

NHS Rotherham Clinical Commissioning Group

Primary Care Sub Group – 25 September 2019

Primary Care Committee - 9 October 2019

General Practice Contract & Quality Visits – Quarterly Report

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| Lead Executive: | Chris Edwards, Chief Officer |
| Lead Officer: | Rachel Garrison, Senior Contract Manager (Primary Care) |
| Lead GP: | Dr Avanthy Gunasekera, SCE Lead for Primary Care |

Purpose:

To brief the committee on the outcome of the latest round of GP Contract & Quality visits.

Background:

The 'Process for Managing Quality and Contracting' was brought to the Committee for approval in September 2017; this document contains an overview of the routine quality assurance visits which also began that September. It was agreed that a report providing insight into the developing process and the outcomes of the reviews would come to Primary Care Committee on a quarterly basis.

Delegation responsibility:

Please tick which area of delegated responsibility this paper covers:

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|---|---|
| Commissioning, procurement and management of GMS,PMS and APMS contracts including taking contractual action | ✓ |
| Newly designed enhanced services (including DES) | |
| Local incentive schemes | |
| Discretionary payments | |
| Commissioning urgent care for out of area registered patients | |
| Planning Primary medical care services (PMCS) | |
| Managing practices with CQC concerns | ✓ |
| Decisions on premise cost directions | |
| Planning the commissioning of PMCS | |
| Manage the delegated allocation for commissioning of PMCS | |
| Assurance to the governing body on the quality and safety of PMCS | ✓ |

Analysis of key issues and of risks

Practices are visited on the same 3 year rolling programme as the previous peer review schedule unless a CQC rating of 'requires improvement' or less is received, in which case they are prioritised for the forthcoming year. On average one practice is visited per month and the following process is followed:

1. 3 weeks prior to visit – all data / intelligence is compiled into an individual practice profile. The Senior Contract Manager reviews it to set key lines of enquiry.
2. 2 weeks prior to visit – the profile highlighting key lines of enquiry is sent to the

practice to allow them to prepare.

3. The visit is undertaken by the Senior Contract Manager and the SCE GP for Primary Care, and is supported by the Primary Care Contract Officer. The practice is asked to make the Lead GP, the Practice Manager, and the Lead Nurse available for the visit.
4. Within 1 week of the visit a copy of the draft report is sent to the practice for their comments.
5. Within 2 weeks of the visit a final version of the report is issued.

The visit format includes an opportunity for the practice to give an overview of their structure and service, and we discuss the latest CQC report, performance and quality data including the Quality Contract, Medicines Management performance, and any other contract queries. We also undertake spot-checks on Quality Contract compliance with the deliverables.

Brinsworth – May 2019

Services were found to be safe and satisfactory.

The visit took place with Dr Chintala – Lead GP, and Jan Venkatraman – Practice Manager.

The practice has extensively reviewed their own A&E attendances in a bid to improve, and were able to demonstrate this on the day. They admitted to struggling to meet patient expectations regarding access, with telephone lines into the surgery being a perceived point of contention, though additional lines have been provided. Vaccination & Immunisation rates were close to the national average, though children's flu rates were low; this is seen in most practices. Performance against the Quality Contract was ok, though there were areas at year-end where the practice had narrowly missed targets. Prescribing performance was found to be on track. The practice provided less appointments in 2018 than 2017 (46,430 as opposed to 51,261) as a GP hasn't been replaced.

Clifton – June 2019

Services were found to be safe and satisfactory.

The visit took place with Dr Matt Capehorn– Lead GP, Barry Wiles – Practice Manager, Denise Hicks – Practice Manager, and Judith Wilde – Prescribing Advisor.

All A&E attendance figures were reasonably close to average and access appeared good, though frequent flyers were high; the practice were aware and taking measures to address this. FFT returns were a little low in number, but the plans are in place to improve. Screening rates appear good but vaccination and immunisation data was found to be below average, though the practice has a robust system in place. The practice is doing brilliantly at two week wait DNAs. There were areas of under achievement in the Quality Contract, and these were pointed out to the practice. Year on year appointment numbers are increasing – from 52,213 in 2015 to 75,482 in 2018.

Broom Lane – July 2019

Services were found to be safe and satisfactory.

The visit took place with Dr Richard Cullen – Lead GP, Andrea Kitchen – Practice Manager, and Sue Parker – Senior Practice Nurse.

The practice was found to have excellent rates of A&E attendance, predominantly due to the location of the hubs within the practice main site which are very well utilised. Access in general was found to be very good, with patient experience rates high across the board. Immunisations & Vaccinations were found to be slightly below average, but the practice recognised this and were changing processes to be more proactive. Clinical and non-clinical workforce rates were good and within the standard deviation range. Performance against the Quality Contract was good, and a small number of KPIs had been missed. Prescribing performance was also good.

Upcoming visits

- Parkgate – August
- York Road – August
- Gateway – September
- High Street - October

Patient, Public and Stakeholder Involvement:

Not applicable.

Equality Impact:

Not applicable.

Financial Implications:

Not applicable.

Human Resource Implications:

Not applicable.

Procurement Advice:

Not applicable.

Data Protection Impact Assessment:

Not applicable.

Approval history:

Primary Care Sub Group – 28 August 2019.
Primary Care Sub Group – 25 September 2019.

Recommendations:

It is recommended the Committee note the content of the paper.

Paper is for Noting.