

Southwark CCG Committee Report

ITEM FOR DISCUSSION / ASSURANCE

CCG Committee	Primary Care Commissioning Committee		
Month	March	Year	2018

Item title:	Quality Report
Enclosure number:	C

Any known conflict of interest	No
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The item is being presented to the committee for (select <u>only one</u>):			
Discussion	<input type="checkbox"/>	Assurance	<input checked="" type="checkbox"/>

Report Author		Responsible Director	
Name	Harpinder Priest	Name	Kate Moriarty-Baker
Job title	Quality Manager	Job title	Director of Quality and Chief Nurse
Directorate	Quality & Nursing	Directorate	Quality & Nursing
Email	harpinderpriest@nhs.net	Email	kate.moriarty-baker@nhs.net

1. Purpose of the paper (why does the committee need to discuss / receive assurance?)

The purpose of this paper is to provide an update on quality issues relating to primary care.

2. Issue being presented to the committee for discussion or assurance

CQC Inspection reports and actions taken

The CQC inspection process is a national programme and on 1 April 2015 the CQC began inspecting GP practices in Southwark. All of Southwark's 38 GP practices have now been inspected and have had their reports published. The ratings of all primary care providers is summarised in appendix ii. Full reports are available on the CQC website. (<http://www.cqc.org.uk/>) NHS Southwark CCG continues to engage with patients on the quality of general practice service in Southwark through engagement workshops, via the Engagement and Patient Experience Committee and locality patient participation group meetings.

Since the last Primary Care Programme Board (January 2018) the following practice have had their CQC inspection report published.

- The Surgery, 301 East Street

Practice	Date of inspection	Date report published	Overall rating	Safe	Effective	Caring	Responsive	Well-led
The Surgery, 301 East Street	27/11/2018	01/02/2018	Good	Good	Good	Good	Good	Good

a) 301 East Street Practice – **Overall rating Good**

The CQC originally carried out a comprehensive inspection at the practice in December 2016 and rated the practice as Good however as Requires Improvement for effectiveness. A desk based review was carried out in November 2017 which found the practice to achieve Good in effectiveness.

Key findings showed that the practice have developed stronger processes to review notifications around medicines management and also improved follow up of patients not attending cervical screening tests. It was noted that the practice had employed a Data Quality Lead to improve templates and call/recall processes. The appointment booking system was changed to enable patients to book extended hours appointments. The complaints response template and policy had been reviewed and improved.

Quality Alerts about General Practice

Purpose

Quality alerts about General Practice are an important mechanism through which to promote a culture of system wide learning. The Quality Team at the CCG offer support to General Practice undertaking Significant Event Audits (SEAs) and responses to alerts they receive. These are not seen as punitive, rather as opportunities to learn and improve patient care. It is a significant cultural development that practices are starting to offer to share their learning beyond their own staff and ways to do this are being explored.

Data

In 2016 the CCG established a mechanism whereby alerts relating to quality issues in General Practice could be raised by a secondary care or social care provider via the Quality team. When alerts are received they are reviewed and considered as requiring either an initial response, full SEA or are de-escalated (not upheld). Since the inception of the system, the CCG has been notified of 44 alerts. 7 of these have been de-escalated (not upheld) following a review. Of the remaining 37, 26 have been closed and upheld, 11 are awaiting a response.

Themes

A review of the 26 alerts which were closed and upheld, identified the following main themes:

Documentation – eRS/Referrals

A common theme was around process and documentation involving 2ww and general referrals. A number of alerts from both Kings Hospital and Guy's and St Thomas' Hospital showed that referral documentation was being received which contained illegible information; this subsequently led to appointment delays for the patient. Some alerts highlighted that referrals were being sent to the Trusts via an incorrect route such as post/fax.

Communication – Medication

Some alerts related to practices' processes of monitoring patients on certain medications. Practices were also noted to be providing limited information to Trusts when other services had been involved

in the patient's care such as the District Nursing service or when there had been a change in medication.

Learning from alerts raised about General Practice has been discussed at the CCG's Quality and Safety Committee and Protected Learning Time (PLT) sessions. Work continues to strengthen the process of supporting General Practice alerts and identify learning which can be shared across the system. The team will also look to share learning from common themes via the Quality page on the Members and Staff Zone. Thematic analysis will continue following receipt of responses to current open alerts.

Duty of Candour

The CCG Quality Team has been working closely with the GMC and has secured two further training dates for GPs on the topic of Duty of Candour, these will take place in April and June 2018. Previous sessions saw positive feedback from attendees with over 70% rating it as Good or Very good, and the same number would recommend it to colleagues.

'Duty of Candour' (DoC) is both a professional and a legal duty for clinicians, including GPs. It requires GPs to inform a patient and/or their families if a mistake has been made in their care and to provide them with a written apology.

The need to support primary care with Duty of Candour was highlighted by a Serious Incident which occurred in Primary Care and involved a late cancer diagnosis. It emerged that Duty of Candour had not been undertaken adequately which led the CCG to explore options to improve GPs' knowledge of their obligations.

Infection Prevention and Control (IPC) Audit Update

Between January – March 2018, 10 general practice surgeries were audited (see table below) using the national Infection Prevention Society tool. Three of these were completed by NEL CSU Infection Control Team as part of their contract. Individual reports were sent to practices, along with a plan detailing actions to be completed with timescales. Progress was followed up by the Infection Control Specialist.

Key themes arising from the visits were staff training and environmental issues. All practices visited are making good progress against actions listed in their plan, and a small number have already completed. Practices were clearly advised at the time of audit if any issue required immediate resolution and were given advice and support to do so. The Infection Prevention Specialist followed up with the practice to ensure the necessary changes had taken place.

Mill Street Surgery Sharps audit	02/01/2018
Aylesbury Medical Centre	09/01/2018
Falmouth Road Medical Centre	11/01/2018
Bermondsey and Landsowne Road Medical Centre	16/01/2018
Bermondsey Spa	08/02/2018 (NELCSU)
The Caretaker Practice at the Lister	12/02/2018
Hurley Group Practice at the Lister	12/02/2018
Dr Curran and Partners	13/02/2018 (NELCSU)
Ackerman Road Medical Centre	14/02/2018 (NELCSU)
Bermondsey Spa extended service practice	08/03/2018

The CCG also has responsibility for overseeing mandatory surveillance targets in general practice including MRSA, C-diff and E-coli (which is linked to a Quality Premium). Nationally, a zero target for MRSA bacteraemia infection has been set for all healthcare organisations. Four cases have been allocated to the CCG since April 2017, three of which were sent for review to the London Arbitration Board. The Board agreed that two of these cases did not arise as a result of healthcare received in Southwark and the outcome of the third case is awaited. Reported cases of C diff and E coli are over the CCG's trajectory and a local review is being undertaken to understand contributing factors and to benchmark Southwark's position with other comparable boroughs.

3. What stakeholder engagement has taken place?

The CQC inspection process is a national programme. NHS Southwark CCG continues to engage with patients on the quality of general practice service in Southwark through engagement workshops, via the Engagement and Patient Experience Committee and locality patient participation group meetings.

Supporting information / documents

Please append any relevant documents including detailed reports; options appraisals; background documents; national guidance etc.

Appendix #	Name of document
i	CQC Inspection update table (see below)

Date paper completed	Monday, 19 March 2018
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Appendix i CQC Inspection update table

Overall CQC Rating	G CODE	GP Practice Name	Inspection Date	Publication Date	Safe ?	Effective?	Carin g?	Respon si ve ?	Well- led?
Inadequate SM Caretaking due to resignation	G85712	Avicenna	09/01/2017 10/05/2016	30/03/2017 28/07/2016	RI	RI	RI	RI	RI
Inadequate SM Caretaking	G85723	Lister (formerly Dr Hossain)	08/08/2017	09/11/2017	I	I	RI	RI	I
Inadequate Special Measures	G85019	The Trafalgar Surgery	25/04/2017	17/08/2017	I	RI	G	RI	I
Inadequate Special Measures	G85001	Forest Hill Group Practice	22/02/2017 12/04/2016	17/08/2017 30/06/2016	I RI	RI RI	G G	G G	I RI
Inadquate Speial Measures	G85705	New Mill Street	09/11/2017 28/04/2015	28/12/2017 25/06/2015	I G	RI G	RI G	RI G	I G
Requires Improvement Special Measures	G85029	Falmouth Road Group Practice	26/10/2017 20/10/2016 29/04/2015	22/11/2017 02/02/2017 02/07/2015	I RI RI	G RI RI	RI I RI	G I RI	RI I I
Requires Improvement	G85134	Lister Dr P Arumugaraasah's &	31/01/2017 04/05/2016	15/05/2017 11/08/2016	RI RI	RI I	RI RI	G RI	RI I
Requires Improvement	G85125	Dr Bhatt – Park Medical Centre	12/10/2017 09/06/2016	22/11/2017 20/10/2016	RI RI	RI G	G G	G G	I RI
Requires Improvement	G85119	Sternhall Lane Surgery	11/07/2017 09/08/2016	19/09/2017 17/01/2017	I RI	RI G	G G	G G	RI RI
Requires Improvement	G85013	Camberwell Green	30/08/2016	30/01/2017	RI	RI	G	G	RI
Requires Improvement	G85006	The Acorn & Gaumont Surgery	18/01/2017	12/04/2017	G	RI	RI	G	G
Good	G85681	Lordship Lane Dr Doha	12/09/2017 23/01/2017 19/05/2016	20/10/2017 13/04/2017 26/07/2016	RI RI I	G RI RI	G RI RI	G G RI	G RI RI
Good	G85030	Concordia Parkside Medical Centre	22/06/2017 19/05/2016	15/08/2017 20/10/2016	G RI	G RI	RI G	G G	G RI
Good	G85051	Elm Lodge Surgery	10/04/2017 10/05 & 07/06 2016	26/05/2017 21/10/2016	G RI	G G	G G	G G	G G
Good	G85132	Concordia Melbourne Grove	08/09/2016	12/01/2017	G	G	RI	G	G
Good	G85087	Silverlock Medical centre	10/05/2017	05/06/2017	G	G	G	G	G
Good	G85040	Queens Road Surgery	01/08/2017	08/09/2017	G	G	G	G	G
Good	G85685	Nunhead Surgery	20/09/2016	30/01/2017	G	G	G	G	G
Good	G85651	Dulwich Medical Centre	11/08/2016	14/12/2016	G	G	G	G	G
Good	G85644	The Garden's Surgery	25/11/2015 05/08/2016	04/02/2016 03/11/2016	G	G	G	G	G
Good	G85106	Dr Misra	22/10/2015	18/06/2015	G	G	G	G	G
Good	Y00454	Dr Sharma	15/10/2015	10/12/2015	G	G	G	G	G
Good	G85642	Dr Shivraj Chudha	29/04/2015	06/08/2015	G	G	G	G	G
Good	G85084	Penrose Surgery	22/06/2016	01/08/2016	G	G	G	G	G
Good	G85138	Albion Street Practice	15/12/2015	03/03/2016	G	G	G	G	G
Good	G85091	306 Medical Centre	26/05/2016	15/08/2016	G	G	G	G	G
Good	G85715	Lister Hurley Group Practice	12/04/2016	26/08/2016	G	G	G	G	G
Good	G85112	Hambleton	09/06/2016	20/06/2016	G	G	G	G	G
Good	G85042	St Giles Surgery	23/08/2016	04/11/2016	G	G	G	G	G
Good	G85726	Dr Viri/Begley	18/08/2016	04/11/2016	G	G	G	G	G
Good	G85031	Roseman/Asant DMC Healthcare	29/09/2016	21/12/2016	G	G	G	G	G
Good	G85052	Old Kent road Surgery	22/06/2016	23/01/2017	G	G	G	G	G
Good	G85721	The 301 East Street Surgery	27/11/2017 06/12/2016	01/02/2018 06/02/2017	G G	G RI	G G	G G	G G
Good	G85623	Dr Shabir Bhatti Bermondsey Spa	25/10/2017 03/11/2016 15/10/2015	07/12/2017 30/03/2017 21/01/2016	G RI I	G G I	G G RI	G G I	G G I
Good	G85632	Villa Street Medical	08/12/2016	30/03/2017	G	G	G	G	G
Good	G85034 NEXUS CONTRACT	Bermondsey & Landdown Medical Princess St Practice	22/04/2015	30/07/2015	G	G	G	G	G
		Aylesbury Medical	14/01/2016	06/04/2016	G	G	G	G	G
		Surrey Docks Health Centre	18/08/2016	12/01/2017	RI	G	G	G	G
		Manor Place	Not inspected		G	G	G	G	G
Good	G85082	Maddock Way Surgery	14/03/2017 05/07/2016	14/05/2017 30/09/2016	G RI	G RI	G G	G G	G RI
TBC	G85050	Sir John Kirk Close	Inspection to take place		TBC	TBC	TBC	TBC	TBC