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Report for : PCOG/PCCC/Quality Committee
 This report aims to provide an overview of the current issues and the work being undertaken regarding quality and patient safety.

Key Lines of Enquiry

- Support to GP Practices rated red on the dashboard
- Themed work includes the specific domains regarding Patient Safety, Clinical Effectiveness, Responsive and Leadership
- Specific areas of focus in these practices involve patient access, complaints, safeguarding and the management of pathology results/prescriptions/letters.

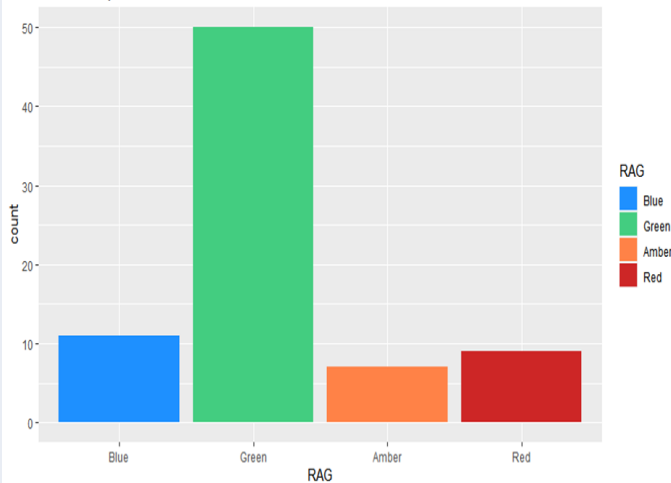
Risks and Mitigations

- 5 practices require focussed support and this is being managed by the CCG quality, contracts, resilience and medicines optimisation teams.
- If the backlog of incidents which have been reported onto Datix are not reviewed and closed in a timely manner, there is a risk that learning will not be identified and implemented resulting in the potential for patient harm to occur.
- Quality Leads and Medicines Optimisation Team are reviewing incidents and themes. Actions are addressed with providers and shared at provider quality assurance monthly meetings.
- Quality Dashboard Spotlight provides evidence of focussed support to practices and is shared at PCOG/PCCC(closed).
- Quality Standard Operating Procedure, Quality Stocktake and Escalation Plan is in place for each practice to identify issues and enable a process for quality improvement.

Assurance

- CQC are now inspecting practices with RI overall. Those with Good overall and RI in a domain will have a desktop review and the single rating can be changed.
- Quality, Development and Contracting CCG and CQC meet monthly to discuss issues with practices in BNSSG.
- Medicines Optimisation Quarterly Quality and Patient Safety report to PCOG/PCCC to share learning and provide assurance of quality work being undertaken.
- Escalations to be reported to PCOG/PCCC by exception.
- Incident themes and outcomes shared with providers at assurance meetings and through newsletters.

Count of Practices by RAG Colour
 As at 15th July 2021



Projects

Quality in Primary Care clinical workshop to be planned for Autumn 2021. Working with Primary Care to deliver our vision for quality and shape the future vision. With aims to:

- Monitor quality and deliver quality improvement
- Drive up improvements in population health, reduce health inequalities and develop the personalisation approach to help people achieve their health goals
- Ensure services are safe and effective, making the best of combined resources
- Create and champion a learning culture