

Delegation Executive Steering Group – 12 May 2017

Primary Care Quality Dashboard – Discussion Paper

1. Summary of Proposal

At the joint NHSE/CCG Primary Care Commissioners meeting on 20 April, it was proposed that current work initiated by Jonathan Webster, Director of Quality, CWHHE) would be pulled together, with input from the NHSE Primary Care Commissioning Team, nominated CCG leads, and the Business Intelligence Teams from NHSE and S & T.

Richard Ellis is currently working with Jonathan and colleagues, in order to prepare a format for regular reports, covering:

- **Local practice information**, including availability/uptake of appointments; staffing and estates information; practice resilience in short, medium and long-term (Source: existing NHSE-held information; BI dashboard on extended access uptake; other BI sources as appropriate). Information would be anonymised for general circulation, but would be 'decoded' for use by CCGs and their (Co)-Commissioning Committees
- **CCG-wide information**, including take-up of Local Incentive Schemes, prescribing and referral management information, and Estates/IT issues flagged by practices and local team. (Source: current dashboards in development by some CCGs)
- **'Annual Practice Report'**, incorporating, by CCG, a contract review update, and Estates/IT summary

Key areas would be pulled together into a monthly report, for presentation and discussion by CCG GP Networks, and monthly/quarterly at CCG (Co)-Commissioning Committees.

2. Areas in and out of scope for coverage

It is recognised that the collection, analysis, presentation and understanding of NHS data on quality is complex. Although quality in healthcare may be easy to recognise, it is often complicated to define. Studies (Berwick 2008; Francis 2013; King's Fund 2016 etc) have emphasised that healthcare quality measures (in this case, primary care) should be:

- Multi-factorial; whether perceived by patient, carer, GP, practice clinicians or manager, NHS clinicians outside practice including fellow-GPs, CCG or NHSE commissioner, CQC etc
- Measuring outcomes; clinically effective, efficient to deliver, sustainable for resources (finance, skills, time, equipment etc)
- Consistent, comparative, available from existing and recognised data-sources

- Developmental, both ambitious and realistic, if intended to engage professionals
- Separate from performance management or contractual measures
- Informative for commissioners when deciding where to direct resources
- Useful for patients when engaging with services

Discussion of the data to be included – for instance, to include GP access, usage of out of hours or A & E, admissions for Ambulatory Care Sensitive (ACS) conditions, some outpatient referral data, existing prescribing data, care-registers, access to end of life data etc – will be designed to build a coherent picture of the service-offering that primary care provides, as well as its integration into the wider system.

It is likely that a number of primary care quality measures currently collected – serious incidents, complaints, CQC inspection reports etc – will be included as a separate Appendix to these reports.

3. Next Steps

I would welcome the opportunity to discuss the format and headings with Audit Committee Chair(s) and/or Committee Lay members, to ensure that the report meets their principal requirements.

We are aiming for the first report (covering Q1 2017/18) to be completed by early July 2017, with a first draft monthly report to be prepared for comment by CCGs and GP Networks during June. We are checking members' availability for a meeting on Tues/Weds 13/14 June to review progress and the current report status.

Richard Ellis

Programme Lead – Strategic Commissioning Framework / GP Forward View
12 May 2017