



OXFORDSHIRE PRIMARY CARE COMMISSIONING COMMITTEE

Date of Meeting: 6 November 2018	Paper No: 7
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Title of Paper: Primary Care Quality Assurance Report October 2018

Paper is for: (please delete tick as appropriate)	Discussion ✓	Decision	Information ✓
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Purpose and Executive Summary: This paper provides information on quality assurance of GP practices in Oxfordshire and planned actions by the Quality Team.

Financial Implications of Paper: NIL

Action Required: Note the content and actions

OCCG Priorities Supported (please delete tick as appropriate)	
✓	Operational Delivery
✓	Transforming Health and Care
✓	Devolution and Integration
✓	Empowering Patients
✓	Engaging Communities
✓	System Leadership

Equality Analysis Outcome: Not required
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Link to Risk: AF26 Delivery of Primary Care Services

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Date of Paper: 29 October 2018

Primary Care Quality Assurance Report October 2018

This report provides an update on the Quality Team's core areas of work to assure the quality of primary care medical services during Quarters 1 and 2 and priorities for Quarter 3. This includes:

- supporting practices in improving quality for OCCG assurance and to help them meet CQC requirements;
- developing the Primary Care Dashboard to provide intelligence on the quality of primary care in order to understand issues of general application and to identify individual practices in need of particular support; and
- management of incidents and concerns in primary care to identify areas of risk and potential improvements.

The progress made in these areas is set out below.

1. CQC Update

CQC have advised us informally that one of our Oxford City practices will be issued with two warning notices following their recent inspection. Quality and Medicines Management leads are in contact with the practice to advise and support them in responding to the issues raised, which relate to medication (monitoring and coding, management of on-site medication) and information governance (training and monitoring, paper records storage).

One Banbury practice remains at Requires Improvement. The CCG has been working closely with the practice manager and clinical lead in developing their action plan to address the issues raised at the last visit.

2. Primary Care Quality Dashboard

The Quality Team collects and reviews practice-level data from a number of sources in order to provide assurance of the quality of care in practices, gain an understanding of issues that need to be addressed by commissioners and identify individual practices that may benefit from support. This data is collated into a Primary Care Quality Dashboard. The dashboard develops throughout the year as new data becomes available.

As much of the data is not published, practice-level data is shared internally within the CCG and reported to the Quality Committee. A locality-level version of the dashboard has been created for OPCCC. This dashboard also includes performance data relating to use of out of hours and secondary care services. The first iteration of this dashboard is shown below. Updated versions will be included in future reports to OPCCC. As more data is released and additional indicators become available this will be added as required.

OPCCC: Quality & Performance Dashboard @ 29th Oct 2018
1st April 2017 - 31st March 2018

Locality	Registered patients @ 1st Sept 2018	Influenza vaccination over 65s	Influenza vaccination under 65 at risk	QOF overall achievement	GP Patient Survey Overall Score	NHS Health Checks % of eligible patients invited*	NHS Health Checks % of invited patients attended*	A&E Attendances (per 1000 patients)	GP out of hours usage (per 1000 patients)	1st Outpatient Appt GP-referred (per 1000 patients)
	No.	%	%	%	%	%	%	No.	No.	No.
		<i>Provisional: Official data due Dec 2018</i>		<i>Provisional: Official data due Oct 2018</i>	<i>Published data</i>	<i>Unpublished data</i>		<i>OCCG data</i>	<i>OCCG data</i>	<i>OCCG data</i>
North	113,304	74.35	52.14	98.18	87.41	98.0%	46.2%	261	141	136
North East	84,425	68.71	46.76	97.49	88.67	95.0%	54.7%	171	161	139
Oxford City	223,347	74.74	49.12	95.40	86.46	94.2%	42.5%	192	137	139
South East	94,324	78.25	57.84	99.51	94.65	100.0%	53.1%	144	93	161
South West	150,542	70.81	51.75	98.66	88.71	100.0%	53.4%	121	141	135
West	82,569	78.24	56.51	98.35	88.82	94.9%	49.1%	115	156	148
Nat. Target		75.00	55.00	100%	100%	100%**	75%**			
Local targets						95%***	45%***			
OCCG Total		76.50	53.50	97.57	87.00	98.8%****	49.8%****	167	138	143

Childhood immunisation data: to follow Jan 2019 - expected to be published Dec 2018

NHS Health Check data: *The data reported is over a cumulative 5 year cycle (1st April 2013-31st March 2018); **Public Health England aspirational target. Oxfordshire achievement for both indicators was higher than for South East region and England. ***Health and Well-being Board local target. ****This figure was published by Public Health England but note it includes a small number of invites and NHS Health Checks completed by a GP Practice outside of OCCG (Elm Tree). Oxfordshire CCG only average was 98.6%.

2.1 Quality & Outcomes Framework (QOF) 2017-18

National validated data is due but has not yet been published and a more detailed report on confirmed achievement, exceptions and trends will be provided in January. This will include a comparison of the Oxfordshire overall QOF achievement and exception rates with other CCGs in the STP.

Summary data based on unvalidated practice claims was shared with the Quality Committee in June and indicated as follows:

- **Average achievement in Oxfordshire was up from 96.8% in 2016/17 to 97.57% in 2017/18. National average achievement is not yet known.**
- **11 practices achieved 100% in 2017/18, compared to 10 in 2016/17.**
- **Total average exception rates appear to have increased in many practices, with the Oxfordshire average rising from 5.7% to 6.16%.**
- **8 practices were below the average achievement score of 97.5%**

The data above should be treated with some caution as it is not yet validated, but on the basis of this data 8 practices with low achievement and/or high exceptions have been prioritised for the first round of quality improvement visits during November and December. A further 12 will be visited during Quarter 4. The visits will be GP-led and the outcomes from the visits will be reported to the Quality Committee on a quarterly basis.

2.2 NHS Health Checks 2017-18

OCCG is participating in the national Cardiovascular Disease (CVD) Prevention Programme. The Quality team, supported by Dr Ed Capo-Bianco, will be working with practices to improve rates of follow up for patients assessed at their NHS Health Checks as being at risk of hypertension and/or chronic kidney disease. The intention is to promote increased diagnosis and early management. The team is also working with Planned Care clinical leads to ensure that patients at risk of diabetes are followed up. This work will be aligned with focused work on reducing exceptions in the cardiovascular indicators of the QOF.

2.3 Screening & Immunisation

OCCG aims to support NHS England in attaining and ideally exceeding its ambition to vaccinate 75% of over 65 year olds and 55% of patients in at-risk groups. The OCCG Infection Control Lead has established a network of flu leads in practices and is providing pro-active support to help improve uptake, particularly to those practices which had lower uptake last year.

The CCG is also supporting NHS England as a participant in fortnightly flu resilience teleconferences involving health and social care agencies across the Thames Valley. This group monitors progress of vaccine uptake and works together to address any issues arising. The CCG is also promoting uptake of flu vaccination for both patients

and staff in care homes via regular flu updates in the GP Bulletin, in order to protect this particularly vulnerable group of patients and maximise the benefits of the new trivalent vaccine for older people.

National surveillance shows that there is a not significant volume of flu circulating at present and it is usual for peaks to occur later in the year.

3. OCCG Quality Improvement Visit Programme

The Quality Team intends to offer supportive visits to all Oxfordshire practices over the coming 18 months. An initial 24 practices have been prioritised as likely to benefit from support early in the process. Prioritisation is based on an assessment of the most recent quality and performance data, locality feedback and CQC inspection outcomes.

The offer of visits in Quarter 3 has been extended to 10 practices so far, with 8 firm dates in November confirmed. A further 14 offers will be made for visits between December 2018 and March 2019. The programme is GP led, with support from quality improvement, medicines management and infection control leads. The outcomes of the programme will be reported to the Quality Committee and learning will be shared with other practices.

4. Summary & next steps

The Committee is asked to note the progress made to date in developing processes to assure the quality of primary care.