

Primary Care Co-Commissioning Committee

General Practice Quality Monitoring

Date of Meeting	18 th July 2017	Agenda Item	8
------------------------	----------------------------	--------------------	---

CCG Corporate Objectives

Through better commissioning, improve local health outcomes by addressing poor outcomes and inequalities	X
To work collaboratively to create safe, high quality health care services	X
To maintain financial balance and improve efficiency and productivity	
To deliver a step change in the NHS preventing ill health and supporting people to live healthier lives	X
To maintain and improve performance against core standards and statutory requirements	X
To commission improved out of hospital care	X
Delivering high quality Primary Care at scale and improving access	
Self-Care and Early Intervention	
Enhanced and Integrated Primary Care and Better Care Fund	
Access to Re-ablement and Intermediate Care	
Improved hospital discharge and reduced length of stay	
Community based ambulatory care for specific conditions	
Access to high quality Urgent and Emergency Care	
Scheduled Care	
Quality	X

Decision Recommendations

The Primary Care Co-Commissioning Committee is requested to note the content of the report.

Clinical Lead:	Dr Malcom Ridgway
Senior Lead Manager	Mrs Kathryn Lord
Finance Manager	
Equality Impact and Risk Assessment completed:	n/a
Patient and Public Engagement completed:	n/a
Financial Implications	None
Risk Identified	None
Report authorised by Senior Manager:	

Primary Care Co-Commissioning Committee

18th July 2017

General Practice Quality Monitoring

1. Introduction

- 1.1 NHS England (NHSE) has developed a Quality Assurance Framework in order to strengthen and standardise processes. The quality assurance framework describes the approach to monitoring and assuring quality in all commissioned services and it specifically applies to all commissioned NHS and Independent Providers. The process describes a structured approach to the steps taken in response to increasing risk and reducing assurance.
- 1.2 The Pennine Lancashire General Practice Quality Group has adopted this process for monitoring the quality of General Practice. This has been approved through the Pennine Lancashire Quality Committee.

2. Quality Concerns Trigger Tool

The quality assurance process is managed through the Quality Concerns Trigger Tool, please see appendix A. This tool details the 3 stages in which quality is monitored and is a standardized process which offers consistency to providers.

- Routine Quality Assurance Monitoring
- Enhanced Quality Surveillance
- Enhanced Quality Review

2.1 Stage 1) Routine Quality Assurance Monitoring

The first stage of monitoring quality is to hold a range of routine quality information which can be regularly reviewed and concerns acted upon. This routine data is the Primary Care Dashboard, see appendix B. The Primary Care Dashboard is a Lancashire wide project managed by NHSE to pull together available data for review and comparison. Data includes CQC rating, staffing levels, patient satisfaction and urgent care rates amongst others.

The Primary Care Dashboard is reviewed by the Pennine Lancashire GP Quality Group and is supplemented by any other additional information which is brought to the group. The group meets on a monthly basis and includes colleagues from both CCG's, and a range of directorates.

2.2 Stage 2) Enhanced Quality Surveillance

The second stage of the process is for practices that are being identified as having persistent or increasing quality concerns being raised. These are identified at the Pennine Lancashire GP Quality Group and more in-depth analysis will be carried out. This will include indicators such as Complaints, Quality and Outcomes Framework (QOF), the GP High Level Indicators (GPHLI) and GP Outcomes Standards (GPOS) from the Primary Care web tool, and any other indicators pertinent to the purpose of placing the provider into Enhanced Surveillance.

A meeting will take place with the practice to outline the concerns and allow them the opportunity to provide additional superseding local evidence. If assurance is gained, the practice will return to Routine Surveillance, but if assurance is not gained the meetings will continue until such a point where the provider needs stepping up into Enhanced Quality Review.

2.3 Stage 3) Enhanced Quality Review

At stage three a Quality Risk Profile Tool (QRP) will be completed. The QRP is a tool which has been designed for using with a variety of NHS providers and has specific set of indicators for considering when concerned about a General Practice provider. The indicators are grouped into the five CQC domains of Safe, Effective, Caring, Responsive and Well-Led, and contain 75 different indicators of quality. The tool requires input from different teams within NHSE and CCG's to establish a risk score for each item, domain and an overall risk score which then supports the decision on whether the concerns are valid and where it needs to be taken next.

Once the QRP is complete the outcome will either take the provider back into enhanced monitoring if assurance is gained, or it will step them up into a Single Item Quality Surveillance Group (QSG) if not. You will see on the flow chart (Appendix A) that should a risk be severe enough then the provider may be taken directly into a Risk Summit.

3. Conclusion

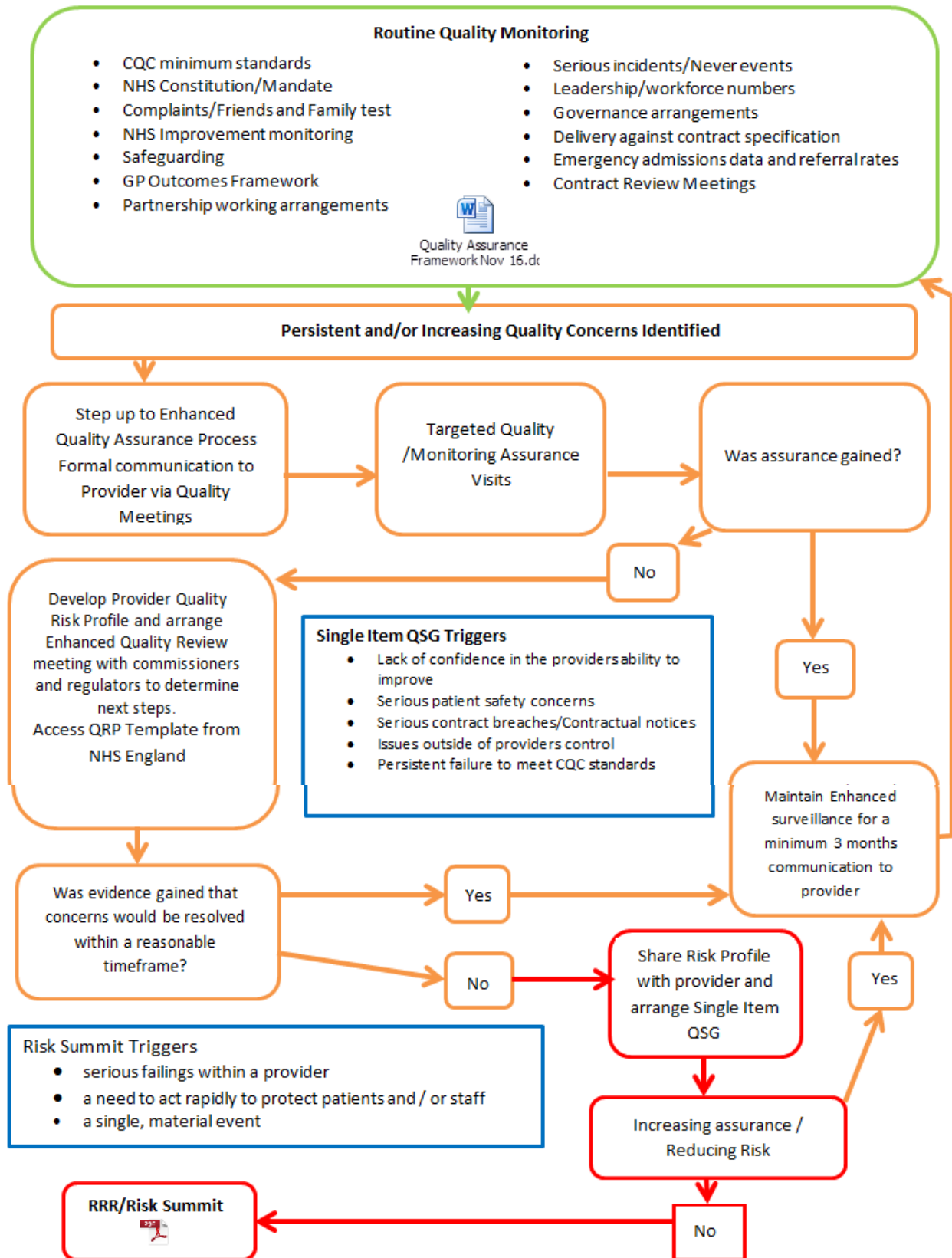
The introduction of the Quality Concerns Trigger Tool is a welcomed process for the CCG's to follow and allows for the monitoring of general practice at an equitable and reasonable level which should ensure concerns are addressed at an early stage.

The Primary Care Performance Dashboard for General Practice is again a welcome tool to support the monitoring of quality in general practice, however, this dashboard only brings together information that is already available to CCG's. The important aspect of this process is to ensure the routine quality monitoring takes place and any concerns are addressed at an early stage through the enhanced quality assurance at Quality Review Groups.

The Primary Care Co-Commissioning Committee is asked to note the process for Pennine Lancashire General Practice Quality Assurance Monitoring.

Catherine Wright
Primary Care Quality Lead
East Lancashire CCG and Blackburn with Darwen CCG

Appendix A



The escalation to a rapid response review or risk summit could be instigated at any point in the process if patient safety concerns require urgent action.



Primary Care Performance Dashboard



CCG Selection: (All) | GP Practice Locality: (All) | GP Practice Taxonomy: (All) | QOF Exception Selecti...: All Domains | QOF Disease Prevalence: Asthma

Practice Taxonomy
 Crescent, Hexagon, Kite, Octagon, Oval, Pentagon, Square, Triangle, Unknown

Blackburn with Da..	NA	173,632	0.4	0.3	81.4	76.7	32.8	85	74.8	7.0	7.1	72.4%	326.0	98.4	192.8
East Lancashire CCG	NA	378,472	0.5	0.3	81.4	77.0	30.3	89	70.8	6.7	6.9	76.6%	329.5	95.3	218.0

	CQC Rating	List Size	GP WTE rate per 1,000	Nurse WTE rate per 1,000	Female Life Expectancy	Male Life Expectancy	IMD Score	Friends & Family % Recommend	Good Experience of Making Appoi..	QOF Exception Measure	Disease Prevalence	Cervical Screening	AE rate per 1,000	Emergency Admission rate per 1,000	GP Referred 1st OP rate per 1,000
with Darwen CCG	P81005..	11,505		0.2	81.6	76.8	28.1	95	78.1	6.8	8.2	67.5%	278.8	98.2	230.8
	P81022..	10,222	0.4	0.3	81.5	77.2	30.3	100	81.0	6.8	7.1	77.1%	318.2	98.7	216.5
	P81051..	12,384	0.5	0.4	81.9	77.4	28.2	100	82.8	3.8	7.6	78.8%	309.2	105.9	238.1
	P81058..	8,937		0.2	81.7	77.1	30.8	100	87.8	5.5	6.5	77.0%	307.9	102.0	191.3
	P81061..	4,945	0.3	0.2	81.6	77.1	30.8	87	81.9	7.5	6.3	80.5%	300.3	106.6	208.7
	P81125..	9,679	0.6	0.2	81.6	76.7	28.8	80	67.6	7.7	6.3	73.1%	291.1	89.7	197.7
	P81140..	13,391	0.4	0.4	81.8	77.0	29.1	93	80.1	8.4	6.6	72.1%	298.0	91.3	212.1
	P81155..	4,344	0.9	0.2	81.6	77.1	21.0	96	89.1	2.5	5.5	81.4%	256.0	80.1	157.0
	P81167..	5,187	0.6	0.2	81.3	76.5	38.1	66	69.0	5.1	10.2	77.8%	373.8	113.9	201.9
	P81204..	4,810	0.5	0.3	81.4	76.8	33.9	88	84.7	7.6	7.0	72.9%	338.5	112.7	251.4
	P81214..	4,180	0.4	0.6	81.8	77.0	25.2	100	61.5	6.2	6.9	75.4%	270.1	96.2	190.9
	P81607..	6,162	0.3		81.6	77.1	33.3	100	67.5	8.1	7.6	77.6%	299.6	92.2	166.8
	P81622..	5,516		0.6	81.3	76.5	35.5	45	45.3	6.7	6.0	64.6%	327.8	91.0	165.0
	P81633..	3,110		0.8	0.1	81.6	77.3	24.3	78	99.1	3.8	5.7	81.0%	260.1	79.7