

# Primary Care Commissioning Committee

26 October 2016

<b>Details</b>	Part 1	<input checked="" type="checkbox"/>	Part 2	<input type="checkbox"/>	Agenda Item No.	8
Title of Paper:	Performance Report					
Board Member:	Margaret O'Dwyer, Director of Commissioning and Business Delivery					
Author:	Lisa Featherstone, Deputy Director of Business Delivery					
Presenter:	Amy Lepiorz, Deputy Director of Primary Care					
Please indicate:	For Decision	<input type="checkbox"/>	For Information	<input checked="" type="checkbox"/>	For Discussion	<input type="checkbox"/>

## Executive Summary

<b>Summary</b>	<p>For the Clinical Commissioning Group (CCG) to commission an effective and sustainable health care service it needs robust systems which enable Performance Monitoring. These systems need to allow monitoring of the performance of the CCG and of those services it commissions.</p> <p>The purpose of this report is to provide an update on the performance of Primary Care in respect to duties delegated to NHS Bury CCG by NHS England under delegated authority.</p> <p>This report specifically focusses on the performance of the Out-Of-Hours provider for Primary [medical] Care Services for the 2015- 16 reporting period and has been populated from the monthly returns submitted to the CCG.</p>					
<b>Risk</b>	<b>High</b>	<input type="checkbox"/>	<b>Medium</b>	<input type="checkbox"/>	<b>Low</b>	<input checked="" type="checkbox"/>
	<p>Whilst the CCG has routinely reviewed and assessed performance of the OOH provider through the Primary care Quality Improvement Group, this information has not been routinely reported to the Primary Care Commissioning Committee or published by the CCG as part of the requirement to undertake and participate in benchmarking exercise. This may adversely impact on the assessment and reputation of the CCG.</p>					
<b>Recommendations</b>	<p>The Primary Care Commissioning Committee is asked to:</p> <ul style="list-style-type: none"> <li>• receive the collated OOH provider performance report; and</li> <li>• note the next steps and future development of the Primary [medical] Care Services performance report, including quarter submission to the Committee following review by the Primary Care Quality Improvement Group.</li> </ul>					

## Strategic themes

To deliver improved outcomes and reduce health inequalities for patients through better preventative strategies	<input checked="" type="checkbox"/>
To deliver service re-design in priority areas through innovation	<input type="checkbox"/>
To develop primary care to become excellent and high performing commissioners	<input type="checkbox"/>

To develop the CCG leadership to work with the Local Authority to be excellent integrated commissioners			
To develop robust and effective working relationships with all stakeholders and partners to drive integrated commissioning			
To deliver long term financial sustainability through effective commissioning and innovative investment across the wider system			
To develop and influence the provider landscape through development of a Locality Care Organisation (LCO)			
Equality Analysis Assessed?		Supports NHS Bury CCG Governance arrangements	<b>X</b>

## **1.0 Introduction**

- 1.1 The purpose of this report is to provide an update on the performance of Primary Care in respect to duties delegated to NHS Bury CCG by NHS England under delegated authority.
- 1.2 This is the first Primary [medical] Care Services performance report and is a work-in-progress which will be developed to meet the needs of the Primary Care Commissioning Committee in discharging the duties delated to the CCG.
- 1.3 This report specifically focusses on the performance of the Out-Of-Hours provider for Primary [medical] Care Services for the 2015- 16 reporting period, however will be developed to include other aspects of Primary [medical] Care Services performance, for example quality standards in future iterations, to ensure all relevant aspects of Primary [medical] Care Service performance is reported to the Primary Care Commissioning Committee, and published where necessary.
- 1.4 Future reports will be submitted on a quarterly basis.

## **2.0 Background**

- 2.1 On 1<sup>st</sup> April 2013, Clinical Commissioning Groups (CCGs) became responsible, by virtue of direction given by NHS England, for commissioning Out of Hours Primary [medical] Care Services.
- 2.2 Out of Hours Primary Medical Care Services are defined as those services required to be provided in all or part of the out of hours period which would be essential or additional services provided by a primary [medical] care practitioner (i.e. a GP Practice) to its patients during 'core hours'.
- 2.3 The Out of Hours period is:
  - 6.30pm – 8am the following day, Monday – Thursday;
  - 6.30 pm on Friday to 8am on the following Monday; and
  - Good Friday, Christmas Day and bank holidays.
- 2.4 Bury and Rochdale Doctors on Call (BARDOC) are the providers of the Out-Of-Hours (OOH) contract and provide Primary [medical] Care Services for the population of NHS Bury CCG.
- 2.5 Under the terms of delegation, NHS Bury CCG must ensure that any contractor engaged in the provision of OOH services meets the quality requirements set out in the National Quality Requirements in the Delivery of Out-Of-Hours Services (gateway 6893) published in July 2006.
- 2.6 From April 2014, the CCG has been required to participate in the benchmarking of OOH providers performance against the National Quality Requirements, provide assurance to NHS England that appropriate arrangements are in place for the monitoring and management of provider performance and publish annual performance and benchmarking data.

### **3.0 Performance Summary**

- 3.1 Performance of BARDOC as the OOH provider is outlined in a monthly performance report which is reviewed in detail through the Primary Care Quality Improvement Group.
- 3.2 Performance, as reported in these monthly reports, has been collated and is presented at Appendix A for information.
- 3.3 During 2015-16, NHS Bury submitted a quarterly return on the arrangements and overall performance of the OOH provider signed by both the Accountable Officer and Audit Committee Chair following approval through the Primary Care Co-Commissioning Committee.
- 3.4 Each return self-assessed delegated OOH commissioning as Good, and this position was supported by NHS England through the CCG's annual assurance and assessment processes.
- 3.5 As the report presents a collated return for the period 2015-16, no additional narrative is provided, however future reports will explore areas of under performance by exception.

### **4.0 Recommendations**

- 4.1 The Primary Care Commissioning Committee is asked to:
- receive the collated OOH provider performance report; and
  - note the next steps and future development of the Primary [medical] Care Services performance report, including quarter submission to the Committee following review by the Primary Care Quality Improvement Group.

**Lisa Featherstone**  
**Deputy Director of Business Delivery**  
**October 2016**

## Appendix A : Out-Of-Hours Provider National Quality Requirements Performance Dashboard

NQR	Key Performance Indicator (KPI)	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
1	Provider must report regularly to Commissioners												
2	Reporting OOH consultations to patient's GP practice by 8am	99.3%	98.2%	100.0%	99.4%	99.7%	97.2%	90.8%	99.7%	100.0%	100.0%	100.0%	100.0%
3	Special Notes flagged on the computer.	11.80%	9.40%	7.10%	11.70%	0.00%	14.30%	11.10%	10.90%	10.20%	11.60%	11.50%	11.60%
4	<b>Clinicians and Call Handler audits (1% Quarterly)</b>												
	Clinicians % Audited	53.96%			77.95%			65.14%			63.27%		
	Call Handlers % Audited	46.04%			22.05%			34.86%			36.73%		
5	<b>Reporting on audits of patient's experience of the service</b>												
	Monthly overall satisfaction score %	74%	67%	69%	74%	77%	76%	76%	90%	64%	67%	78%	48%
6	<b>Reporting on Complaints</b>	2	6	2	3	1	1	0	3	1	2	2	4
7	<b>Matching capacity to changing demand</b>												
	Call Handlers (Indication not exact)	98.3%	98.9%	97.6%	97.9%	97.2%	94.5%	96.6%	95.0%	96.3%	97.2%	95.6%	95.3%
	Clinicians (Indication not exact)	95.3%	98.8%	98.1%	99.3%	98.4%	98.3%	98.8%	98.8%	97.1%	97.5%	97.6%	98.7%
8	<b>Initial Telephone Call - Medical</b>												
	Abandoned Calls	1.7%	1.8%	2.6%	2.4%	3.1%	2.8%	2.9%	NA	NA	NA	NA	NA
	Answered<60 Seconds	96.7%	96.8%	95.6%	95.0%	93.8%	94.1%	91.6%	NA	NA	NA	NA	NA
Speak To (9)	<b>Telephone Clinical Assessment</b>												
	LTE within 3 minutes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	< 20 Minutes	95.4%	96.8%	95.0%	95.5%	95.8%	97.4%	96.9%	100.0%	97.4%	100.0%	98.9%	100.0%
	< 30 Minutes	NA	NA	NA	NA	NA	NA	NA	95.0%	100.0%	96.6%	96.6%	100.0%
	< 1 Hour	82.2%	80.1%	90.9%	85.3%	83.4%	85.6%	85.4%	96.5%	99.4%	99.1%	98.6%	98.9%
	< 2 Hours	NA	NA	NA	NA	NA	NA	NA	99.6%	99.8%	99.8%	100.0%	98.9%
	< 6 Hours	NA	NA	NA	NA	NA	NA	NA	99.8%	100.0%	99.7%	99.2%	100.0%
	< 12 Hours	NA	NA	NA	NA	NA	NA	NA	100.0%	100.0%	100.0%	100.0%	100.0%
Walk-In (10)	<b>Face-to-Face Clinical Assessment (Walk-ins)</b>												
	LTE within 3 minutes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Urgent within 20 minutes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Routine within 60 minutes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Face to Face (12)	<b>Face-to-Face Treatment Centre - Medical</b>												
	< 1 Hour	NA	NA	NA	NA	NA	NA	NA	100.0%	66.7%	75.0%	100.0%	100.0%
	< 2 Hours	91.1%	92.9%	97.4%	94.7%	94.2%	97.4%	95.3%	97.8%	95.4%	94.6%	89.9%	90.5%
	< 6 Hours	100.0%	99.9%	100.0%	99.8%	98.8%	99.8%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%
	< 12 Hours	NA	NA	NA	NA	NA	NA	NA	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Face-to-Face Home Visit - Medical</b>												
	< 1 Hour	NA	NA	NA	NA	NA	NA	NA	100.0%	100.0%	100.0%	100.0%	100.0%
	< 2 Hours	89.1%	92.9%	95.9%	91.1%	91.3%	98.8%	95.4%	94.3%	93.9%	94.3%	89.3%	95.8%
	< 6 Hours	93.9%	93.7%	94.9%	95.5%	93.0%	94.3%	91.9%	88.7%	96.3%	93.1%	96.6%	98.5%
	< 12 Hours	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA