

Meeting of Primary Care Commissioning Committee

Date: 26th February 2019

Time: 09:00

Location: Clevedon Hall, Elton Rd, Clevedon, BS21 7RH

Agenda number: 12

Report title: Primary Care Quality Report

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Report Sponsor: Jan Baptiste-Grant, Director of Nursing and Quality

1. Purpose

The purpose of this report is to provide the Committee with an update on quality measures for primary care (General Practice). Monthly metric updates include recently published CQC inspection reports, Friends and Family Test (FFT) data and Flu vaccine uptake. The specific domain focus for this month is Diabetes.

2. Recommendations

The committee is asked:

- To note the updates on monthly quality data, and specific performance indicators for Primary Care Diabetes Care.

3. Executive Summary

CQC: Since last reported four practices have had a CQC report published. One practice received an overall rating of 'Requires Improvement' with both the Effective and Safe domains rated as 'Requires Improvement'. This practice has been contacted to discuss the issues raised. All other practices received a 'Good' overall rating. One of these practices was rated as 'Requires Improvement' for the Well Led domain.

Friends and Family test (FFT): Data for December showed a response rate of 61%, which is just below the national average of 62%, but a 1% increase from last month. The percentage of patients who would recommend their practice increased to 92% which is 2% above the

national average. Practices will be contacted where no submissions have been made to understand reasons for this and offer support as required.

Flu Vaccination Uptake: The most recent flu vaccination uptake rates show that BNSSG is above the national average for both the 'at risk patients after 6 months – 65 years' and for 'over 65's' cohorts and is above the national end of season ambition for patients aged 65 years and over.

Diabetes data: The report highlight's that BNSSG as a whole reported higher compliance than the national average against three nationally benchmarked indicators regarding diabetes care. Information regarding the work programmes in place to address this issue are detailed within the report.

4. Financial resource implications

There are no specific financial resource implications highlighted within this paper.

5. Legal implications

There are no specific legal implications highlighted within this paper.

6. Risk implications

There are risk implications highlighted with two of the indicators for Diabetes deteriorating between 2016/17 and 2017/18. There are programmes of work being led by the BNSSG CCG to improve the management of patients in Primary Care.

7. Implications for health inequalities

Monitoring of primary care quality and performance will highlight any areas of health inequalities within BNSSG, which will then be addressed accordingly.

8. Implications for equalities (Black and Other Minority Ethnic/Disability/Age Issues)

Monitoring of primary care quality alongside practice demographic information will help to highlight areas of variation of services, which will then be addressed accordingly.

9. Implications for Public Involvement

Whilst there has not been any direct consultation and communication with the public in the production of this paper, patient experience and public involvement is recognised as an important factor in reviewing and gaining assurance regarding primary care services.