

Nursing & Quality	Primary Care	Reporting Period: Feb 2021
<p>Governance: Primary Care Quality feeds into Primary Care Quality, Resilience & Contracting Sub Group then to Primary Care Operational Group and Primary Care Commissioning Committee.</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"> ▪ 8 practices were rated 'Red' on the Primary Care Dashboard ▪ 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 local/national lockdowns ▪ Increased pressures and challenges to workforce regarding business as usual practice work as pandemic continues. 	<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 rated Red on the dashboard. ▪ Engagement with practices regarding CQC support. ▪ Support provided to practices with COVID Outbreaks from Public Health England Health Protection Team, Quality and Contracting teams and the Infection Prevention & Control Cell. ▪ Reinforcement of social distancing when not patient facing, handwashing, car sharing with colleagues/rest room areas, isolation of contacts, cleaning advice and PPE-Donning/Doffing training. 	<p><u>Risks</u></p> <ul style="list-style-type: none"> ▪ Practices with a dashboard Red rating ▪ COVID-19 outbreaks with implications for business continuity and Infection Prevention and Control Management. ▪ Suspension of Friends and Family Test collection during COVID pandemic ▪ Priorities including focusing on work that has not been undertaken during the pandemic, such as cervical screening could impact outcomes.

Key successes

- 4 Practices have CQC rated Overall 'Outstanding' Rating
- 69 Practices have CQC rated 'Good' overall
- BNSSG Practice Nurse Forum established
- General Practice Nurses received awards in the NHSE South West General Practice Nurse Celebration

Assurance

- Quality Assurance reports to PCOG/PCCC and Quality Committee.
- Practices with quality issues are reported to PCCC (closed).
- Infection Prevention and Control Cell supporting outbreak management in practices as required
- CQC operating transitional regulatory approach using risk based system to take action where there are concerns

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 operating transitional regulatory approach using risk based system to take action where there are concerns.

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
- Quarterly meetings with CCG Quality/Primary Care Development and Contracts to oversee Quality issues with CQC.

Risks

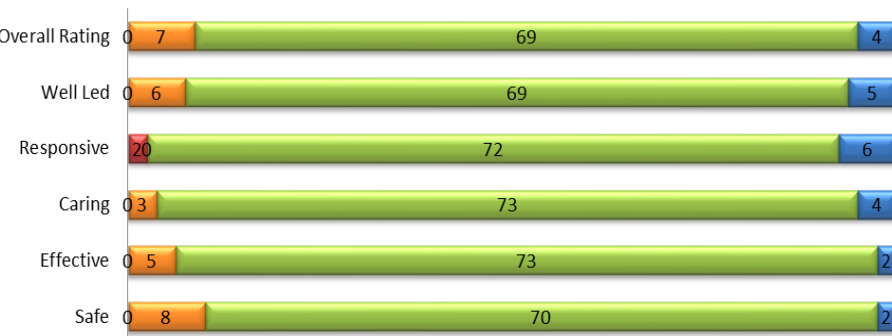
- Practice ratings which are not improving following action plans and assurance assessments made by CQC
- Recovery and return to business as usual could impact on preparation for CQC process inspections

Assurances

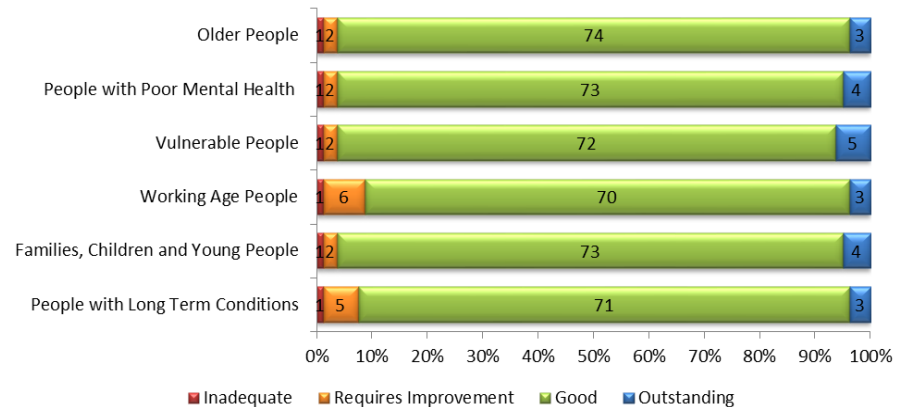
- Escalation to PCCC (Closed) with Practice Quality concerns
- CQC Transitional Regulatory Approach which includes Key Lines of Enquiry(KLOE) to monitor the risks in a service. CQC will also use technology and information on local relationships by contacting people who are using the services, their families 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>

CQC Domain Ratings

■ Inadequate ■ Requires Improvement ■ Good ■ Outstanding



CQC Ratings for population groups



Current Position

- January experienced a significant increase in COVID-19 outbreaks, in care facilities with cases in both service users and staff across the 3 localities. This is reflective of the community infection rate, relaxing of rules over Christmas and the new variants circulating within the general population.
- Significant numbers of care facilities experiencing extended outbreaks beyond the 28 day recommended period. This is adding to bed flow pressures in the acute sector.
- The IPC Cell participated in Bristol Cluster surge testing meetings that began in late January 2021 providing expert IPC advice and information

Actions

- 7- day IPC Cell response cover provided, Staffing stable until March end to support Care Provider sector and BNSSG and Local Authorities (Las) with outbreak management response and COVID IPC specific advice.
- The IPC Cell continues to provide an update on closed facilities and information about outbreaks to BRONZE on a weekly basis to assist with planning of safe and timely discharges from Acute care. The Cell is actively supporting care providers to re-open on time by assessing IPC measures or lapses that may have contributed to outbreaks and supporting rectification through guidance, audit, support and providing refresher/update training materials.

Risks/assurance gaps

- Current Interim team commitment ends in March. Cover until substantive team is in place is required to ensure preparedness for further surges and to ensure a smooth handover of operational requirement as well as pandemic lessons learned so as not lost but handed over to provide seamless support.
- Substantive team establishment that will take over the service unlikely to be ready by the end of March 2021 as planned

Description	January 2021
Incident / Outbreak Management Team meetings	41
Infection Prevention Control Audits	33
Local Authority weekly review meetings	12
Care Provider Cell	2
Clinical Reference Group	2
Flu meetings	2
Strategic Oversight Testing Group	2
DIPC Leads meetings	4
Miscellaneous meetings input	37
Nursing and Quality Team	1
TOTAL MEETINGS ATTENDED	73

Summary of queries from OCTs and email enquiries - main themes & trends		
Request for Guidance	Frequency of contact	Enquirer
PPE	Daily	Care providers/Sirona/Care Home leads, safeguarding, CQC
Fit testing	Weekly	Safeguarding
Aerosol generating procedures	Weekly	Safeguarding, Care providers
Testing queries	Weekly	Care providers, care home leads
Face masks and personal protective equipment use	Weekly	System partners, Care providers
Decontamination advice	Weekly	Primary care, care providers

Children and Young People's Mental Health Service Update

- Mental Health Support Teams are being developed in Bristol South, Bristol East and Central, and South Gloucestershire (Hanham and Kingswood)
- Investment made into schools in North Somerset
- New Tier 2 service commissioned in North Somerset, delivered by Off the Record
- Recruitment for expanded crisis team underway
- Gap analysis being developed for the North Somerset service
- 24/7 Crisis line in place
- New partnership developed between Off the Record, Somali Youth Voice and Bristol Horn Youth Concern to provide targeted CYP MH support for Somali communities.