

NHS Rotherham Clinical Commissioning Group

Primary Care Sub-Group – 5th September 2018

Primary Care Committee – 19th September 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.

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.

	Previous placing	Outliers - May 2018 Total - 46 indicators	Outliers August 2018 Total - 41 indicators
York Rd	1	42	34
Shakespeare Rd	2	37	29
St Anns	3	35	28
Woodstock	5	31	27
Greasbrough	8	27	26
Gateway	9	27	25
Parkgate	11	26	25
Broom Valley	6	30	22
Rawmarsh	12	26	21
Clifton	4	35	18
Wickersley	13	26	17
Broom Lane	14	23	17

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

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 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 and St Anns 9 out of 12. Quality Contract reviews have already been undertaken at Shakespeare Road (4/10/2017) and Woodstock Bower (28/3/18), with York Road scheduled for 2018/19 and St Ann's is due in 2019/20.

Two further practices are showing a correlation between poor scores on the GP Patient Survey and high A&E attendances. Brinsworth and Gateway Primary Care are below Rotherham average in 9 out of 12 Patient Access indicators and are also above Rotherham average for A&E Attends including Walk in Centre, and A&E Minors including Walk in Centre.

Analysis of key issues and of risks

Practices to note:

Greenside

Although Greenside appears at 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 due to the CQC rating.

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, ACS Emergency Admissions, % discharged after first appointment, e-Referral usage, % 2ww DNA, FFT, QOF, workforce issues, % patients enabled for online services and screening rates. They have been prioritised for a Quality & Contract visit as soon as possible. They were red on all six of the GP Patient Survey indicators around clinical care.

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 10 out of 11 areas on UECC attendance and out-patient referrals / attendances, with only e-Referral usage being higher than the Rotherham average. 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.

Approval history:

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Recommendations:

The committee to note the report.