

Nursing & Quality	Primary Care	Reporting Period: Oct 2020
<p>Governance: Primary Care Quality feeds into Primary Care Quality, Resilience & Contracting Sub Group then to Primary Care Operational Group.</p>	<p>Report for : PCOG, PCCC and Quality Committee</p>	<p>Jacci Yuill</p>
<p><u>Current Issues</u></p> <ul style="list-style-type: none"> ▪ 7 practices out of 80 have ‘requires improvement’ overall ratings from Care Quality Commission(CQC) inspections ▪ 2 practices with ‘Responsive’ domain Inadequate with Inadequate in all the Population Groups ▪ Ongoing risk of COVID-19 outbreaks, infection spread and potential local/national lockdown ▪ Influenza vaccine programme challenges and risks due to COVID-19 ▪ Increased pressures and challenges to workforce as business as usual returns and practices work towards recovery. ▪ Improvements required to increase the number and quality of Learning Disability (LD) Health checks being undertaken in Primary care 	<p><u>Actions</u></p> <ul style="list-style-type: none"> ▪ Monitor and manage issues regarding quality in GP Practices at the monthly Primary Care Quality/Resilience and Contracting meeting. ▪ Quality Team supporting practices with RI CQC ratings, Inadequate domains and escalations. ▪ Engagement with practices on CQC action plans and issues that have arisen with the change to CQC process. ▪ Involvement in BNSSG System Flu Planning to manage vaccination programme and outbreaks- see separate Flu report for information ▪ Quality LD Lead working closely with LD team and GP practices to improve uptake through identification and communication with LD Clinical Leads in each practice ▪ Raising awareness to support people with a Learning Disability through regular communications via GP Team Net and Primary Care Bulletins. 	<p><u>Risks/assurance gaps</u></p> <ul style="list-style-type: none"> ▪ COVID-19 outbreaks with implications for containment/treatment/workforce ▪ Process changes to CQC inspections ▪ Escalations regarding safety and quality of care where there may be safeguarding concerns ▪ Influenza vaccine programme may be compromised due to social distancing, management of shielded and ‘at risk groups’ and vaccine supply ▪ Maximise uptake of vaccination programmes. ▪ Suspension of FFT collection ▪ Priorities including focusing on work that had not been undertaken during COVID, such as cervical screening could impact outcomes. ▪ Plan has been developed and being implemented to maximise LD Health checks in Primary Care.

Key successes

- BNSSG has **4** Practices with an Overall ‘Outstanding’ Rating and **69** Practices with a ‘Good’ rating
- System collaboration to increase the uptake of seasonal flu vaccinations in the Eligible Cohorts to 75% ambition target
- BNSSG wide Practice Nurse Forum has been established

Assurance

- Quality Assurance reports are reported to PCOG/PCCC and Quality Committee.
- Practices with CQC escalations and quality concerns are reported to PCCC (closed).
- System Governance structure for Influenza Seasonal Planning
- Collaboration with strategic Infection Prevention and Control Leads.

Nursing & Quality

CQC Update October 2020

Current position

- BNSSG = 80 Practices
- 4 Practices have an **Overall 'Outstanding'** Rating and 69 Practices have a **'Good'** rating
- 69-73 Practice Key Questions (Domains) are rated **'Good'**.
- 70-74 Practices have **'Good'** ratings for their **Population Groups**
- 7 practices out of 80 have **'Requires Improvement'** overall ratings from Care Quality Commission(CQC) inspections
- 2 practices with 'Responsive' domain Inadequate with Inadequate in all the Population Groups
- CQC inspection process changes due to COVID-19. CQC operating an emergency support framework to monitor risks in GP Practices.

Actions

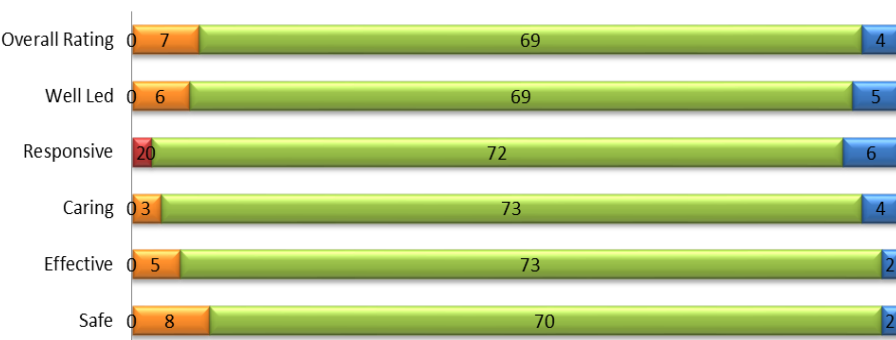
- Quality Assurance reports to Quality Committee and Primary Care Commissioning Committee.
- Support to practices with RI CQC ratings and Inadequate domains.
- Support to practices pre and post inspection
- Fortnightly meetings with Quality Lead and CQC local inspectors
- Quarterly meetings with CQC/Primary Care Development/Contracts to oversee Quality issues

Risks/assurance gaps

- From October 2020 CQC will begin using a Transitional Monitoring approach for regulation. This includes using existing Key Lines of Enquiry(KLOE) to monitor the risks in a service. CQC will also use technology and information on local relationships by contacting people who are using the services, their families and staff.
- CQC will target inspections where there are concerns. <https://www.cqc.org.uk/guidance-providers/how-we-inspect-regulate/transitional-monitoring-approach-what-expect>
- Practice ratings which are not improving following action plans and assurance assessments made by CQC
- Recovery and return to business as usual could impact on preparation for CQC process inspections
- Second Covid-19 peak may affect inspection programmes.
- Escalation to PCCC (Closed) with Practice Quality concerns

CQC Domain Ratings

■ Inadequate ■ Requires Improvement ■ Good ■ Outstanding



CQC Ratings for population groups

