



Somerset

Clinical Commissioning Group

Primary Care Quality Report

Quarter 3 2020/2021

(Oct to Dec 2020)

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Written: 10th January 2021

Primary Care Update:

Incidents, PALS, Complaints trend analysis and actions (July-Sept 2020)

PALS Contacts: A higher than expected number of CCG PALS contacts in September and October 2020 related to Primary Care: Trends include access and registration/deregistration. Practice contacted with support plan. CCG quality team and PALS team monthly review meetings now taking place.

Supporting Practices: Two practices were supported with leadership and management support . Need identified after quality and safety review of practices.

Multi Agency Reviews: Two incidents Identified that would provide an opportunity for learning via multi agency reviews: Pain killer addiction and Eating disorder care. Practice undertaken SEAs full learning event to be organised.

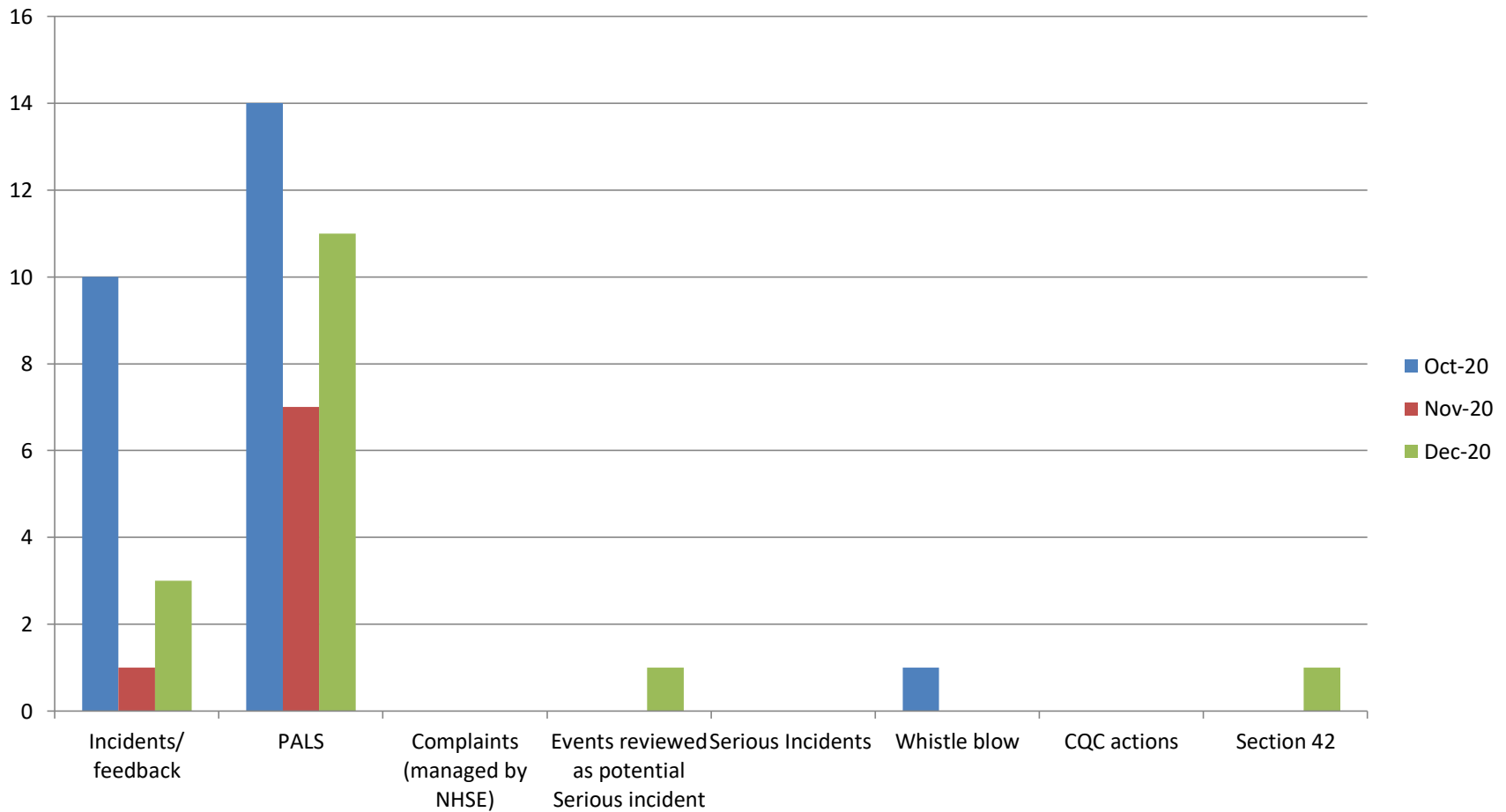
Performance:

2019 / 2020 Quality and Outcomes Framework scores published August Somerset achieved 96.13% which is better than the national average of 95.51%.

KEY RISKS:

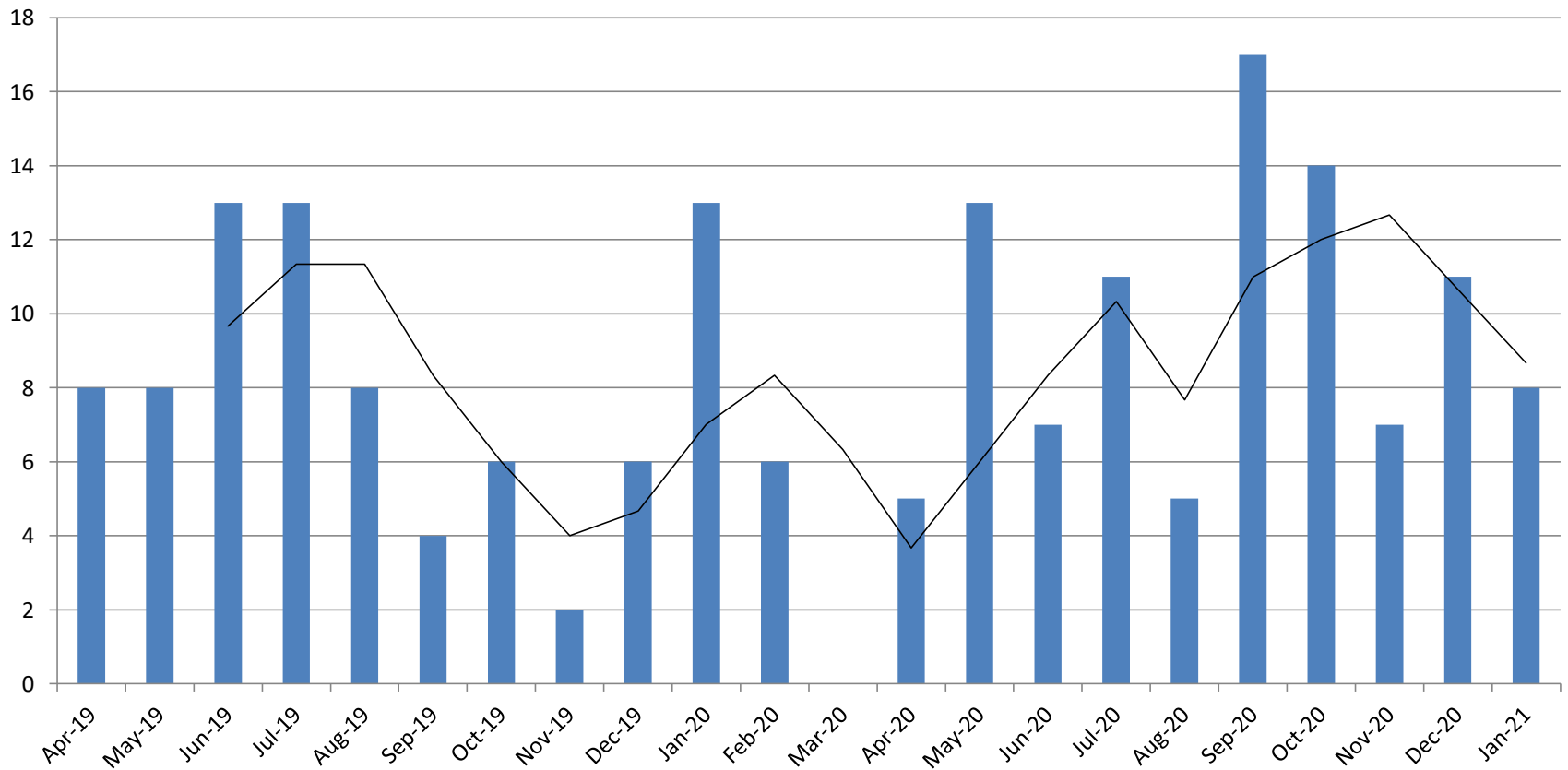
Risks in the register for primary care are for workforce and practice continuity. The Somerset Practice Quality Scheme risk (quality reputation) has now been closed. A new risk will be developed after completion of West One Learning review

Primary Care Intelligence Sources (Oct –Dec 2020)



Review of long term trend “Number of Primary Care PALS Contacts”

Number of Primary Care PALS contacts (with quarterly average line)



Primary Care Update

Primary Care Quality Team activities (Oct-Dec 2020)

- 1) Ongoing support to first cohort of online Silver QI training. A total of 6 teams taking part with a focus on Community and Primary Care PCN improvement teams (Primary Care quality team providing coaches for 4 of the teams). Supporting development of Cohort 2.
- 2) Restore 2 training resource for Primary Care on SPGET website, further work being undertaken to support /Train PCNs/Practices during November and December.
- 3) Process for CCG Quality Team supporting local Public Health process for managing Covid-19 positive cases in Primary Care. Primary Care Quality and Contracting Teams now jointly providing a networked Primary Care Covid-19 Case and outbreak team.
- 4) Continued two weekly contacts with CQC. Meeting with new inspectors undertaken. Provided assurance of quality assurance visits for two practices, including actions in regards to safety and quality.
- 5) Development of a PCN lead nurse role. PID developed and submitted.

Primary Care Update

Wider Quality and Nursing Directorate activities (Oct-Dec 2020)

- 1) Safeguarding and quality team development of reporting process for concerns raised by County Council.
- 2) The Infection, Prevention & Control (IP&C) team co-hosted a Primary Care IP&C Link Practitioner & Lead Nurse meeting together with the LMC Nurse Advisor, which was attended by 19 Lead Practice Nurses in December 2020.
- 3) The CCG IP&C team have attended seven PCN mass vaccination sites in December throughout Somerset, given recommendations to improve IP&C practice and to gain IP&C & quality assurance.
- 4) CHC team process now in place for reporting of significant concerns to Primary Care Quality team.
- 5) Agreement with LMC for a CCG learning page in LMC publication. First page published will focus on Covid-19 vaccinations and the Mental Capacity Act 2005.

Primary Care Update

Care Quality Commission (CQC) update (Oct-Dec 2020)

CQC published results: No CQC Published results for Somerset.

Overview of CQC ratings: There are no practices rated as 'Inadequate' in Somerset. Three practices are rated as Requires Improvement, one practice is rated as 'Outstanding', all other practices are rated as 'Good'.

Update from CQC: CQC requested assurance reviews of two practices from the CCG, this included one site visit and one virtual visit. The CQC were assured of CCG actions to support the practices in both cases. All CQC business as usual activities are suspended at present.

Performance:

No change in Performance on CQC ratings due to suspension of CQC reviews during Covid-19 pandemic

Risk:

No CQC related risks on the risk register at present

Primary Care Update

GP Nurse (GPN) 10 Programme National End of Programme

The CCG has submitted its final closing video of outcomes for the regional celebration event for the GPN10 programme that ends in March 2021.

Future actions:

- 1) The NHSE regional team have agreed to fund a regional GPN10 lead for another year to help embed the programmes across the region and the regional board will continue after the ending of the national GPN10 programme.
- 2) NHSE will be encouraging the development of PCN lead nurse roles across the south west (Somerset CCG developing these roles).
- 3) Funding/resources for future work will now need to come from local funding and CCGs/PCNs will be encouraged to use local resources to support future GPN programmes.

Primary Care Update

GPN10 Quality Improvement (QI) Final Outcomes:

“Engaging session with group work. Pleased that QI is now being aimed at Practice Nurses with the training session empowering Nurses to make changes”

Bronze QI training:

- Four hours of training on managing Quality Improvement projects and acting as change agents.
- Small Groups 4-12 Nurses
- 11 Sessions across the county
- 93 GP Nurses Trained
- Average feedback score 4.5 out of 5
- Bronze training provides the foundations for a QI approach – embedding Nurses as leaders of change using the Model for Improvement, day to day
- 18 of 96 attendees of the last (19/20) Somerset wide Primary Care QI Planning event were GP Nurses. The previous year the event had only one regular GP Nurse attendee.

Silver QI Training:

- Three half day sessions, with dedicated QI coaching support during life of project.
- First cohort completed: Six Project teams supported that include a total of Ten Primary Care/PCN Nurses.
- GPN 10 focused Silver QI training embedded GP Nurses in major change projects across Somerset

QI and Leadership:

- Ten Primary Care/PCN Nurses received QI coaching as part of improvement teams.
- Six Primary Care Nurses received 1:1 Coaching in applying QI to leading changes in their GP practices.
- Improvement Projects included: Clinical Leadership, Clinical Supervision, Palliative Care, End of Life, MDTs integrated care / DES in care homes, Team Resilience and Clinical Audit.