

Oxfordshire Primary Care Commissioning Committee

Date of Meeting: 4 February 2020	Paper No: 6.1
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Title of Paper: Primary Care Quality Assurance Report January 2020

Paper is for: <small>(please delete tick as appropriate)</small>	Discussion	<input checked="" type="checkbox"/>	Decision	<input type="checkbox"/>	Information	<input checked="" type="checkbox"/>
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Conflicts of Interest <small>(please delete tick as appropriate)</small>	
No conflict identified	<input checked="" type="checkbox"/>
Conflict noted: conflicted party can participate in discussion and decision	<input type="checkbox"/>
Conflict noted, conflicted party can participate in discussion but not decision	<input type="checkbox"/>
Conflict noted, conflicted party can remain but not participate in discussion	<input type="checkbox"/>
Conflicted party is excluded from discussion	<input type="checkbox"/>

Purpose and Executive Summary: This paper provides information on quality assurance of GP practices in Oxfordshire and planned actions by the Quality Team. The paper also includes an annual review of general practice quality for the year April 2018-March 2019, as detailed in the spreadsheet attached as Paper 6.2.
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Engagement: clinical, stakeholder and public/patient: Not applicable

Financial Implications of Paper: Nil

Action Required: Note the content and actions
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OCCG Priorities Supported <small>(please delete tick as appropriate)</small>	
<input checked="" type="checkbox"/>	Operational Delivery
<input checked="" type="checkbox"/>	Transforming Health and Care
<input checked="" type="checkbox"/>	Devolution and Integration
<input checked="" type="checkbox"/>	Empowering Patients
<input checked="" type="checkbox"/>	Engaging Communities
<input checked="" type="checkbox"/>	System Leadership

Equality Analysis Outcome: Not required

Link to Risk: 799: There is a risk that a lack of primary care workforce will affect services which will lead to an impact on the quality of patient services.

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Primary Care Quality Assurance Report – January 2020

1. Introduction

This report provides an update on the Quality team's core areas of work to assure the quality and safety of primary care medical services during Quarters 3-4 2019-20. The paper covers assurance activities, including an update on CQC ratings for Oxfordshire practices and an annual summary of general practice quality, with detail in the spreadsheet attached as Paper 7.2.

2. CQC Update

Since April 2019 12 practices have been inspected, of which 9 practices were rated Good, 1 was Outstanding and 2 were rated Requires Improvement (RI). All other OCCG practices remain either Good or Outstanding overall at the moment.

Annual Regulatory Reviews (ARR)

To date the quality team has provided support to 17 practices preparing for CQC inspections or Annual Regulatory Reviews. To date, all but 4 practices have had either an inspection or a positive ARR with no inspection required. Of the remaining practices, two practices in Banbury and one in Oxford City have recently had management changes and it is anticipated that these changes will trigger inspections in the near future. One South East practice has had its ARR and has been advised that it will have a focused inspection this year.

3. Annual Review of General Practice Quality

The primary care quality spreadsheet attached as Paper 7.2 is based on the latest published data for 2018-19 and shows that overall quality is holding up despite significant pressures on general practice workload. Following the recent publication of QOF data, the spreadsheet now comprises the most up to date versions of all the main datasets for the full year 2018-19. Please note that practice identifiers have been removed on the spreadsheet as some of the data is not in the public domain. Several of the areas included have been reported on in detail at previous meetings but the following key points should be noted.

Care Quality Commission Ratings: Oxfordshire practices continue to perform well with all but 3 of our 68 practices rated Good or Outstanding. Detail of individual practice achievement is shown above.

Quality & Outcomes Framework Achievement: Overall achievement for Oxfordshire CCG remains at 98%, as last year, with the national average also unchanged at 96%. The Oxfordshire exception rate is slightly up at 5.62% (5.56% 17-18) with the national rate also higher at 6.38% (6.00% 18-19). Variance in

individual practice scores is slight with most practices having the same percentage score as last year or variance in either direction of 2% or less. Three practices have improved by 3-4%, whilst 3 others have seen their scores reduced by 3-5%. One practice in Banbury had a more significant drop of 10% following a period of instability in the final quarter of 2018-19.

General Practice Patient Survey: Comparative scores for the past 3 years are shown where indicators remain unchanged and for 2 years where changes have been made to indicators which makes them unsuitable for comparison with 16-17 data. Oxfordshire continues to perform higher than the national average for overall patient satisfaction and only one practice has achieved significantly below the national average for this measure. A summary report was submitted to the August 2019 meeting of this committee and a more detailed analysis was also considered by the Quality Committee as part of the Patient Experience report in October 2019.

Childhood Immunization: Achievement for childhood immunizations in 2018-19 dropped slightly as compared to 2017-18 in line with the national picture. This has been a continuing national trend over the past 5 years and has been attributed to a general loss in confidence in vaccinations. However Oxfordshire CCG achievement remained higher than the national average in all but one of the 13 measures of coverage for 9 routine childhood vaccinations. During the past year, NHS England, who commission the childhood immunisation service, have invested in focused support to practices and parents from specialist nurses tasked with improving uptake in practices that are struggling to achieving national targets. Further detail can be found at the project website [link](#).

Influenza vaccination: Uptake dipped slightly in 2018/19 compared to 2017/18 by 0.3% for over 65's and 2.1% for those at risk. For the current season (2019/20) primary care has achieved WHO target uptake in all groups except Under 65 At Risk, where achievement was 46.2%. This is slightly higher than the South East average of 45.8% for the At Risk group, but still below the target of 55%. The national average figures are not yet available.

Cancer Screening (Bowel, Breast & Cervical): OCCG cancer leads in the Planned Care team have been implementing their programme to improve screening uptake in partnership with Cancer UK. The initial cohort of 18 practices commenced work in October 2018 and results can be summarised as follows:

- 12 practices had an increase in uptake for the breast screening programme when compared to the 15/16 financial year baseline. 11 out of 18 increased uptake between August 2017 and November 2018.
- All 18 practices had a higher percentage uptake in the bowel cancer screening programme when compared to the 15/16 financial year baseline. 50% of

practices increased uptake between August 2017 and November 2018. The CCG overall percentage uptake between these two dates also increased by 1.1%.

- 10 practices showing an increase in uptake for Cervical screening between August 2017 and March 2019; this is at a time when the national trend is declining. The overall CCG uptake for this programme has increased by 0.3%.
- for Breast and Bowel cancers screening programmes, participating practices performed better under the scheme compared to those who did not take part.

A new wave of the scheme has just commenced and there are now 49 practices involved in carrying out targeted actions to improve engagement and uptake. In addition, the North Oxford Rural Alliance PCN is involved in the Cancer Quality Award Scheme which aims to raise the quality of cancer care across the whole pathway, from prevention and early diagnosis through to living well with and beyond cancer and end of life care.

Learning Disability Health Checks: The learning disability health checks programme is commissioned by NHS England under a Directed Enhanced Service. The figures in the table show numbers on the register and numbers who have had an annual health check. The learning disability leads in the CCG oversee programmes relating to this group of patients in primary, secondary and community care. This dataset is included for the first time and quality leads are liaising with the team to best understand how the data can contribute to our assessment of GP practice quality.

NHS Health Checks: This programme is commissioned and managed by Oxfordshire County Council and provides health checks to patients aged 40-74 in their GP practice with the aim of diagnosing cardiovascular risk at an early stage and promoting healthy lifestyles. The data shows that practices in Oxfordshire are exceeding the targets for both invitation and uptake and local performance is also higher than the national average.

General Practice Information: This dataset includes a broad range of indicators collated from various sources such including QOF, GP Patient Survey, prescribing data, immunisations, cancer screening, urgent care data etc. It is nationally agreed to represent a fair summary of general practice quality and is used by the CQC to inform its assessments of quality in practices and whether inspections are required. This dataset has not been included in this iteration of the report as QOF elements have not yet been updated, which means that data for several indicators is significantly out of date. The spreadsheet will be updated as soon as these changes are made, anticipated to be 7 February 2020.

4. GP Patient Survey: Action to improve access to online services

As part of the action plan to improve patient access to online services, the primary care contracting team have been working with the CSU to support practices and monitor improvements in registration for and usage of online services in general practice. This project is part of the primary care digital strategy and progress is reported in detail at the IM&T Programme Board.

100% of Oxfordshire practices now offer their patients the option of booking or cancelling appointments, ordering repeat prescriptions and accessing coded information from their patient record. Patients are able to register to have access to these services via a link on practice websites and the services are actively promoted within practices.

Practices and the CCG are able to monitor how many of their patients have for access by using the **Patient online management information tool (POMI)**. Usage is updated on a monthly basis at practice and CCG level, with data currently as at November 2019 showing as follows:

- **Viewing records online:** 14.92% of Oxfordshire patients are registered to view their detailed coded record (*England 8.52%*). The practice with the highest number of patients registered to view their records has achieved 56.79%.
- **Booking appointments:** 31.83% of Oxfordshire patients are able to book or cancel appointments online (*England 29.07%*). The practice with the highest proportion of patients registered to book online has reached 81.45%.
- **Ordering repeat prescriptions:** 31.62% of patients are registered to order their prescriptions online (*England 28.92%*) The practice with the highest proportion using this service has achieved 81.35%

Practices are required to offer at least 25% of appointments for booking online however this is not reported on the POMI, nor is actual usage.

Online consultations: Under the current GMS contract patients have the right to access online consultations by April 2020 and video consultations by April 2021. The CCG has procured eConsult with funding from NHSE and this is in place in 13 practices. A further 6 practices are using other NHS England-approved alternatives. Patients will be able to use a secure online system to ask questions, report symptoms and upload photos. Currently 36% of Oxfordshire patients have access to online consultations and the remaining practices are discussion with eConsult and other providers, some with go-live dates in place ahead of the April deadline.

The project team will continue to support and monitor progress during Q4 to ensure that all practices are compliant with the new requirements by the April deadline and that patients are fully informed of the options available to them by their practice and provided with any help required in using the new service.

Summary

The Committee is asked to note the progress to date with activities to provide assurance of quality in primary care. The key areas of focus for the next quarter will be as follows:

- Supporting lower-achieving practices in completing required QOF activities ahead of the year end.
- Providing advice and guidance to all practices on the two new Quality Improvement indicators and preparing for the year-end assessment process.
- Supporting practices rated Requires Improvement those who have recently had management changes to prepare for anticipated inspections.