

Primary Care Co Commissioning Committee

Exception and Progress Report

October and November 2018

Areas of significant Improvement/Progress in last two months.

Extended Access

The CCG has commissioned an 18 Month pilot service with Derwent (Ryedale) and Central Healthcare (Scarborough) holding hub contracts with an additional 60 hours of primary care appointments offered each week across 12 practices in the CCG. In the first week of operation some 86% of appointments were utilised. During the mobilisation phase since 1 October 2018 there have been some IT issues and work is ongoing to progress their resolution.

The operational running of these additional appointments and the complexities for reception staff to understand what colleagues do at other locations was seen as a training issue, and it is estimated that effective implementation would take approximately 2-3 months. Additional clinics each weekday evening from 6.30- 8.00 pm and on Saturday and Sunday mornings are being held on a rotational basis across different practices and communications are being prepared for circulation to practices, staff and the general public.

Evaluation of the service delivery and utilisation of appointments will be continually monitored and will inform the specification of future services as the CCG intends to commence a formal procurement process in 2019.

North Yorkshire Public Health – Healthy Child Programme

A representative from NYCC gave an update on children's services at the present time. Public Health services are responsible for commissioning services for children aged 0-19. Regulation requires all families with babies should receive five health visitor reviews before their child reaches 2 ½ years old, as described in the Healthy Child Programme.

An open tender was progressed in 2015 with the procurement in 4 discrete lots:

1. The Healthy Child Programme Service 5-10 service (school nursing)
2. The Targeted Healthy Child Programme Service 9-19 – Compass REACH
3. The Healthy Lifestyle Service – NYCC Healthy Choices
4. The Residential Weight Management Service (More Life was decommissioned in April 2018 due to the supplier's inability to deliver the contract).

EL gave an explanation regarding various services, including vision testing.

A meeting is to be arranged to discuss ways of working between SRCCG and NYCC Children's Services and to include a session for practice staff in the next PTL training session.

GP Patient Survey August 2018

Each year NHSE commission Ipsos MORI to undertake a survey of patients' views of their GP practice and the full report and details can be found on the attached link including individual practice reports.

<https://www.gp-patient.co.uk/surveysandreports>

A summary of how the survey is carried out is described below:

- The GP Patient Survey (GPPS) is an England-wide survey, providing practice-level data about patients' experiences of their GP practices.
- Ipsos MORI administers the survey on behalf of NHS England.
- For more information about the survey please visit <https://gp-patient.co.uk/>.
- In NHS SCARBOROUGH AND RYEDALE CCG, 3,888 questionnaires were sent out, and 1,739 were returned completed. This represents a response rate of **45%**.
- The questionnaire has been redeveloped for 2018 in response to significant changes to primary care services as set out in the [GP Forward View](#), and to provide a better understanding of how local care services are supporting patients to live well, particularly those with long-term care needs.
- The questionnaire (and past versions) can be found here: <https://gp-patient.co.uk/surveysandreports>

The CCG is to review the report of three practices where 5/9 indicators were below the national and CCG average and to meet with practice representatives. The aim would be to understand and agree where areas of improvement could be made, and an improvement plan agreed with the practice patient representative group

It was noted that practices are working under the GP Forward View programme which focuses on building a sustainable workforce with practices expanding the skill mix of clinicians to include other clinical practitioner (e.g. Advanced Clinical Practitioners, Paramedics, Pharmacists and Advance Nurse Practitioners) The survey questions focus heavily on the experience of patients when seeing a GP and do not reflect this diverse workforce. Feedback will be given to NHSE on the appropriacy of the questions.

It was seen that GPs performance is above the national average and patients fare very well in the locality.

Primary Care Development Group

The PCDG has held 2 meetings following the recruitment of new Practice Manager Members. Presentations were given on work of the CCG and the strategic plans and each meeting is going to focus on one area of the Primary Care work plan.

Primary Care Workforce Briefing Paper

There are funding opportunities for CCGs to support recruitment and training of Physician Associates (PAs) and Advanced Care Practitioners and these will be explored as part of the workforce strategy in line with business planning for 2019/20.

Where practices can apply for funding from HEE towards the appointment of specific posts, practices are informed via the GP newsletter and directly by e mail.

The HCV STP International GP recruitment scheme continues to explore a number of opportunities to attract family medicine doctors from EU countries. Delegates from the HCV scheme attended a conference in Palma in October with 260 candidates signing up to the scheme. It is anticipated that this scheme will run for a three year period, subject to funding. 30 candidates are actively engaged with the English language training. One candidate has been successfully recruited and now works in Scunthorpe.

The HCV scheme is part of a pilot project but does report into the national scheme and where comparisons can be drawn it appears the pilot is performing well however both schemes are reporting slippage in relocation of candidates and this is reflected in a project underspend.

Productive General Practice

All practices accepted the offer to take part in this change management project for 8-10 weeks and will complete in late November 2018. It is recognised this requires significant resources and leadership from each practice but each is committed to identifying ways in which this work can continue, to generate continuous improvement and to share best practice.

The general principle of the work is to avoid duplication of work and to make efficiencies in ways of working.

Productive General Practice will provide tools and methods to help practices to:

- streamline activities across the practice and eliminate waste, to enable them to add value and meet the increasing demands on time and capacity with the same resources
- create the right context for change to ensure that it is sustained
- measure how they are currently doing, to enable them understand where their biggest challenges are and focus their improvement efforts
- improve the quality of patient experience.

Further information can be found on this link.

<https://www.england.nhs.uk/gp/gp/v/redesign/gpdp/releasing-time/>

Transformation Fund

Funding to support a project manager for the Primary Care Federation, ECHO, was secured and recruitment has been successful with a Business Development Manager joint appointment between NHS SRCCG and ECHO for a 12 month contract. The successful applicant will start on 3rd December 2018 and key milestones have been set which will be monitored at intervals. The work of the Business Development Manager will include refreshing communication plans with practices, horizon scanning for any bids forthcoming and gaining CQC registration as appropriate.

The second part of the funding was approved for a community link service with social prescribing. This has been paused for the time being. It is anticipated this will restart within the next few weeks. The additional resource will be welcome in practices with greater opportunities for patients to be sign posted to services that best suit their needs.

Areas where standards/progress fall below the expected targets

None

Risks to SRCCG

None

Corrective actions

None

Recommendations to the Governing Body

To note the report

Other notes/comments that Governing Body should be aware of.

None

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