

Paper 9b

# Primary Care Quality and Performance Report

South West London

9<sup>th</sup> July 2015



# Introduction

- NHS England has introduced standard internal reporting mechanisms since April 2013
- Primary Medical Services reporting is normally based on a quarterly reporting cycle
- Data Sources
  - Primary Care Web Tool
  - Quality and Outcome Framework
  - National Patient Survey/Patient Participation Groups
  - Complaints
  - Individual KPIs of Personal Medical Service contracts
  - Performer List Concerns

# Contracting Routes - Summary

Contracting route	Providers
General Medical Services (GMS)	Practices with at least one GP provider (single-handers, partners or a certain type of limited company) <b>National contract / Regulations</b>
Personal Medical Services (PMS)	Practices with a least one GP provider (single-handers, partners or a certain type of limited company), practice managers, nurses and other clinicians <b>Local contract / National Regulations</b>
Alternative Providers Medical Services (APMS)	Any person Commercial providers Voluntary sector Not-for-profit organisations NHS Trusts / Foundation Trusts <b>Local contract / National Regulations</b>

# Primary Care Service overview in SW London

## Primary Care Contracts per CCG area

South West London	APMS	GMS	PMS	Grand Total
NHS Croydon CCG	5	10	43	58
NHS Kingston CCG	2	13	11	26
NHS Merton CCG	1	0	23	24
NHS Richmond CCG	0	26	2	28
NHS Sutton CCG	1	1	25	27
NHS Wandsworth CCG	2	8	32	42
<b>Grand Total</b>	<b>11</b>	<b>58</b>	<b>136</b>	<b>205</b>

# Contractual Breaches since 1 April 2015

South West London	Contractual Breaches	Reason
NHS Croydon CCG	1	Practice closed its list without prior approval from NHS England
NHS Kingston CCG	n/a	n/a
NHS Merton CCG	n/a	n/a
NHS Richmond CCG	n/a	n/a
NHS Sutton CCG	2	CQC Special Measures
NHS Wandsworth CCG	1	CQC Special Measures (Practice now Closed)

Where practices are issued with contractual breach notices; this is a formal statement notifying the practice of their failure to adhere to their contract or where performance has deviated from the contractual requirements of their medical services contract.

A series or repeated areas of contractual breaches may be grounds for the withdrawal of a medical services contract from the provider.

# Contractual Changes in Service Provision since 1 April 2015

South West London	Mergers	Practice Closure	Practice Relocation
NHS Croydon CCG	n/a	n/a	n/a
NHS Kingston CCG	n/a	n/a	n/a
NHS Merton CCG	Church Lane Medical Practice and Cannon Hill Lane Medical Practice <b>W.E.F</b> 01 April 2015	n/a	The merged practice relocated to the Nelson Health Centre
NHS Richmond CCG	n/a	n/a	n/a
NHS Sutton CCG	n/a	n/a	n/a
NHS Wandsworth CCG	n/a	Granville Road Surgery (contract terminated as of 20 May 2015)	n/a

# Primary Care Performance Data

## QOF 12/13 and 13/14 (1 of 2)

The Quality and Outcomes Framework (QOF) is a voluntary annual reward and incentive programme for all GP surgeries in England, detailing practice achievement results. It is not about performance management but resourcing and then rewarding good practice.

The QOF contains five main components, known as domains. The five domains are: Clinical; Public Health; Public Health - Additional Services; Patient Experience; Quality and Productivity. Each domain consists of a set of achievement measures, known as indicators, against which practices score points according to their level of achievement. The 2013/14 QOF measured achievement against 121 indicators; practices scored points on the basis of achievement against each indicator, up to a maximum of 900 points.

*A typical clinical indicator would be the proportion of patients with coronary heart disease who had cholesterol measured in the financial year, or the number of patients with depression who have answered a standard questionnaire on severity. Organisational indicators include such things as the availability of practice leaflets and practice staff education.*

*An important feature of the QOF is the establishment of disease registers. These are lists of patients registered with the contractor who have been diagnosed with the disease or risk factor described in the register indicator. It is recognised that these measures may not be completely accurate, it is the responsibility of the contractor to demonstrate that they have good systems in place to maintain a high quality register.*

*An example of this is DM001: The contractor establishes and maintains a register of all patients aged 17 or over with diabetes mellitus, which specifies the type of diabetes where a diagnosis has been confirmed.*

			All DOMAINS (Actual Performance)					
			2012-13 Achievement		2013-14 Achievement		Year on year change for all indicators (per cent)	Year on year change where register exists (per cent)
CCG Name	2012-13 List Size	2013-14 List Size	QOF points total / 1000 available (per cent)	Points achieved as per cent of max QOF points available	QOF points total / 900 available (per cent)	Points achieved as per cent of max QOF points available		
NHS CROYDON CCG	380,719	391,792	95.53%	95.98%	92.79%	92.87%	-2.84%	-3.23%
NHS KINGSTON CCG	193,265	196,942	96.49%	96.89%	95.48%	95.59%	-0.99%	-1.27%
NHS MERTON CCG	209,967	217,338	95.42%	95.63%	93.72%	93.76%	-1.81%	-2.00%
NHS RICHMOND CCG	202,374	206,503	96.28%	96.83%	94.81%	94.87%	-1.56%	-2.08%
NHS SUTTON CCG	184,905	187,468	94.98%	95.26%	91.90%	92.00%	-3.35%	-3.52%
NHS WANDSWORTH CCG	357,316	373,687	94.70%	95.29%	91.37%	91.47%	-3.87%	-4.45%

\*Please note that some have indicators have been retired, and in 13/14 the total number of points was reduced by 100. Data does not take into account list size and threshold changes; the most recent update can be found here: <http://www.nhsemployers.org/changestoQOF201516>

# Primary Care Performance Data

## QOF 12/13 and 13/14 (2 of 2)

### Narrative

**Quality and outcome Framework (QOF)** gives an indication of the overall achievement of a surgery through a points system. Practices aim to deliver high quality care across a range of areas for which they score points. Put simply, the higher the score, the greater the payment the practice will receive. The final payments are adjusted to take account of surgery workload, local demographics and the prevalence of chronic conditions on the practice's registered list.

**Clinical:** the domain consists of 93 indicators across 20 clinical areas (e.g. chronic kidney disease, heart failure, hypertension) worth up to a maximum of 610 points.

**Quality and productivity:** the domains consists of nine indicators (worth up to 100 points) as a service area in its own right (previously part of the now retired organisational domain).

**Patient experience:** the domain consists of one indicator (worth up to 33 points) that covers a range of questions that relates to length of consultations, Access etc.

Actual performance	CLINICAL DOMAIN			QUALITY AND PRODUCTIVITY			PATIENT EXPERIENCE		
	2012-13	2013-14	Year on Year Change (per cent)	2012-13	2013-14	Year on Year Change (per cent)	2012-13	2013-14	Year on Year Change (per cent)
CCG Name	Achievement (per cent)	Achievement (per cent)		Achievement (per cent)	Achievement (per cent)		Achievement (per cent)	Achievement (per cent)	
CROYDON CCG	95.15%	91.15%	-4.12%	94.97%	98.43%	2.96%	96.67%	100.00%	3.33%
KINGSTON CCG	97.21%	94.66%	-2.70%	98.92%	100.00%	1.52%	92.59%	100.00%	7.41%
MERTON CCG	95.76%	92.39%	-3.55%	95.58%	100.00%	8.87%	100.00%	100.00%	0.00%
RICHMOND CCG	95.88%	93.76%	-2.23%	96.20%	100.00%	5.59%	100.00%	100.00%	0.00%
SUTTON CCG	95.04%	90.37%	-4.98%	87.87%	94.30%	5.43%	96.30%	100.00%	3.7%
WANDSWORTHCCG	94.24%	90.80%	-4.08%	98.03%	92.77%	5.87%	97.67%	97.67%	0.00%

Further data available at <http://www.hscic.gov.uk/catalogue/PUB15751>



# Primary Care Performance Data

## General Practice Outcome Standards

*The Primary Care Web Tool is a website of practice identifiable statistics on individual practices and CCGs (Clinical Commissioning Groups). It displays a wealth of data on demographics and 'performance' indicators that range from QOF (Quality and Outcomes Framework) results, clinical outcomes and prescribing habits, to patient access and satisfaction ratings - and everything in between. This data on individual practices is compared to national and local averages. Outliers are graded using 'triggers' described below:*

- Level One Trigger – The practice is currently achieving a level which is greater than 0.5 standard deviations below the mean average for England, but not more than 2 standard deviations below.
- Level Two Trigger – The practice is currently achieving a level which is below the mean average for England and is greater than 2 standard deviations of the target.
- Higher Achieving England practice – The practice has between 0-1 triggers in total and 0 level two triggers.
- Achieving Practice – The practice has between 2 – 5 triggers in total or 1 level two trigger.
- Approaching review – The practice has between 6 – 8 triggers in total or no more than 2 level two triggers
- Review identified – The practice has 9 or more triggers in total or 3 or more Level two triggers

CCG	Total No. of Practices:	Higher Achieving Practice:	Achieving Practice:	Practice Approaching Review:	Practice with Review Identified:
NHS Croydon CCG	60	2	18	23	17
		3.3%	30%	38.3%	28.3%
NHS Kingston CCG	26	4	13	7	2
		15.4%	50%	26.9%	7.7%
NHS Merton CCG	25	2	5	12	6
		8%	20%	48%	24%
NHS Richmond CCG	29	2	15	8	4
		6.9%	51.7%	27.6%	13.8%
NHS Sutton CCG	27	1	19	5	2
		3.7%	70.4%	18.5%	7.4%
NHS Wandsworth CCG	44	1	20	15	8
		2.3%	45.5%	34.1%	18.2%

Further data available at <http://www.england.nhs.uk/wp-content/uploads/2013/07/pms-ass-frmwk1.pdf>

## Clinical Performer Performance Concerns

South West London	Number of live cases as at April 2015 (incl. new cases from April 2015)	Number of new cases from April 2015	Key issues
NHS Croydon CCG	8	1	<ul style="list-style-type: none"> <li>• Clinical Issues</li> <li>• Inappropriate Claims</li> <li>• Financial Probity</li> <li>• Criminal Allegations</li> <li>• Patient Complaint</li> <li>• Manner and Attitude</li> <li>• Health Issue</li> </ul>
NHS Kingston CCG	1	0	
NHS Merton CCG	2	0	
NHS Richmond CCG	6	1	
NHS Sutton CCG	1	0	
NHS Wandsworth CCG	6	1	
Grand Total	24	3	
	SW London total	27	

*Across London there are currently over 100 active working cases*

# Proposed Developments

- Addition of Complaint Analysis (currently at London level only)
- Patient Participation Group (PPG) reporting
- KPI Performance – annual reporting
- Level of trend Analysis (Improving, Static, Declining)  
e.g. SWL dashboard, CCG level, Practice level
- Graphical presentation of information
- Benchmarking with SWL, London and Nationally

# Questions for the Joint Committee

- Is this the right information and format to present to the Joint Committee?
- Should more detailed report be shared with Working Groups or at the Joint Committee?
- Other information required?