

Date:	20 October 2016
Meeting:	Joint Commissioning Committee
Item Number:	12.0
Public/Private:	Public <input checked="" type="checkbox"/> Private

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GB Lead: <i>(Name, Title)</i>	Ian Holborn Chief Financial Officer

Report Title:	Primary Care Performance Dashboard
Decisions to be made:	None : for Information and discussion

Continue to improve the quality of services	<input checked="" type="checkbox"/>	Improve patient experience	<input checked="" type="checkbox"/>
Reduced unwarranted variations in services	<input checked="" type="checkbox"/>	Reduce the inequalities gap in North Lincolnshire	<input checked="" type="checkbox"/>
Deliver the best outcomes for every patient	<input checked="" type="checkbox"/>	Statutory/Regulatory	<input type="checkbox"/>

Executive Summary (Question, Options, Recommendations):
<p>The attached Primary Care Performance Dashboard will provide (subject to on-going development and feedback) a key element of a dedicated performance reporting and assurance framework for primary care.</p> <p>The dashboard provides an overview of the CCG's GP Practice performance, collecting data from NHS England, NHS Digital, Public Health England (PHE) and the Care Quality Commission (CQC)</p>

Equality Impact	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Sustainability	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Risk	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Legal	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Finance	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

Patient, Public, Clinical and Stakeholder Engagement to date									
	N/A	Y	N	Date		N/A	Y	N	Date
Patient:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Clinical:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Public:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Other:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Primary Care Dashboard October 2016

Primary Care Performance
Dashboard

Introduction

The Primary Care Dashboard is an ongoing development and will be used to monitor some areas of performance in General Practice and provide the Joint Commissioning Committee with a brief overview of how our practices are performing.

October 2016 is the first dashboard to be published by NHS North Lincolnshire CCG and provides information covering the following areas:

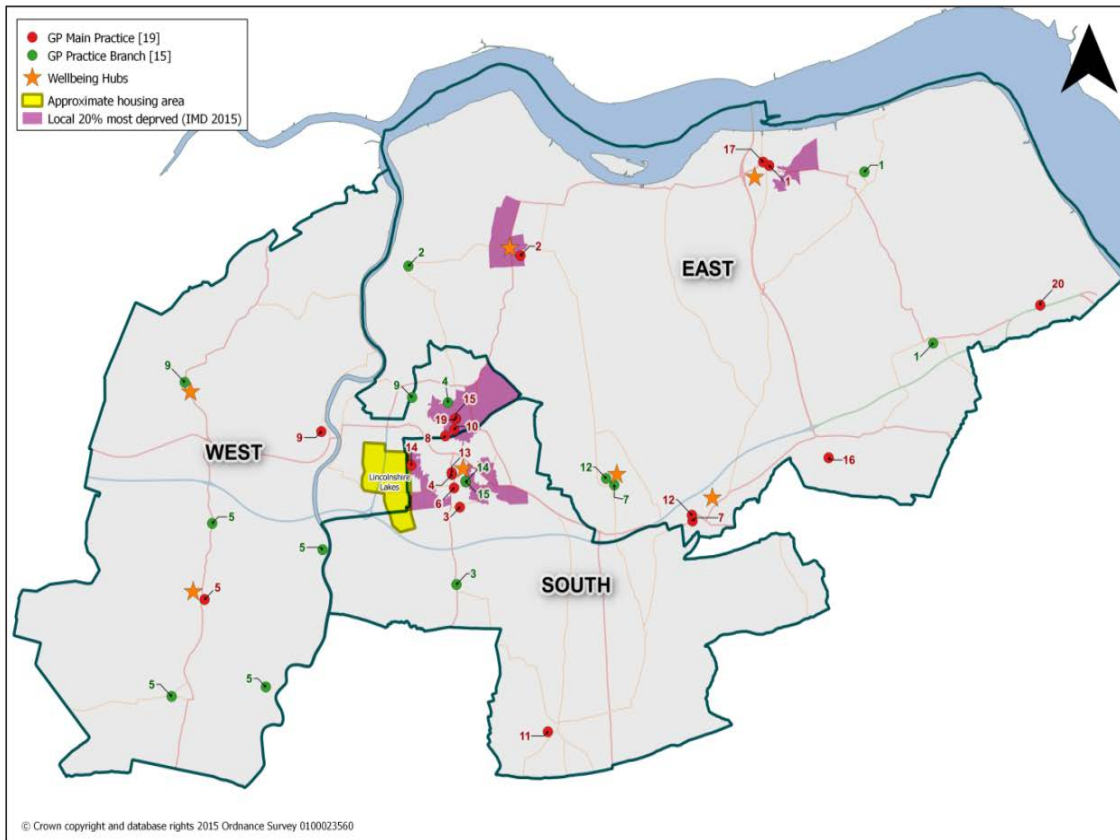
- Friends and Family Test
- GP Patient Survey
- Public Health Statistics – Seasonal Flu Vaccination Uptake
- Infection Prevention and Control Audits
- CQC Ratings
- Prescribing
- Quality Issue Reporting

The content, data and information presented has been provided from a range of sources including NHS England, NHS Digital, Public Health England (PHE) and the Care Quality Commission (CQC).

Information detailed within subsequent dashboards will provide updates and cover additional areas of primary care practice.

Our GP Practices

NHS North Lincolnshire CCG is comprised of 19 practice members and split into three Care Networks East, West and South.



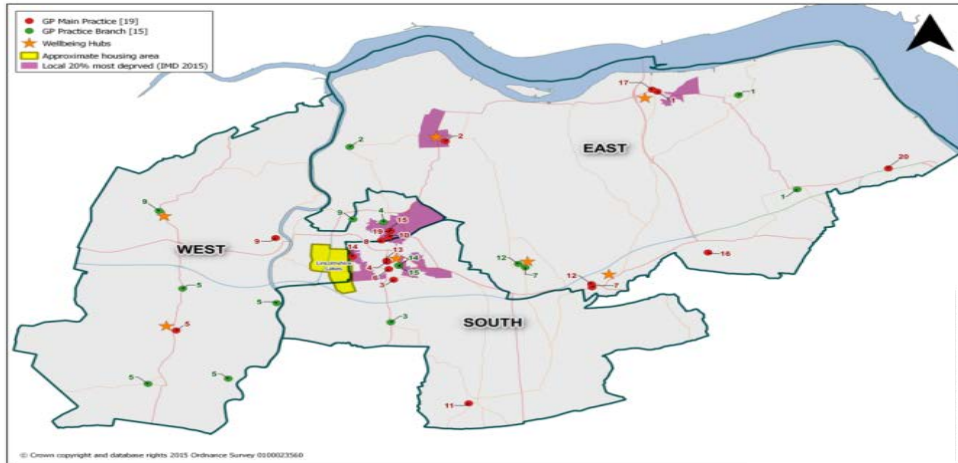
19 GP practices

7 Wellbeing Hubs

62 care homes

**3 sheltered/extra
care housing**

Care Networks



West	=	54,516	(32%)
South	=	64,881	(38%)
East	=	52,859	(31%)

West 6 GP practices

- Trent View Medical Practice
- South Axholme Practice
- Church Lane Medical Centre
- The Oswald Road Medical Surgery
- The Birches Medical Practice
- Market Hill 8 to 8 Centre

2 Wellbeing hubs

South 6 GP practices

- Ancora Medical Practice
- Cedar Medical Practice
- West Common Lane Teaching Practice
- Ashby Turn Primary Care Partners
- Cambridge Avenue Medical Centre
- Kirton Lindsey Surgery

1 Wellbeing hub

East 7 GP practices

- The Central Surgery Barton
- West Town Surgery
- Winterton Medical Practice
- The Killingholme Surgery
- Barnetby Medical Centre
- Riverside Surgery
- Bridge Street Surgery

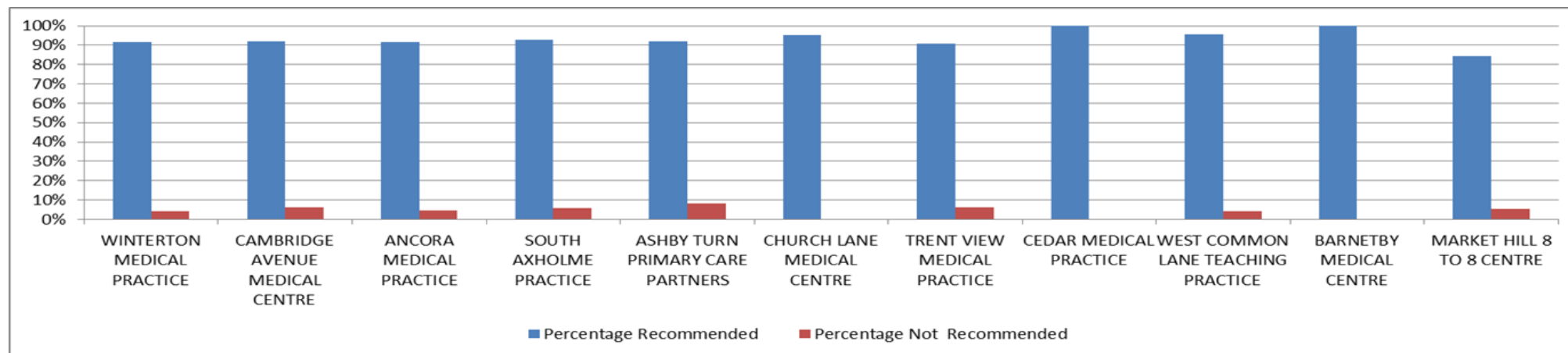
4 Wellbeing hubs

Friends and Family Test

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This feedback is vital in transforming NHS services and supporting patient choice.

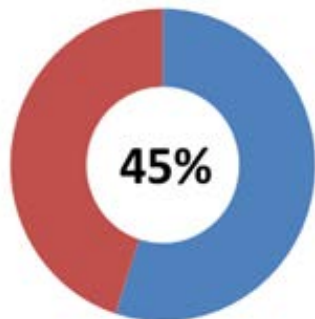
August 2016 Results:



Note: Date was unavailable for: The Central Surgery Barton, Bridge Street Surgery, The Oswald Road Medical Surgery, Kirton Lindsey Surgery, Riverside Surgery, The Birches Medical Practice, West Town and Killingholme Surgery.

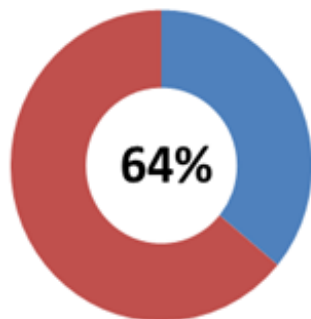
GP Patient Survey

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK and the results show how people feel about their GP practice. The latest results were published on 7 January 2016



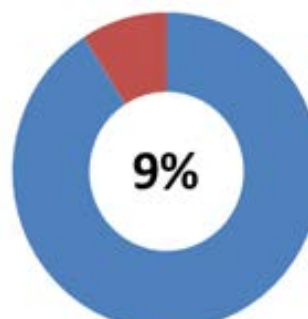
Response Rate

4827 forms were distributed across 19 GP practices. 2170 were completed and returned.



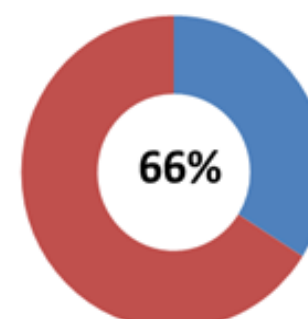
Accessibility

64% of respondents found it easy to get through to someone at their GP practice on the telephone.



Online Booking

9% of respondents had booked an appointment at their GP practice online in the past six months.



GP Contact

66% of respondents had either seen or spoken to their GP in the past six months.

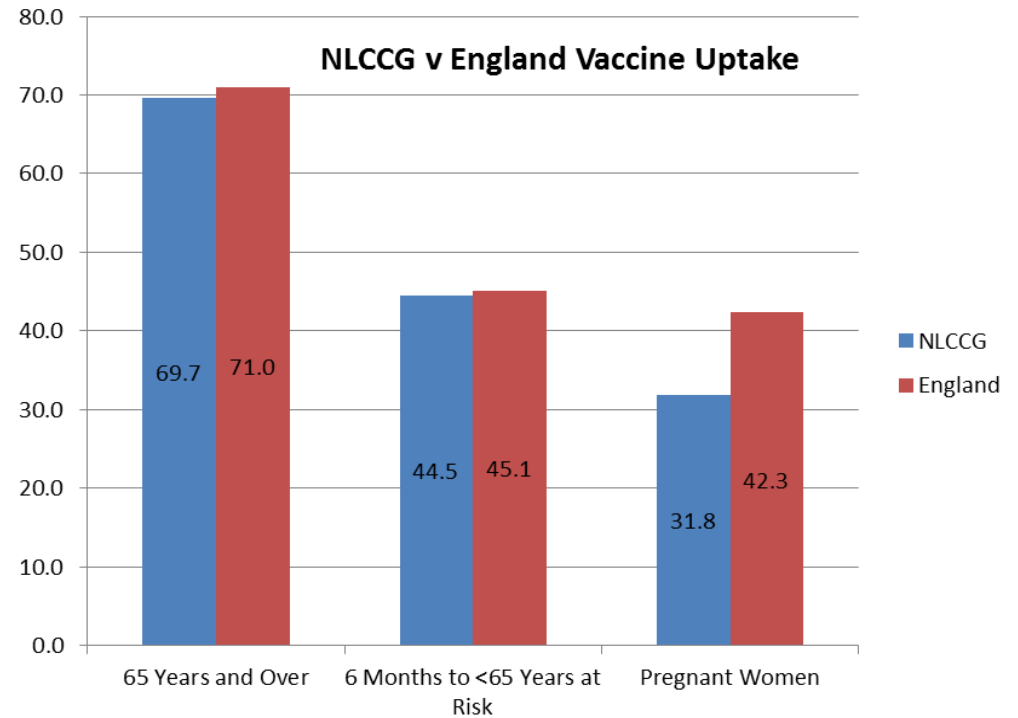
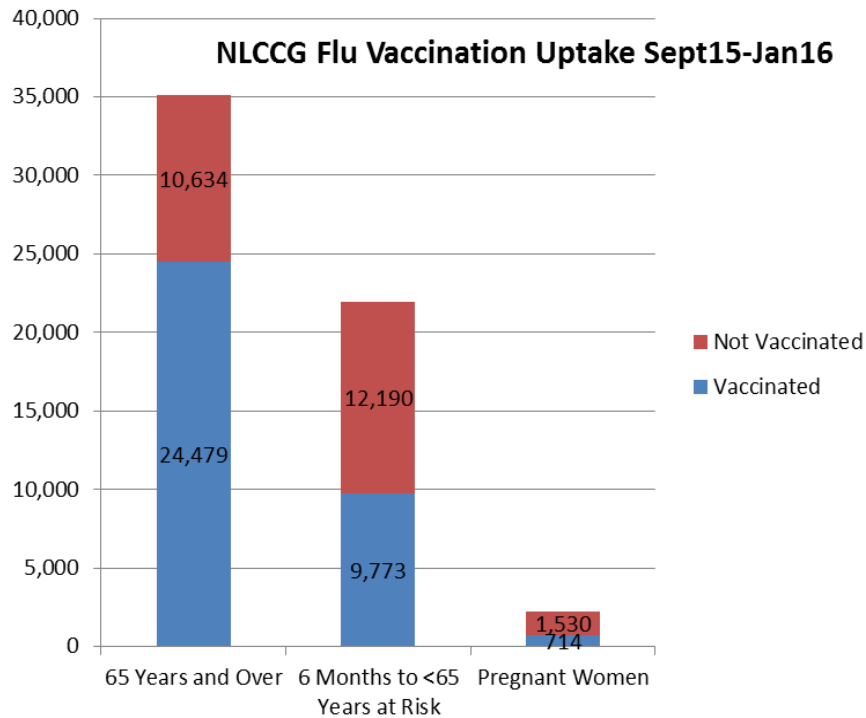
Overall Patient Experience

85% of respondents rated their overall experience with their GP practice as either good or very good; with 10% of respondents rating their experience as neither good nor bad and the remaining 5% rating either fairly poor or very poor.

The Primary Care team supports and encourages practices to improve response rate and identify areas that can be improved.

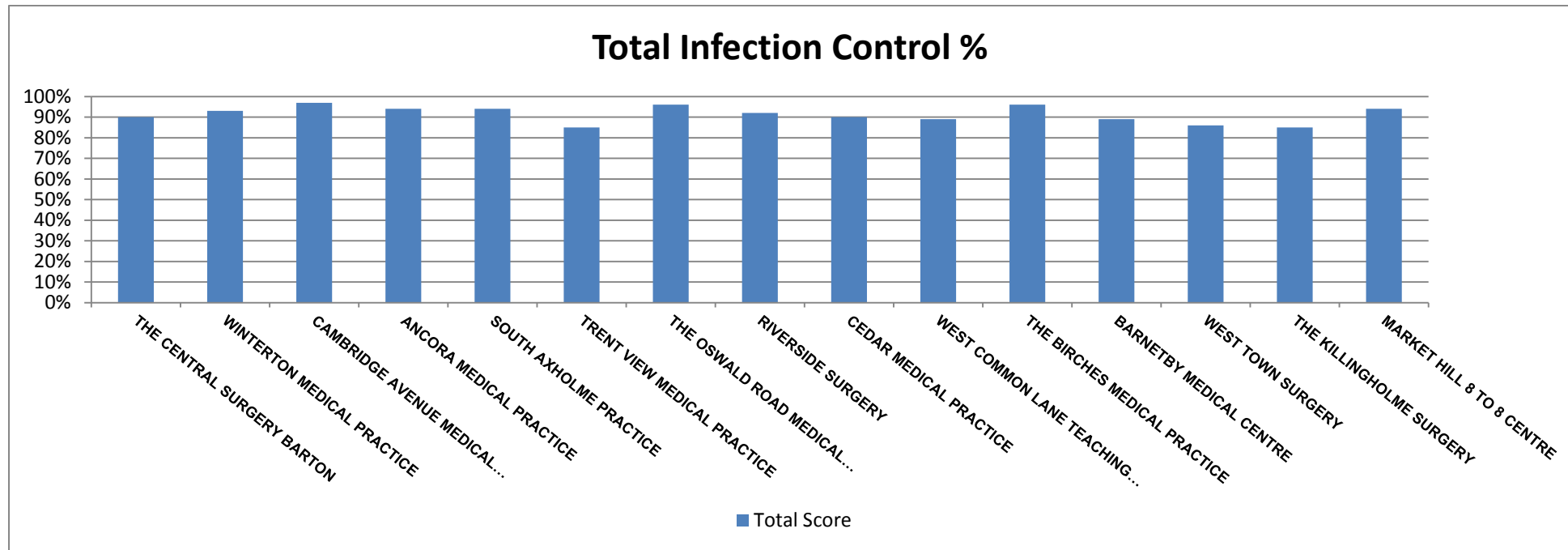
Public Health Statistics

The graph below shows the seasonal flu vaccine uptake in patients registered within North Lincolnshire, during the winter season covering September 2015 to January 2016. 100% of North Lincolnshire GP practices submitted information to Public Health England.

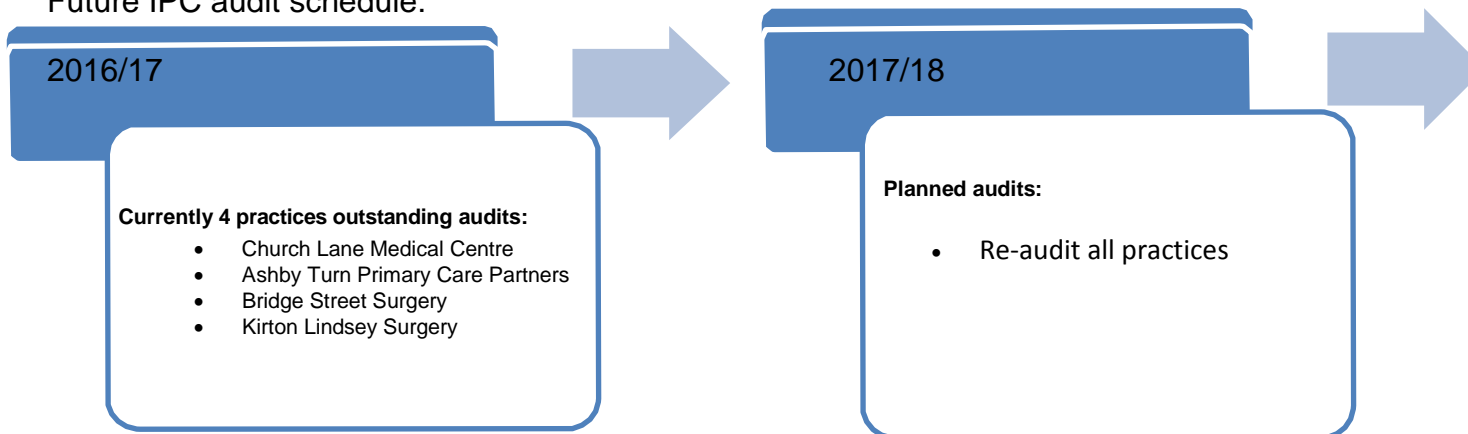


Infection Control

Infection Prevention and Control (IPC) audits are completed within GP surgeries by the specialist nurse infection prevention and control North Lincolnshire CCG (NLCCG). Audit results are shown as percentages below and 75% is classed as a fail. The graph below details the IPC audits undertaken in 2015/16 and 2016/17 to date.



Future IPC audit schedule:



CQC Ratings

Not Inspected Yet

- The Medical Centre Barnetby
- The Killingholme Surgery

Good

- Ancora Medical Practice
- Ashby Turn Primary Care Partners
- Birches Medical Centre
- Bridge Street Surgery
- Cambridge Avenue Medical Centre
- Central Surgery Barton
- Cedar Medical Practice
- Church Lane Medical Centre
- Kirton Lindsey Surgery
- Oswald Road Medical Surgery
- Riverside Surgery
- Trent View Medical Practice
- West Common Lane Teaching Practice
- West Town Surgery
- Winterton Medical Practice

Requires Improvement

- South Axholme Practice

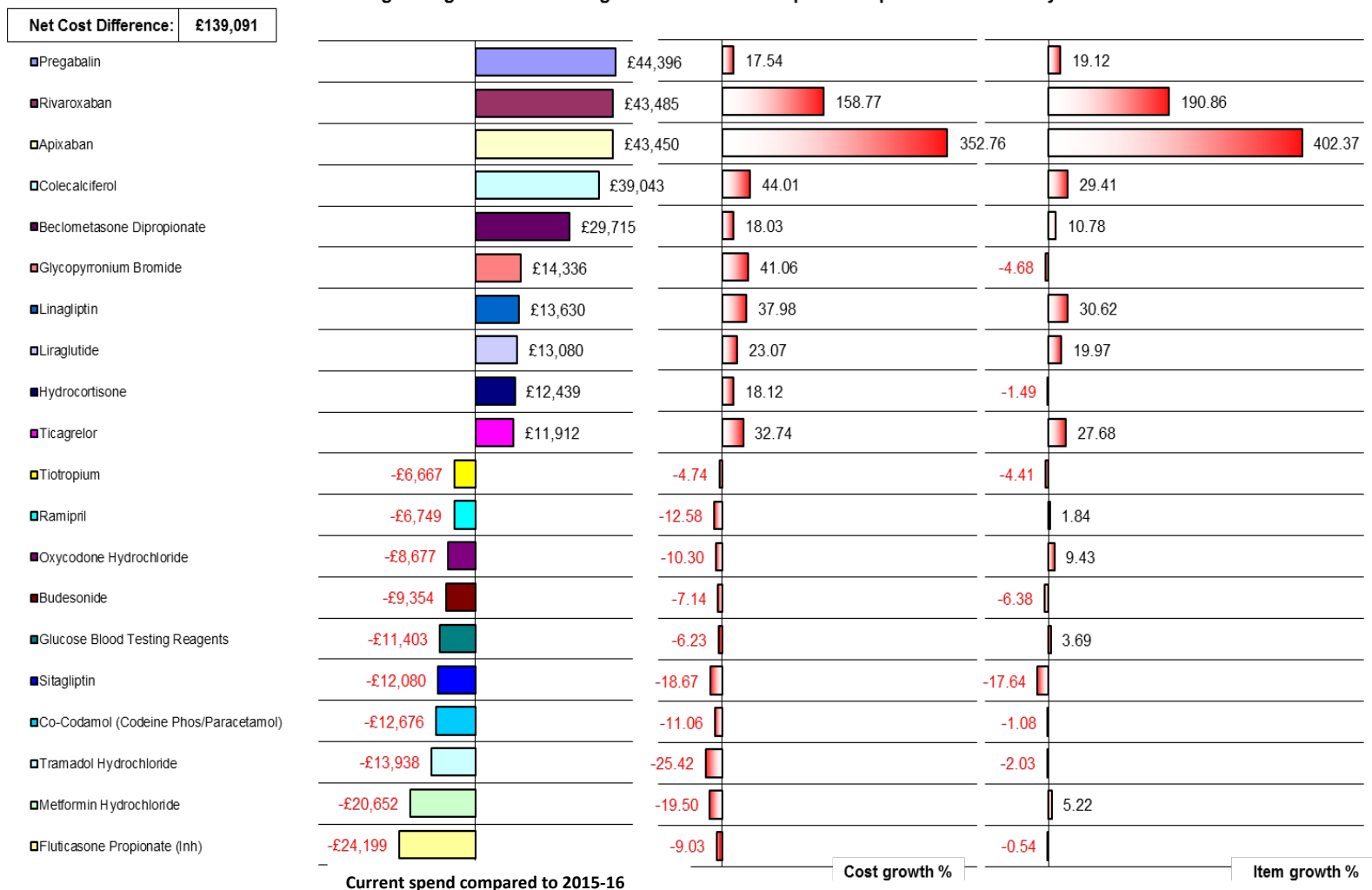
During inspections, the CQC looks at how the practice provides services to six particular population groups:

1. Older people
2. People with long-term conditions
3. Families, children and young people
4. Working-age people
5. People whose circumstances may make them vulnerable
6. People experience poor mental health

The CQC assesses whether the services being provided for each group are safe, effective, well-led, responsive and caring. By looking at services for each group, the CQC can ensure that their inspections look at the outcomes for all people, including those who are particularly vulnerable.

Prescribing

North Lincolnshire CCG: Top 10 positive and negative Cost difference from the top 50 drugs in terms of current spend including cost growth % & item growth % from same period in previous financial year RDTC ©2016

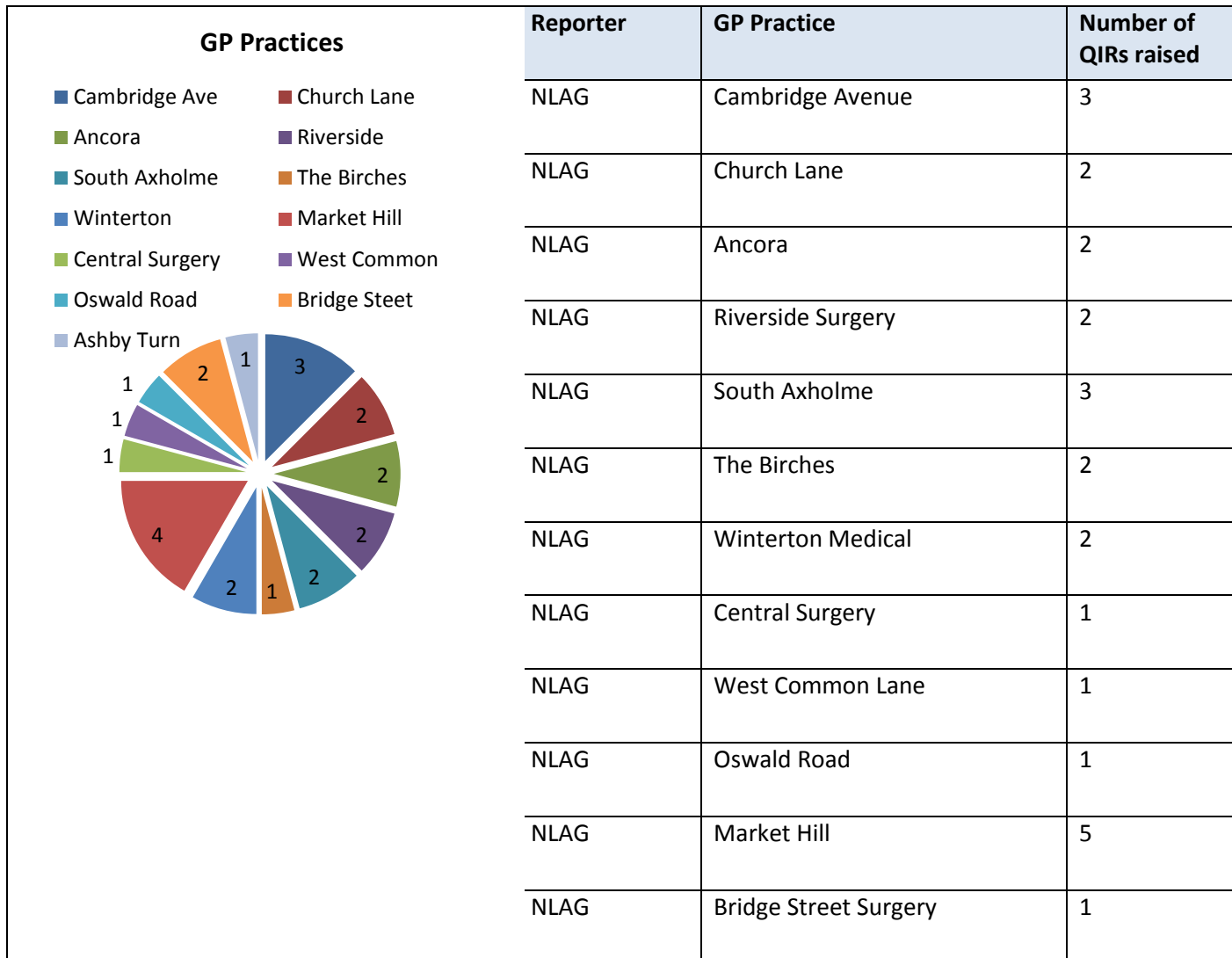


Yorkshire & The Humber CCG level prescribing of the Full BNF: April 2016 to June 2016. Of the 23 CCGs in Yorkshire & The Humber, 21 showed an increase in cost growth % while 2 showed a decrease resulting in a regional net cost difference of £6,157,518. 23 CCGs showed an increase in item growth % while 0 CCGs showed a decrease resulting in a regional net item difference of 1,233,358. As a proportion of total spend (£7,639,667) in North Lincolnshire CCG, the top 50 BNF sections accounted for 91.8% (£7,012,163) and the top 50 BNF drugs accounted for 51.2% (£3,913,432).

Quality Issue Reporting

Period :1 Jan to 30 Sept 2016

Since 1 January 2016, there have been 25 Quality Issue Reports (QIRs) raised against GP Practices by other healthcare providers. 21 QIRs have been resolved and 6 remain under investigation. All QIRs are reviewed however the committee is reminded that not all QIRs are upheld.



Future Dashboard

The CCG continues to develop the dashboard and it is proposed that this will include both performance and quality issue reporting along with the latest QOF results which are due out at the end of October 2016.