Primary Care Dashboard
June 2016

Primary Care Commissioning Committee
Introduction

The Primary Care Dashboard is an ongoing development and will be used to monitor some areas of performance in General Practice and provide the Primary Care Committee with a brief overview of how our practices are performing.

The June 2016 is the first dashboard to be published by NHS Great Yarmouth and Waveney CCG and provides information covering the following areas:

- Friends and Family Test
- GP Patient Survey
- Quality and Outcomes Framework (QOF)
- Public Health Statistics – Seasonal Flu Vaccination Uptake
- Section 11 of the Children Act (2004)
- Infection Prevention and Control Audits
- CQC Ratings
- Prescribing
- Quality Issue Reporting (QIR)

The content, data and information presented has been provided from a range of sources including NHS England, Health and Social Care Information Centre (HSCIC), Public Health England (PHE) and the Care Quality Commission (CQC).

Information detailed within subsequent dashboards will provide updates and cover additional areas of primary care practice.

Better Health, Better Care, Better Value
Our GP Practices

NHS Great Yarmouth and Waveney CCG is comprised of 24 practice members:

Great Yarmouth area GP Practices
- Central Healthcare Centre (including Family Health)
- Coastal Village Partnership
- East Norfolk Medical Practice
- Falkland Surgery
- Fleggburgh Surgery
- Gorleston Medical Centre
- Greyfriars Health Centre
- Millwood Surgery
- Nelson Medical Centre
- Park Surgery

Waveney area GP Practices
- Alexandra Road
- Andaman Surgery
- Beccles Medical Centre
- Bridge Road Surgery
- Bungay Medical Practice
- Cutlers Hill Surgery
- High Street Surgery
- Kirkley Mill Health Centre
- Longshore Surgeries
- Rosedale Surgery
- Sole Bay Health Centre
- Victoria Road Surgery
- Westwood Surgery

Better Health, Better Care, Better Value
Friends and Family Test

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.

It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This feedback is vital in transforming NHS services and supporting patient choice.

February 2016 Results:

Note: Date was unavailable for Central Surgery, Andaman Surgery and Longshore Surgeries. Falkland Surgery, Family Health Centre, Sole Bay, Victoria Road, Westwood Surgery and High Street Surgery all received less than five responses and have not been reported to protect the possible risk of disclosure.
The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK and the results show how people feel about their GP practice. The latest results were published on 7 January 2016.

**Response Rate**
7117 forms were distributed across 27 GP practices. 3083 were completed and returned.

**Accessibility**
78% of respondents found it easy to get through to someone at their GP practice on the phone.

**Online Booking**
5% of respondents had booked an appointment at their GP practice online in the past six months.

**GP Contact**
67% of respondents had either seen or spoken to their GP in the past six months.

**Overall Patient Experience**
89% of respondents rated their overall experience with their GP practice as either good or very good; with 8% of respondents rating their experience as neither good nor bad and the remaining 3% rating either fairly poor or very poor.

The Primary Care team supports and encourages practices to improve response rate and identify areas that can be improved. Many practices have ‘You said... We did’ notice boards in response to feedback.
Quality Outcomes Framework

Overview
The Quality Outcomes Framework (QOF) is the annual reward and incentive programme detailing GP practice achievement results. It rewards practices for the provision of quality care and helps standardise improvement in the delivery of primary medical services. It is a voluntary process for all surgeries in England and was introduced as part of the GP contract in 2004. The most recent QOF publication provides data for the reporting year April 2014 to March 2015. The indicators for the QOF change annually, with new measures and indicators been retired. For 2014/15, the 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. regular blood pressure checks

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. 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.
The graph below shows the seasonal flu vaccine uptake in patients registered within Great Yarmouth and Waveney patients during the winter season covering September 2015 to January 2016. 100% of Great Yarmouth and Waveney GP practices submitted information to Public Health England.

How does the CCG work with practices to improve uptake?

Better Health, Better Care, Better Value
Section 11

Section 11 is from the Children Act (2004) and provides statutory guidance on the arrangements required to safeguard and promote the welfare of children which all agencies need to take into account within their organisation.

Under Section 11, NHS Great Yarmouth and Waveney CCG has a mandatory requirement to ensure that robust arrangements are in place to safeguard and promote the welfare of all children and young people and is required to ensure that all health providers whom it commissions services have comprehensive single and multi-agency policies and procedures in place to safeguard and promote the welfare of children and to protect vulnerable adults from abused or the risk of abuse.

The CCG seeks assurances from its GP member practices and the tables below shows which surgeries have submitted information and those who have not.

<table>
<thead>
<tr>
<th>Surgeries that have submitted information</th>
<th>Surgeries that have not submitted information</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Kirkley Mill</td>
<td>• Park Surgery</td>
</tr>
<tr>
<td>• Victoria Road</td>
<td>• Nelson Medical Practice</td>
</tr>
<tr>
<td>• High Street Surgery</td>
<td>• Millwood Surgery</td>
</tr>
<tr>
<td>• Longshore Surgeries</td>
<td>• Gorleston Medical Centre</td>
</tr>
<tr>
<td>• Andaman Surgery</td>
<td>• Fleggburgh Surgery</td>
</tr>
<tr>
<td>• Greyfriars Health Centre</td>
<td>• Falkland Surgery</td>
</tr>
<tr>
<td>• Alexandra Road</td>
<td>• East Norfolk Medical Practice</td>
</tr>
<tr>
<td></td>
<td>• Coastal Villages Partnership</td>
</tr>
<tr>
<td></td>
<td>• Central Healthcare Centre (including Family</td>
</tr>
<tr>
<td></td>
<td>Health)</td>
</tr>
</tbody>
</table>

The Named GPs for Safeguarding Children continue to work with all GP practices across Norfolk and Waveney.

Better Health, Better Care, Better Value
Infection Prevention and Control (IPC) audits are completed within GP surgeries by East Coast Community Healthcare (ECCH). Audit results are shown as percentages and below 75% is classed as a fail. The graph below details the IPC audits undertaken in 2015/16 and 2016/17 to date.

Future IPC audit schedule:

**2016/17**
- Awaiting audit results from:
  - Greyfriars Health Centre (audited 16/05/16)
  - Lighthouse Medical Practice (audited 18/05/16)
  - Gorleston Medical Centre (audited 27/05/16)
  - Victoria Road Surgery (audited 04/04/16)
- Planned audits:
  - Martham (January 2017)
  - Millwood Surgery (February 2017)
  - Newtown Surgery (January 2017)
  - Ormesby Village (September 2016)

**2017/18**
- Planned audits:
  - Alexandra Road Surgery (January 2018)
  - Beccles Medical Centre (June 2017)
  - Crestview (June 2017)
  - Cutlers Hill Surgery (January 2018)
  - High Street Surgery (June 2017)
  - Kessingland Surgery (September 2017)

**2018/19**
- Planned audits:
  - Andaman Surgery (February 2019)
  - Bridge Road (April 2018)
  - Family Healthcare Centre (January 2019)
  - Fleggburgh Surgery (April 2018)
  - Hemsby Medical Centre (May 2018)
  - Rosedale Surgery (May 2016)
# CQC Ratings

## Outstanding
- Park Surgery
- Sole Bay Health Centre

## Good
- Alexandra Road and Crestview Surgeries
- Andaman Surgery
- Beccles Medical Centre
- Bridge Road Surgery
- Bungay Medical Practice
- Central Surgery
- Coastal Villages Practice
- Cutlers Hill Surgery
- Falkland Surgery
- Fleggburgh Surgery
- Gorleston Medical Centre
- Greyfriars Health Centre
- High Street Surgery
- Kirkley Mill
- Longshore Surgeries
- Millwood Surgery
- Newtown and Caister Medical Practice
- Rosedale Surgery
- Victoria Road Surgery

## Requires Improvement
- Family Healthcare Centre

---

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

1. Older people
2. People with long-term conditions
3. Families, children and young people
4. Working-age people
5. People whose circumstances may make them vulnerable
6. 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.

Note: Practices not listed in the table above have not yet been inspected by CQC. No NHS Great Yarmouth and Waveney CCG GP practices are currently rated as inadequate.
On 2 June 2016, the Health and Social Care Information Centre (HSCIC) released CCG prescribing data for Quarter 4 for 2015/16, covering the period from January to March 2016.
Since 1 January 2016, 10 Quality Issue Reports (QIRs) have been raised against GP practices by healthcare providers. Six QIRs have been resolved and four remain under investigation. All QIRs are reviewed however the committee is reminded that not all QIRs are upheld.

### Reporting organisations

<table>
<thead>
<tr>
<th>Ref</th>
<th>Date reported</th>
<th>Reporter</th>
<th>GP Practice</th>
<th>Description of concern</th>
<th>Progress update</th>
</tr>
</thead>
<tbody>
<tr>
<td>057</td>
<td>05/01/16</td>
<td>JPUH</td>
<td>Kirkley Mill</td>
<td>E-referral process failure</td>
<td>Under investigation</td>
</tr>
<tr>
<td>058</td>
<td>26/01/16</td>
<td>Rosedale Surgery</td>
<td>Kirkley Mill</td>
<td>Patient care and monitoring re. podiatry</td>
<td>Under investigation</td>
</tr>
<tr>
<td>059</td>
<td>09/02/16</td>
<td>ECCH</td>
<td>Newtown and Caister</td>
<td>GP did not visit patient following serious concerns raised</td>
<td>Closed on 16/03/16</td>
</tr>
<tr>
<td>060</td>
<td>09/02/16</td>
<td>ECCH</td>
<td>Hemsby</td>
<td>GP did not visit patient following serious concerns raised</td>
<td>Closed on 17/02/16</td>
</tr>
<tr>
<td>064</td>
<td>10/03/16</td>
<td>IC24</td>
<td>Cutlers Hill</td>
<td>Medication query re. GP notes</td>
<td>Closed on 17/03/16</td>
</tr>
<tr>
<td>065</td>
<td>16/03/16</td>
<td>ECCH</td>
<td>High Street</td>
<td>Request for blood test not raised</td>
<td>Closed on 18/03/16</td>
</tr>
<tr>
<td>066</td>
<td>06/04/16</td>
<td>ECCH</td>
<td>Newtown and Caister</td>
<td>Clinic cancellation due to room unavailability at practice</td>
<td>Under investigation</td>
</tr>
<tr>
<td>067</td>
<td>08/04/16</td>
<td>NSFT</td>
<td>Alexandra Road</td>
<td>Delayed blood test review</td>
<td>Under investigation</td>
</tr>
<tr>
<td>068</td>
<td>20/04/16</td>
<td>JPUH</td>
<td>Coastal Villages</td>
<td>Alleged prescription refusal from GP</td>
<td>Under investigation</td>
</tr>
<tr>
<td>069</td>
<td>27/04/16</td>
<td>ECCH</td>
<td>Bridge Road</td>
<td>Alleged poor communication</td>
<td>Under investigation</td>
</tr>
</tbody>
</table>
The CCG continues to develop the dashboard and it is proposed that this will include both performance and quality.