

**Primary Care Quality Report  
Quarter 2 2021/2022  
(July to September 2021)**

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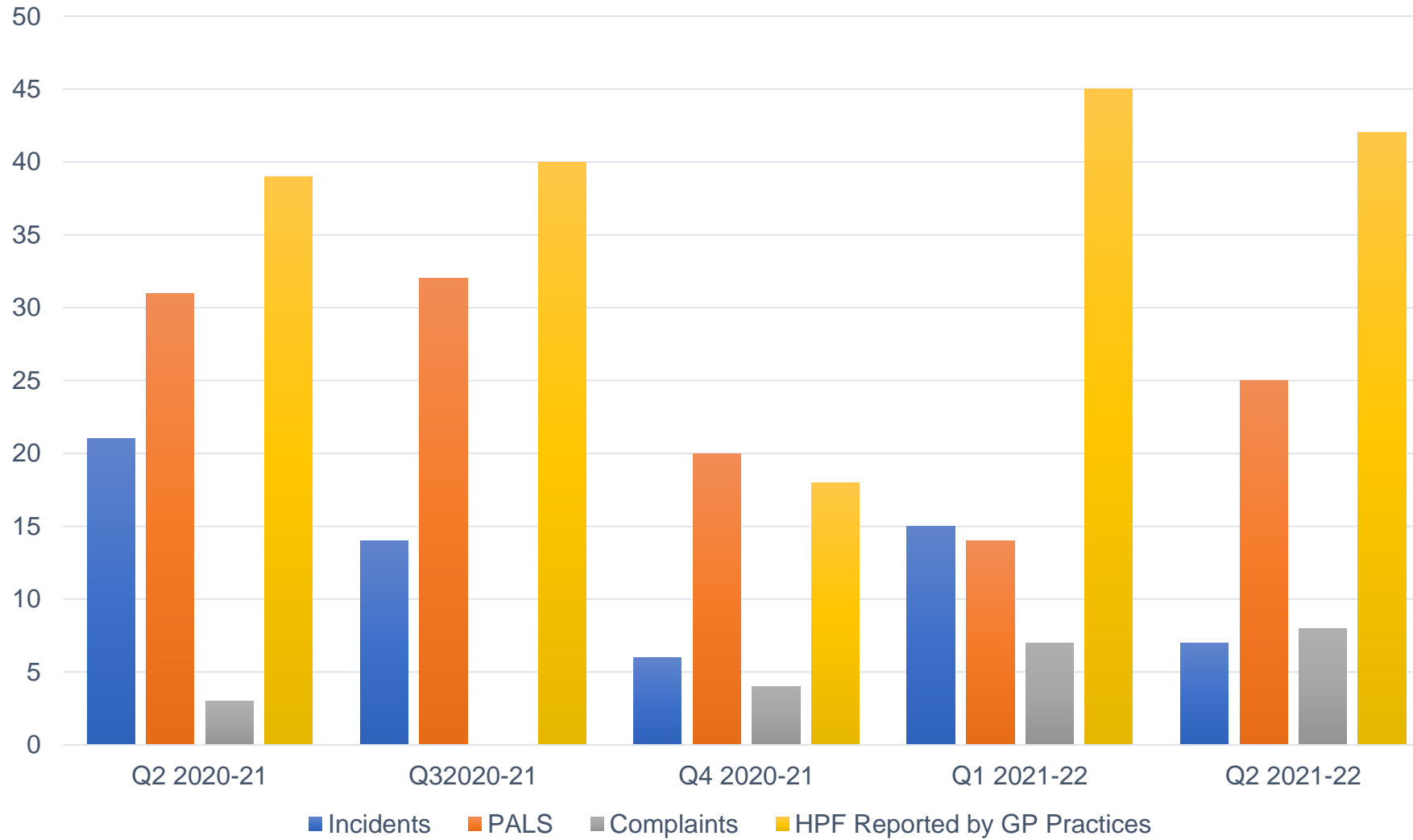
# Incidents, Patient Advice and Liaison Service (PALS), Complaints – trend analysis and actions

**PALS Contacts:** In Quarter 2 the PALS team continued to deal with enquiries/concerns relating to the closure of Victoria Park. There were also a number of concerns relating to access to primary care and patients wanting to move to a different practice.

**Healthcare Professional Feedback (HPF):** Around one third of the HPF received from primary care related to documentation and/or communication issues from secondary care, which are an ongoing issue. It has been agreed to restart the system wide Quality Improvement project to improve communication/discharge summaries from our Acute Trusts to GP's.

**Complaints:** NHS England shared the details of eight formal complaints they had managed. The majority of these were not upheld, but two complaints did highlight issues relating to delayed referrals and poor communication. Concerns about poor attitude of primary care staff are starting to emerge.

## Primary Care Intelligence Sources (by Quarter, reported on Datix)



## Improving Assurance in Primary Care – Q2

- Development and continuation of a Quality and Nursing Directorate networked monthly Primary Care assurance and risk meeting, including: safeguarding teams, quality leads, complaints, Infection, Prevention and Control and patient experience.
- Jointly developed practices of note list with contracting and commissioning teams: reported to Primary Care Operational Group.
- Continued two weekly contact with CQC
- Consulting with wider CCG on further Quality Improvement cycles in development of Primary Care quality assurance and safety monitoring/support

# PCN Lead Nurse Role Quality Improvement Project

- GP Nurse support is now focused on PCN lead nurse roles, 5 nurses recruited. Development programme commences in Oct 2021.
- Ongoing confirmation regarding 'in-year' funding to continue from date of appointment. Somerset GP Education Trust support being offered with remaining 8 appointments across PCNs. Main item for Clinical Directors Board Meeting on 10 Nov 2021.
- Proving Quality Improvement support for PCH Lead Nurses with Interim QI report expected December 2021.

## Primary Care Quality Team Activities

- Newly appointed Head of Quality Improvement and Patient Safety to work with Primary Care Team to assist in embedding Quality Improvement methodology in Primary Care
- Continued two weekly contacts with CQC. Provided findings of quality assurance visits for three practices, including actions in regards to safety and quality.
- Working with Primary Care Commissioning Team to provide support and undertake visits to GP Practices

## Wider Quality and Nursing Directorate Activities

- The CCG/LMC Primary Care Infection, Prevention and Control (I,P&C) Lead & Lead Nurse meeting was attended by 21 IP&C Lead nurses in October. A short session was provided updating colleagues on the official advise from UK Health Security Agency, identifying the types of Lateral Flow Testing Kits and what swab samples, resting times and wait times that are required
- A quality improvement project has been commenced and will be presented and distributed throughout primary care in November, undertaking a PPE Audit and sample NHS Cleaning Standards audit after multiple practices indicated they would value this support
- Vasectomy clinic supportive visits have concluded. A report was submitted to PCOG (Primary Care Operational Group) in October with full details of the quality improvements necessary which include recommendations on hand hygiene procedures, PPE usage, skin decontamination procedures, environmental recommendations to support cleaning and decontamination to help prevent surgical site infection

## Care Quality Commission (CQC) Update

- Langport Surgery – (Report published 30 Aug 2021) : Rated Good
- Frome Medical centre - (Report published 18 Oct 2021) June visit: Rated Requires Improvement
- Crewkerne Medical Centre - (Report published 2 Sep 2021): Rated Good
- Burnham and Berrow CQC Sep 2021 : visit undertaken awaiting publication
- Ryalls Park ( Sept 2021 visit) : CQC carrying out a review of quality and report expected on completion.