture of Greasbrough continues to look mixed, and as such they too have been

prioritised for a Contract & Quality visit; they are red in 10 out of 11 areas on UECC attendance and out-patient referrals / attendances, though patient survey results report overall access as being good and the clinical scores are excellent with only 1 outlier in 12.

Approval history:

Primary Care Sub-Group – 11th July 2018.

Recommendations:

The committee should note the report.

