



**Primary Care Co-Commissioning Committee
Public Part 1
March 2020**

Agenda item 5

Primary Care Quality Report

Submitted by: Tricia D’Orsi Chief Nurse
Prepared by: Vicky Cline Lead Nurse, Primary Care
Status: For decision and noting

Appendices to this report	
Appendix 1	Friends and Family Test action plan
Appendix 2	Flu Remedial Action Plan
Appendix 3	PHE interim guidance for Primary Care
Associated Papers	
Papers previously considered by this CCG	Previous Quality Reports
CCG Policy Documents	
External Documents	

Overview

1. Recommendations

1. The Primary Care Co-Commissioning Committee are requested to note:
 - a. The CQC Inspection report tables and quality visit update
 - b. SI and Complaint data
 - c. FFT data
 - d. Flu update
 - e. COVID-19 update
 - f. Time To Learn Practice nurse forum update
2. The Primary Care Co- Commissioning Committee are asked to agree:

2. Reason for the Report

This report is being submitted to inform the committee of the quality monitoring of the member practices within both NHS Castle Point & Rochford CCG and Southend CCG.

NHS England (NHSE) continues to monitor the complaints regarding GP member practices but data is now beginning to be submitted for review.

The report outlines that there are currently 23/23 practices within Castle Point and Rochford CCG that are rated as 'good' by the CQC. There are 26/27 practices in Southend CCG rated as 'good' with 1 rated as 'required improvement'.

There is currently 1 Serious Incident open within Castle Point and Rochford CCG and 2 Serious Incident open within Southend CCG. The quality team are supporting the practices through the process.

Friends and Family Test Data have been reported and all practices that haven't submitted data for every month within this financial year have been sent a reminder letter. However, data reporting remains poor and the committee are asked to consider potential ways to improve uptake.

The Flu season is now underway and the final report has been reviewed. Uptake data is included in the main paper.

There is an update relating to COVID-19 with information being provided by Public Health England.

Within the paper, there is information relating to the practice nurse Time To Learn forum and the feedback received in relation to this.

Introduction

This paper has been submitted by the quality team and informs the committee of any issues or concerns arising from quality data reporting or patient experience data.

The paper provides the committee with the information available from national regulators and informs members of practices that the quality team are providing support to.

1.0 Overview of the Care Quality Commission (CQC) Inspection Reports:

Castle Point and Rochford CCG practices

Practice	F- code	List size open/close	CQC Outcome	SAFE	EFFECTIVE	CARING	RESPONSIVE	WELL-LED
BENFLEET								
Dr Khan- Rushbottom Lane	81001		16/10/2017					
PA Patel	81032		23/10/2018					
The Hollies	81075		15/06/2017					
Essex Way	81101		15/10/2015					
St George's Medical Practice	81142		23/06/2017					
High Road Family Doctors	81618		15/11/2019					
Benfleet Surgery	81713		13/10/2017					
CANVEY ISLAND								
Oaklands	81096		23/11/2016					
The Island	81739		23/01/2018					
Dr Chaudhary	81740		17/10/2017					
Grafton Surgery	81070	inc. in Ashingdon	09/11/2016					
Third Avenue	81051		08/08/2017					
Hawkesbury Road	81205		14/03/2019					
Canvey Village	81700		21/03/2016					
RAYLEIGH								
Audley Mills	81123		03/03/2016					
Downhall Park Road	81704		04/04/2016					
Churchview	81125		27/09/2017					
William Harvey	81065		27/02/2018					
ROCHFORD								
Puzey Family Practice	81007		25/05/2016					
Greensward	81066		22/03/2016		outstanding			
Leecon Way	81675		13/02/2017					
Ashingdon medical centre	81690		09/11/2016					
Great Wakering Medical Centre	81089		14/06/2017					
Riverside Medical Centre	81061		30/05/2017					

1.1 The table above highlights the practices within Castle Point and Rochford CCG locality and the CQC inspection report relating to the domains inspected.

1.2 Quality Visits continue to be planned and carried out as per the schedule. Informal quality visits are being undertaken by the Quality Assurance Nurse.

Southend CCG practices

SOUTHEND PRACTICES	F-code	List size open/close	CQC outcome	SAFE	EFFECTIVE	CARING	RESPONSIVE	WELL LED
WEST								
Dr Krishnan- Kent Elms	F81046		06/07/2017					
Highlands Surgery	F81112		11/02/2016					
Dr Zaidi, Eastwood Group Practice	F81128		05/11/2015					
Dr Sathanandan	F81200		20/08/2015					
Pall Mall Surgery	F81144		11/02/2016					
Dr Malik- Kent Elms	F81223		17/11/2018					
Dr Jayatilaka	F81696		17/09/2015					
WEST-CENTRAL								
Prince Avenue Surgery (sooriakumaran)	F81092		01/10/2015					
The Valkyrie Surgery	F81097		27/03/2019					
Southend Medical Centre	F81159		18/12/2019					
Dr Bekas	F81207		Currently under inspection					
Scott Park Surgery	F81744		05/12/2018					
EAST-CENTRAL								
Canarvon Medical Centre	F81003		13/12/2019					
Queensway	F81081		10/01/2019					
Central Surgery	F81147		25/04/2019					
West Road Surgery	F81164		04/03/2019					
North Avenue Surgery- Dr NK Shah	F81176		19/02/2015					
Dr Vashisht (Warrior Sq)	F81656		22/12/2017					
St Lukes Health Centre	Y02707		18/09/2018					
The Practice, Northumberland Avenue	Y02177		29/04/2019					
EAST								
Dr Irlam (Central surgery)	F81086		11/02/2016					
Thorpe Bay Surgery	F81121		29/10/2018					

Shaftsbury Avenue Surgery	F81209		15/04/2016					
Dr Kumar, Shoebury Health Centre	F81613		06/07/2016					
Dr Marasco- west road	F81622	Merged with North Shoebury	05/03/2015					
Dr Palacin, Shoebury Health Centre	F81649		Currently under inspection					
North Shoebury Surgery	F81684		21/05/2019					
Dr Dhillon's surgery	F81688		01/06/2018					

1.4 The table above highlights the practices within Southend CCG locality and the CQC inspection report relating to the domains inspected.

1.5 The Quality Assurance Nurse has met with the following practices to review CQC preparation. The practices visited have been:

- Carnarvon Medical Centre
- Eastwood Group Practice
- Dr Palacin, Shoebury Health Centre

1.6 The Quality Assurance Nurse has also visited the practices below to offer support in relation to Infection Prevention and Control, Friends and Family Test and to informally meet staff.

- Shaftsbury Avenue Surgery
- Thorpe Bay Surgery
- Pall Mall Surgery
- North Shoebury Practice

1.7 Quality Visits are due to recommence in March 2020. There are dates planned and the practices are aware. Graphs and tables will be updated and provided at the next committee meeting.

2.0 SI's

Castle Point and Rochford CCG

2.1 There are currently 1 practice within Castle Point and Rochford that are completing a serious incident review. The CCG is supporting the practices to ensure that the documentation is factual and there is evidence to support the facts within the document. This review is now late in being returned to the CCG and so the quality team have been in contact with the practice. The practice returned the review to NHSE rather than the CCG and is in the process of copying through to the CCG. The CCG have received the report but it does not contain detailed evidence or reporting of the investigation, therefore the practice has been asked to resubmit.

Southend CCG

2.2 There has been 2 Serious Incidents raised within Southend CCG. Both practices have returned the 3 day reporting form and are now in the process of completing their 60 day full investigation reports.

3.0 Complaints

3.1 All formal complaints and informal concerns regarding GP member practices are managed by NHS England (NHSE). Quarter 3 data has not yet been received from NHSE and will be reported on at a future committee meeting.

4.0 Friends and Family Test (FFT)

4.1 The data up until October 2019 has been published, with November's data not due to be published until January 2020.

Castle Point and Rochford CCG

4.2 The table below highlights the practice responses for Quarter 3 (2019/20) to date.

Name		Oct-19		Nov-19		Dec-19	
		% Recommend	% not recommend	% Recommend	% not recommend	% Recommend	% not recommend
BENFLEET							
DR KHAN & PARTNERS	81001	89%	8%	96%	2%	89%	2%
P A PATEL SURGERY	81032	100%	0%	83%	8%	100%	0%
THE HOLLIES	81075	no data	no data	no data	no data	86%	8%
ESSEX WAY SURGERY	81101	95%	1%	90%	7%	88%	6%
St George's medical Practice	81142	86%	14%	100%	0%	91%	0%
HIGH ROAD FAMILY DOCTORS	81618	85%	8%	84%	10%	89%	5%
BENFLEET SURGERY	81713	NA	NA	NA	NA	*	*
CANVEY ISLAND							
OAKLANDS SURGERY	81096	84%	1%	90%	6%	85%	6%
THE ISLAND SURGERY	81739	92%	4%	90%	8%	87%	10%
CHAUDHURY SURGERY	81740	no data	no data	no data	no data	no data	no data
GRAFTON SURGERY	81070						
THIRD AVENUE HEALTH CENTRE	81051	no data	no data	no data	no data	no data	no data
GHAURI PRACTICE	81205	99%	1%	95%	2%	97%	0%
RAHMAN PRACTICE	81700	no data	no data	no data	no data	no data	no data
RAYLEIGH							
AUDLEY MILLS SURGERY	81123	89%	5%	94%	4%	91%	4%
DOWNHALL PARK SURGERY	81704	no data	no data	no data	no data	no data	no data
CHURCH VIEW SURGERY	81125	83%	10%	90%	4%	no data	no data
WILLIAM HARVEY SURGERY	81065	84%	11%	85%	4%	90%	8%
ROCHFORD							
DR PUZEY, DR KOTHARI AND DR NANDA	81007	no data	no data	no data	no data	no data	no data
THE GREENSWARD SURGERY	81066	95%	3%	98%	2%	95%	1%

THE PRACTICE LEECON WAY	81675	99%	0%	no data	no data	no data	no data
ASHINGDON MEDICAL CENTRE	81690	no data	no data	no data	no data	no data	no data
WAKERING MEDICAL CTR.	81089	87%	6%	no data	no data	92%	3%
CONNER & PARTNERS	81061	no data	no data	no data	no data	no data	no data

4.3 The overall response rate for practices within Castle Point and Rochford CCG is 60% for the month of December 2019.

Southend CCG

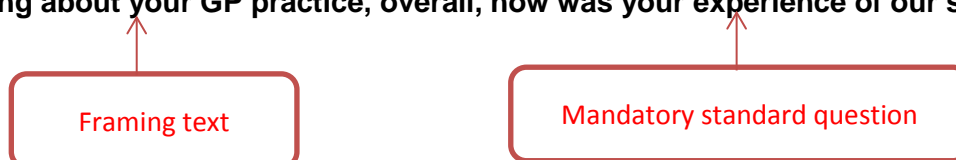
4.4 The table below highlights the practice responses for Quarter 3 (2019/20) to date.

PRACTICE		Oct-19		Nov-19		Dec-19	
		% recommend	% not recommend	% recommend	% not recommend	% recommend	% not recommend
Dr Krishnan- Kent Elms	F81046	100%	0%	*	*	100%	0%
Highlands Surgery	F81112	no data	no data	no data	no data	no data	no data
Dr Zaidi, Eastwood Group Practice	F81128	90%	0%	89%	0%	94%	3%
Dr Sathanandan	F81200	98%	1%	no data	no data	no data	no data
Pall Mall Surgery	F81144	93%	3%	93%	4%	89%	0%
Dr Malik- Kent Elms	F81223	no data	no data	no data	no data	no data	no data
Dr Jayatilaka	F81696	84%	11%	100%	0%	no data	no data
Prince Avenue Surgery	F81092	no data	no data	98%	0%	NA	NA
The Valkyrie Surgery	F81097	89%	5%	88%	6%	100%	0%
Southend Medical Centre	F81159	no data	no data	no data	no data	no data	no data
Dr Bekas	F81207	no data	no data	no data	no data	no data	no data
Scott Park Surgery	F81744	100%	0%	100%	0%	94%	6%
Canarvon Practice	F81003	no data	no data	no data	no data	no data	no data
Queensway	F81081	no data	no data	no data	no data	no data	no data
Central Surgery	F81147	81%	10%	92%	5%	89%	4%
West Road Surgery	F81164	no data	no data	no data	no data	no data	no data
North Avenue Surgery	F81176	88%	4%	84%	7%	96%	4%
Dr Vashisht	F81656	98%	0%	91%	3%	96%	2%
St Lukes Health Centre	Y02707	95%	0%	no data	no data	no data	no data
The Practice, Northumberland Avenue	Y02177	88%	7%	86%	11%	100%	0%
Dr Irlam (Central surgery)	F81086	no data	no data	no data	no data	no data	no data
Thorpe Bay Surgery	F81121	no data	no data	no data	no data	no data	n data
Shaftsbury Avenue Surgery	F81209	no data	no data	no data	no data	no data	n data
Dr Kumar, Shoebury Health Centre	F81613	88%	7%	90%	4%	no data	n data
Dr Marasco- west road	F81622						
Dr Palacin, Shoebury Health Centre	F81649	97%	0%	94%	0%	no data	n data

North Shoebury Surgery	F81684	79%	11%	no data	no data	65%	27%
Dr Dhillon's surgery	F81688	na	na	na	na	*	*

- 4.5 The response rate for practices within Southend CCG was 37% for the month of December 2019.
- 4.6 The Quality Assurance Nurse is now visiting practices and highlighting the importance of ensuring that Friends and Family Test data is submitted every month. However, the data is suggesting that the reporting practice uptake is getting worse and therefore the committee is asked to discuss potential ways to remedy the situation. (Please see appendix 1 which outlines actions that the quality team have taken to date in order to improve the uptake.)
- 4.7 From 1st April 2020, there are changes to the Friends and Family Test that need to be implemented by all the practices within the 2 CCG areas. The standard question will be changing to a framing text (short introductory wording explaining the service) and then a mandatory standard question. This is outlined below:

Thinking about your GP practice, overall, how was your experience of our service?



- 4.8 There will now be a mandatory response scale that patients can choose to respond to the question: **very good; good; neither good nor poor; poor; very poor; don't know**
- 4.9 The questions will be aimed at all patients registered with the GP practice, with opportunity to give feedback at the time or via the FFT process. It will be the practices responsibility to ascertain the best time to ask for feedback, being mindful that recollection and response rates fade.
- 4.10 NHSE also recommends adding in a free text question in order to obtain clarity but practices must be mindful that FFT is meant to be quick and simple. The recommended pair of questions to be added is:
- **Please can you tell us why you gave your answer?**
 - **Please tell us about anything we could have done better**
- 4.11 Practices are able to collect the data in any way that meets the requirement to make the opportunity to feedback accessible to all.
- 4.12 Data is to be submitted at practice level along with the number of responses and the list size in order to ensure context.
- 4.13 The quality team is liaising with the primary care team to ensure that the CCG's are supporting practices to implement the necessary changes. The quality team has asked to be added to practice managers meetings in order to discuss the changes to FFT.

5.0 **FLU update**

- 5.1 Flu immunisation is one of the most effective interventions that can be provided to reduce harm from Flu and pressures on the Health and Social Care services during the winter period (Public Health England, 2018).
- 5.2 Communications posters and leaflets have now been published and links have been provided to the CCG communication team to ensure they are added into the GP bulletin.
- 5.3 There is a combined CCG Flu plan for the 2019/20 Flu season and this has informed the winter planning document.
- 5.4 The practices across both CCG's have all ordered the stock in preparation for the 2019/20 Flu season.
- 5.5 All practices have access to stock supply and pharmacies are also offering the Flu vaccine service. NHSE have reported that any practices that are experiencing difficulties with the local pharmacies not submitting patient information to the practice and therefore NHSE ask for practices to contact CCG's and advise of any issues with pharmacies. This can be escalated to NHSE for them to follow up.
- 5.6 NHSE have been reviewing a pilot that has been underway during this year's flu season that involved pharmacists and primary care reporting straight into patient records when the flu vaccine was given. Further information will be provided when there has been a full review.
- 5.7 The final end of year flu uptake results have now been reviewed and the final figure is anticipated to be:

	65 and over (WHO aspiration target 75%)	Under 65 at risk (WHO aspiration target 55%)	All pregnant women (WHO aspiration target 55%)
Castle Point & Rochford CCG	69.7%	38.9%	44.1%
Southend CCG	65%	35.7%	38.7%

- 5.8 NHSE have yet to decide if they are going to be asking for data for the month of February 2020 and therefore the figures may change slightly.
- 5.9 During the monthly teleconference with NHSE, there has been recognition of the hard work that practices have made to improve the children's vaccine (for those aged 2 and 3). This was the national request from NHSE before Christmas and was recognised as the main focus for vaccine uptake. The final figure is outlined below:

	All aged 2 (WHO aspiration target 40%)	All aged 3 (WHO aspiration target 40%)
Castle Point & Rochford CCG	50%	49.4%

Southend CCG	41.4%	41.2%
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- 5.10 Although both CCG's met the aspiration targets for children, there has been a remedial action plan (see appendix 2) in place in order to try and improve the uptake of the adult vaccine.
- 5.10 The corporate office has supported the quality team in order to obtain practice staff vaccine uptake, most practices supplied the information and uptake is showing as **62.2%** overall, with the highest staff uptakes being 100% and the lowest being 0%. This information will support next year's flu plan to ensure greater frontline staff uptake.
- 5.11 Care home staff have also been offered the opportunity to have the Flu vaccine; the lead nurse for care homes has been collating the uptake and will focus on care home education with managers.
- 5.12 **46%** of CCG staff had the Flu vaccine when drop in sessions were held at both CCG offices. A survey has been sent out via the communications team to ascertain if people have had flu jabs outside of these sessions.

6.0 Coronavirus (COVID-19)

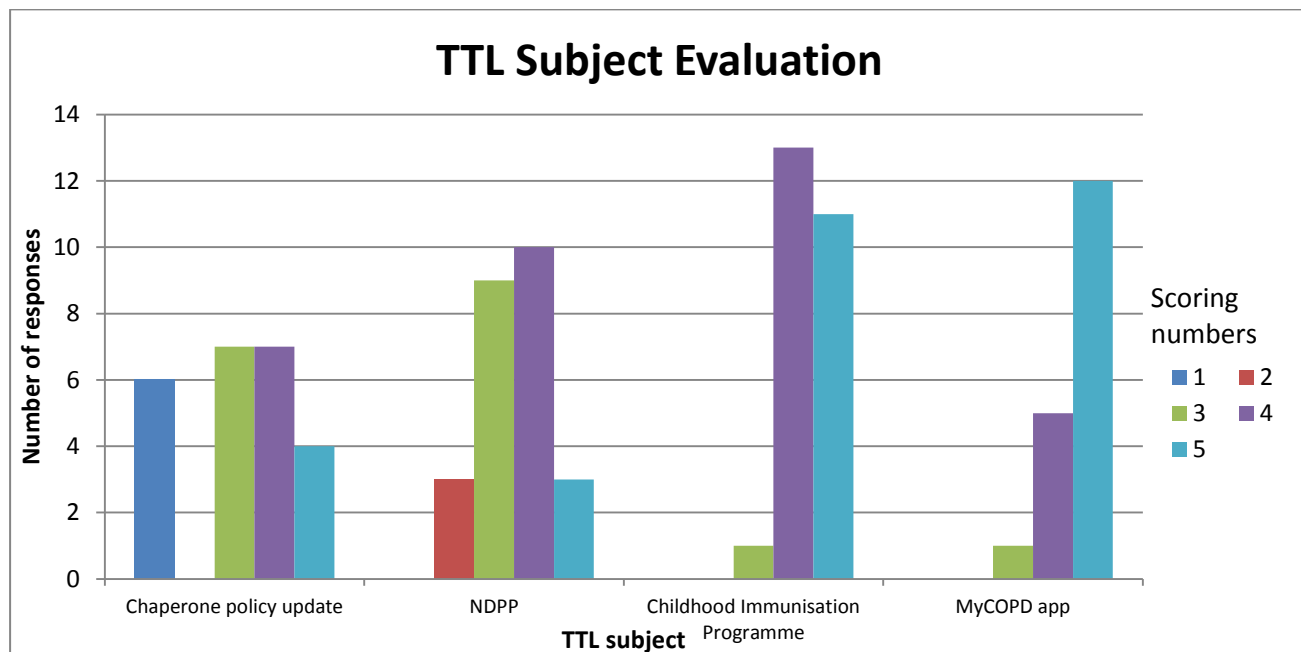
- 6.1 At the time of writing there were a total number of 13 positive COVID-19 cases in the UK. As at the 23rd February a total of 6,324 people had been tested in the UK, with 6,315 confirmed negative (www.gov.uk).
- 6.2 The UK Chief Medical Officers are advising anyone who has travelled to the UK from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau in the last 14 days and is experiencing cough or fever or shortness of breath, to stay indoors and call NHS111 even if the symptoms are mild.
- 6.3 Advice for travellers from Wuhan and Hubei province who have returned within the last 14 days states that they should stay indoors and avoid other people as they would with the flu and to call NHS111 and inform them of the recent travel.
- 6.4 Public Health England (PHE) has issued interim guidance for primary care and this information (Appendix 3) is accessible on the PHE website. Staff are aware to isolate the patient and then adhere to PHE guidance in relation to infection prevention and control.

7.0 Time to Learn Practice Nurse Forum Review

- 7.1 The quality paper will now inform the committee of the practice nurse forums and the evaluation of the sessions following completion of the feedback forms.
- 7.2 Practice Nurses will be issued with certificates at the end of the session, this is in response to concerns that the nurses do not get them in the time that they need and also to ensure all sessions are attended equitably.
- 7.3 For the month of February the forum content included the following:
- Chaperone policy update

- NHS Diabetes Prevention Programme
- MyCOPD app session
- Baby immunisation update

7.4 55 Practice nurse/HCA's or Allied Health Professionals attended the session and there were 25 evaluation feedback forms received. The graph below outlines the responses. Overall, the responses were positive with clear reasons when topics had a lower score. Namely, the issue was that the nurses felt that they knew the information already.



7.5 The future sessions in relation to the Practice Nurse Time to Learn session are outlined in the table below;

March 2020	Sensory Communication by Essex Cares
April 2020	Diabetes training by Novonordisk
May 2020	Looked After Children workshop
June 2020	LD Health check training Recognising Acute Kidney Injury (AKI)

7.6 The practice nurses/ HCA's were asked to provide suggestions in relation to what sessions were needed. Overall, the requests relate to the mandatory updates in subjects such as family planning and travel health. The workforce team that cover the health and care partnership (HCP) are aware and are actively looking at courses and availability.

Conclusion and recommendation

The committee has been asked to note the contents of the report in order to remain informed of all quality driven aspects within Primary Care. This is to enable the committee to be assured that the CCG's are monitoring all of the available data and offering support to

practices that may require/ ask for it.

The committee should note that the following recommendations have emerged:

- Quality visits shall be undertaken and reports presented to the committee
- The Lead Nurse, Primary Care and the Quality Assurance Nurse will continue to support practices as required and provide advice and support in preparation for any proposed CQC inspections. All new CQC reports will be presented to the committee for information alongside any actions that are required
- Practice Nurse Forum evaluation information shall continue to be reviewed in order to ensure that it remains appropriate and necessary to every day practice

Monitoring and Assurance Summary	
This report links to the following Assurance Domains	<p><i>[Delete any that are not applicable]</i></p> <ul style="list-style-type: none"> • Quality • Equality and Diversity • Engagement • Outcomes • Governance • Partnership-Working • Leadership
Internal governance	
Discussed in team meetings.	
Stakeholder and community engagement	
Provide details of which stakeholders have been identified as being relevant to the issue under discussion, what measures have been taken to consult/engage with them, and what feedback has been received from them.	

Impact Assessments

Have you considered the implications of this report on each of the matters below, as indicated?			
	Any action required?		
	No	If action is required then:	
		Identify location of proposed action in report (paragraph number)	Identify which appropriate officer of the CCG has agreed action is sufficient
All three Domains of Quality (Safety, Quality, Patient Experience)	√		
Board Assurance Framework/ Risk Register	√		
Financial Impact	√	If proposal has financial impact, then the financial impact assessment – appended – must be completed.	
Legal/ Regulatory	√		
People/ Staff	√		
Financial/ Value for Money/ Sustainability	√		
Information Management & Technology	√		
Equality Impact Assessment	√		
Freedom of Information	√		