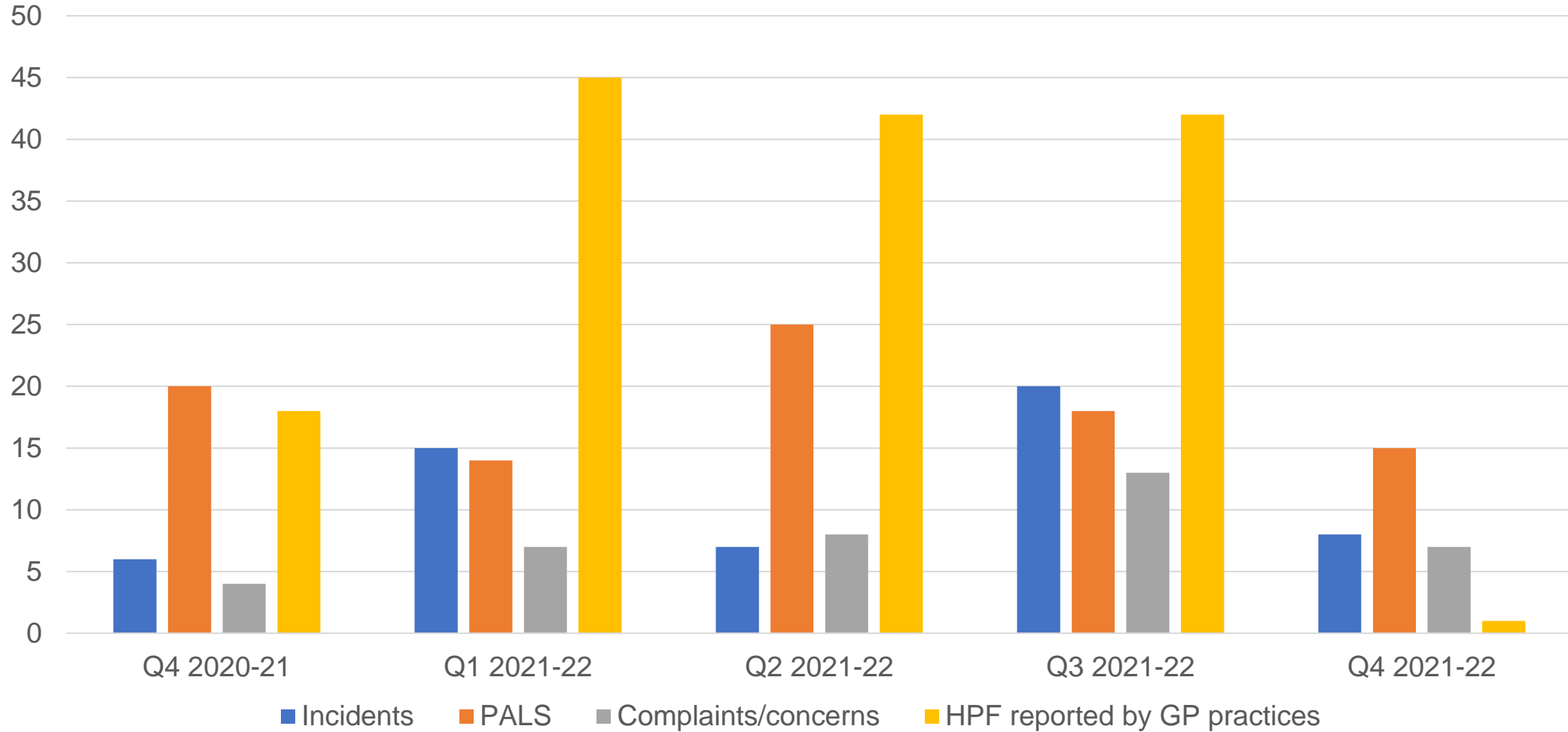


**Primary Care Quality Report  
Quarter 4 2021/2022  
(January – March 2022)**

**Kathy French  
Interim Director of Quality and Nursing**

Number of contacts received by the CCG relating to primary care - by Quarter



# Incidents, Patient Advice and Liaison Service (PALS), Complaints – Quarter 4

**PALS Contacts:** continuing issues with access to GP primary care

**Healthcare Professional Feedback:** patient presented at consultant clinic for bloods to be re-taken but had the wrong blood form with another patient's name on it

**Complaints/concerns:** a range of issues relating to poor care and treatment; delay in diagnosis; misdiagnosis; medications; communication; appointment related. Communication issues prevalent in relation to a number of incidents reported to the CCG

## **Incidents:**

- information breach
- Brief temporary closure of practice without arrangements to manage incoming calls
- out of date Treatment Escalation Plan documentation which led to inappropriate referral to ED and subsequent admission
- delays of a two week wait referral to urology
- concern around inappropriate care pathway when symptoms indicated more urgent care
- poor communication on discharge about insulin requirements
- prescribing of an antipsychotic injection for an elderly patient in primary care
- safety of supplied sharps bins.

## Safeguarding – Quarter 4

- a safeguarding concern raised by Minehead was escalated and is currently under review
- Section 42 report in relation to medication review and patient care: lessons identified to improve care

# PCN Lead Nurse Role Quality Improvement (QI) Project

- CCG Funding not secured to develop QI Lead Nurse role further within PCNs. It was agreed at Primary Care Operational Group (PCOG) that the underspend from the five remaining unfilled posts will be used to offer an additional year of support to five PCNs for 2022/2023
- The PCN QI Lead Nurse mentoring and coaching continues with end of year update reports submitted on Learning Disability Annual Health Checks, Multi-Disciplinary Team Enhanced Support to Care Homes and Proxy Digital Access and are to be shared as enclosures to the May 2022 PCOG report
- The PCN QI Lead Nurses are the undertaking CCG-led Silver QI training. In line with the Department of Health Planning Guidance 2022/2023, Primary Care Network (PCN) Direct Enhanced Service contract specification and Quality Outcomes Framework, the PCN Quality Improvement Lead Nurse projects include:
  - General Practice Nurse workforce development
  - Maximising digital technologies – digital proxy access for care home residents
  - Population health management – screening
  - Enhanced support to care homes through Multi-Disciplinary Teams home and ward rounds
- The Taunton Deane West PCN QI Lead Nurse, Simona Ionita was awarded the NHS England (NHSE) and NHS Improvement (NHSI) Digital General Practice Award, recognising her innovative work setting up proxy digital access for residents in Somerset care homes. This has improved medicines management, repeat prescriptions and other communication between GP practice and care home staff, with evidenced reductions in telephone calls to already busy GP providers.

# Primary Care Quality Team Activities

- NHSEI confirmed funding for an 8b ICB Senior Primary Care Nurse role on a 3-day a week 1-year contract to commence from July 2022. This job description has been agreed following internal review.
- Ongoing collaboration with the Somerset GP Education Trust continues and NHSEI funds transferred, via the CCG, to support the resilience, recruitment and retention work being undertaken by them. Projects include GP Nurse Fellow supporting fellowship and New to Practice Programme.

# Wider Quality and Nursing Directorate Activities

- GPs with Extended Roles (GPwERs) – GPs providing vasectomy services to evidence competencies against the National Accreditation Framework as raised at the Oct 2021 PCOG meeting. This will require a clinical supervision and assurance processes to be in place
- Education and Training: 24 general practice representatives attended the LMC/CCG Lead nurse & IP&C monthly update meeting
- IPC Cleaning Standards for Primary Care: The National Standards of Healthcare Cleanliness 2021 issued by NHSEI required enhanced cleaning standards. This will require primary care providers to renegotiate cleaning contracts. The IP&C team will give support where required
- Face to Face IP&C education and training continued within primary care. A number of practices have requested support on issues such as outbreak and cluster management, self-isolation requirements, clinical waste contract issues, PPE usage and IP&C audit and risk assessment requirements for respiratory protective equipment

# Care Quality Commission (CQC) Update

- No new concerns
- There are 2 GP providers in Somerset rated as Requires Improvement – Frome and Burnham & Berrow. Both practices will have follow-up visits from the CQC.