

North Lincolnshire CCG

Primary Care Dashboard - November 2017

The PC Dashboard is an on-going development to be used to monitor some areas of performance in General Practice and provide the Primary Care Commissioning Committee with a brief overview of how North Lincolnshire practices are performing.

November 2017 is the 7th Dashboard to be published by NHS North Lincolnshire CCG and provides information covering a number of areas (these and other areas will be included and excluded within the Dashboard at the most applicable time to allow for a wider inclusion of data/information):

- Friends and Family Test
- GP Patient Survey
- Quality Outcomes Framework
- 2017/18 Seasonal Flu Vaccination Programme Data
- Infection Prevention and Control Audits
- CQC Ratings
- Prescribing
- Quality Issue Reporting

2 What are the Indicators?

All of the information included is readily available and content, data and information presented has been obtained from a range of sources including NHS England, NHS Digital, Public Health England, and the CQC. The dashboard pulls it into one place and compares practices across North Lincolnshire.

It is widely acknowledged that practices serve different populations and the pressures vary from practice to practice. It is also known that due to the demographics of some practices scoring positively in some areas is very difficult.

There is a large amount of information that sits behind the Dashboard, including demographics and more detailed information. This information is available via other sources and in some cases via the CCG Business Intelligence Zone (BIZ) <http://biz.nyhcsu.org.uk/nlccg/>

3 North Lincolnshire GP Practices:

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

4 Care networks

More detailed Care Network profiles are available on: <http://biz.nyhcsu.org.uk/nlccg/data/uploads/current/care-networks/Care%20Networks.pdf> complimented by the GP profiles.

5 Narrative

The following narrative provides a written account of any key issues highlighted from the Dashboard performance tables and graphs on the successive pages.

5.1 *F&FT*

The latest data provided is for September 2017 (received November 2017).

There are eight practices in North Lincolnshire for which no data is provided. In addition, there were very few responses for Riverside Surgery, Brigg.

Three practices have had a significant rise in the number of people who would recommend their GP practices, whilst the number who would not has remained relatively stable.

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.

When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both a good and poor patient experience. This feedback is vital in transforming NHS services and supporting patient choice.

Action: The Primary Care Directorate will continue to work with those practices with low F&FT returns in order to try and improve the response rate.

5.2 *GP Survey*

There is no update to GP Survey data until July 2018.

Overall Patient Experience from March 2017 suggests that 81% of respondents rated their overall experience with their GP practice as either good or very good compared to 85% in 2016; with 14% of respondents rating their experience as neither good nor bad (compared to 10% previously) and the remaining 5% rating either fairly poor or very poor.

Action: The Primary Care team supports and encourages practices to improve response rate, particularly as there has been a slight drop in response rate from 45% in 2016 to 44% in March 2017, and identify areas that can be improved.

5.3 *Patient Online*

Reporting up to July 2017 identified three practices unable to meet the combined 10% benchmark (for end of March 2017) for patient online registrations for appointments and prescription requests. One practice in particular has fallen below this benchmark.

All practices have continued to promote Patient Online and other strategies for increasing registrations are being explored. The Primary Care Directorate is assured however, that all practices endeavour to promote Patient Online which requires continued effort to meet the 20% benchmark for end March 2018.

Action: The Primary Care Directorate is in conversation with the Coms Team with a view to utilising social media to advertise the online facility in practices.

5.4 *Quality Outcomes Framework*

The Quality Outcomes Framework (QOF) is the annual reward and incentive programme detailing GP practice achievement results. Rewarding practices for the provision of quality care and helps standardise improvement in the

delivery of primary medical services.

The most recent QOF publication provides data for the reporting year April 2016 to March 2017. The indicators for the QOF change annually, with new measures and indicators been retired. The 2016/17 QOF awarded practices achievement points for:

- Managing some of the most common chronic diseases, e.g. asthma and diabetes
- Managing major public health concerns, e.g. smoking and obesity
- Implementing preventative measures, e.g. cervical screening and contraception.

Practices are encouraged to work to achieve QOF. Where they have difficulties reviewing some of the patients they have the option to 'exception report' them. This should only be used once maximum effort has been taken to obtain patient engagement with the process.

Action: High exception reporting practices will be reviewed to understand the challenges experienced by the practices. The CCG, together with NHS England, following review will look to provide support and in some cases may challenge the financial outcomes.

QOF data is also used in conjunction with other data for practices in order to assist the CCG in understanding where there may be issues within practices that require greater assessment and understanding.

5.5 *Public Health Statistics – Seasonal Flu Vaccinations 2017/18*

At time of reporting, data for seasonal flu vaccinations was available up to October 2017 only. Next update is due 17 December 2017.

All 19 practices have submitted information to Public Health England. All 19 practices have also signed up to the additional Enhanced Service to provide flu vaccinations to care and residential home workers.

Target coverage of 75% across all risk groups is currently within reach.

5.6 *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). Overall Total Audit results are shown as percentages in the graph provided below. The graph details the IPC audits undertaken in 2015/16 and 2016/17 to date.

As all practices have scored relatively high, and all have achieved a Good rating from CQC, there are no plans to routinely re-audit unless CQC or an individual practice request further audit. Most practices have had a review of their action plans 3-6 months after original audit where changes were easy to make or institute, which has increased their scores further. Some practices have also 'self audited' in 2017/2018 to date.

During 2016/17 there were no cases of Community acquired MRSA bacteraemia, however 19 cases of Community acquired C.diff were recorded in 2016/17.

Action: The CCG utilises Practice Despatches to keep clinicians aware of good practice around antibiotic prescribing and other ways to reduce incidences of MRSA and *Clostridium difficile* infection.

5.7 CQC Ratings

Throughout 2017 a further two Practices have been inspected. One being rated as Good, another as Inadequate. A programme of support from key individuals within NL CCG has been offered to the latter Practice. However, the CCG also remains assured that the practice has a robust action plan for recovery, and there are no specific clinical concerns at this time.

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

- Older people
- People with long-term conditions
- Families, children and young people
- Working-age people
- People whose circumstances may make them vulnerable
- 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.

5.8 Prescribing

Detailed prescribing data is provided by accessing the links on the Scorecard table including access to the full Scorecard. Updates from medicines management relating to identified drugs and issues to be provided in subsequent Dashboards.

Action: The Medicines Management Team continues to work with practices to encourage best practice and cost-effective drug switches. Additional work is also currently underway to encourage and enhance the use of the recently required Oracle computer programme.

5.9 Quality Issue Reporting

During the period 3rd July to 30th September (Quarter 2) there were 3 Quality Issue Reports (QIR) raised against GP practices by other healthcare providers. All 3 have now been closed following investigation.

During Q1 and Q2 there were a total of 10 reported incidents against practices. Only one of those remains open.

During Q1 and Q2 there were 2 incidents identified/reported and addressed by GP practices.

All QIRs are reviewed however the committee is reminded that not all QIRs are upheld.

All North Lincolnshire practices are now able to access awareness / training in the use of the Quality Issue Reporting App and practices are positively encouraged to utilise the App.

If practices wish to take up the opportunity to discuss the App then please contact via NLCCG.Incidents@nhs.net