

## Item: 9.1

**PRIMARY CARE QUALITY & PERFORMANCE SUB COMMITTEE  
MINUTES OF THE MEETING HELD ON WEDNESDAY 18 JULY 2018,  
1.00PM – 3.00PM, BOARD ROOM, WILBERFORCE COURT,  
ALFRED GELDER STREET, HULL, HU1 1UY**

### PART 1

#### PRESENT:

Sarah Smyth, Director of Quality & Clinical Governance/Executive Nurse, Hull CCG (Chair)  
James Crick, Associate Medical Director, Hull CCG  
Nikki Dunlop, Commissioning Lead – Primary Care, Hull CCG  
Colin Hurst, Engagement Manager, Hull CCG  
Karen Martin, Deputy Director of Quality & Clinical Governance/Lead Nurse, Hull CCG  
Kate Memluks, Quality Lead, Hull CCG  
Hayley Patterson, Primary Care Contracts Manager, NHS England

#### IN ATTENDANCE:

Jade Adams, Personal Assistant, Hull CCG - (*Minute Taker*)

#### WELCOME AND INTRODUCTIONS

The Chair welcomed everyone to the meeting and those present introduced themselves.

#### 1. APOLOGIES FOR ABSENCE

Apologies for Absence were received from:

Estelle Butters, Head of Performance and Programme Delivery, Hull CCG  
Kevin McCorry, Senior Pharmacist, North of England Commissioning Support  
Lynda Whincup, Professional Advisor Primary Care Nursing, Hull CCG  
Nicola Wood, Screening & Immunisation Clinical Coordinator, Public Health England

#### 2. MINUTES OF THE MEETING HELD ON 16 MAY 2018

The minutes held on the 16 May 2018 were approved as a true and accurate record.

#### Resolved

(a)	The minutes of the meeting held on 16 May 2018 be taken as a true and accurate record.
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#### 3. MATTERS ARISING / ACTION LIST

Infection control procedures – the Quality Lead was still awaiting a response regarding this action – mark as Red

All other actions were marked as closed.

#### Resolved

(a)	That the Action List from the meeting held on 16 May 2018 be updated accordingly.
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**4. NOTIFICATION OF ANY OTHER BUSINESS**

Any proposed items to be taken under Any Other Business must be raised and, subsequently approved, at least 24 hours in advance of the meeting by the Chair.

**Resolved**

(a)	There were no items of any other business to be discussed at this meeting.
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**5. DECLARATIONS OF INTEREST**

In relation to any item on the agenda of the meeting members are reminded of the need to declare:

- (i) any interests which are relevant or material to the CCG;
- (ii) any changes in interest previously declared; or
- (iii) any pecuniary interest (direct or indirect) on any item on the agenda.

Any declaration of interest should be brought to the attention of the Chair in advance of the meeting or as soon as they become apparent in the meeting. For any interest declared the minutes of the meeting must record:

- (i) the name of the person declaring the interest;
- (ii) the agenda item number to which the interest relates;
- (iii) the nature of the interest;
- (iv) be declared under this section and at the top of the agenda item which it relates too;

Name	Agenda Item No	Nature of Interest
J Crick	All Items	<ul style="list-style-type: none"> <li>• Qualified GP and undertakes sessional GP work outside of the Clinical Commissioning Group.</li> <li>• As part of sessional GP work undertakes ad hoc GP out of hours GP sessions for Yorkshire Doctors Urgent Care (part of the Vocare Group).</li> <li>• Joint appointment between Hull Clinical Commissioning Group and Hull City Council. Standing Member of one of the National Institute for Health and Care Excellence (NICE) Quality Standards Advisory Committees.</li> <li>• Spouse is a Salaried GP who undertakes out of hours GP work for Yorkshire Doctors Urgent Care (part of the Vocare Group) and also provides out of hours cover for a hospice. All of this work is undertaken outside of the Clinical Commissioning Group area.</li> </ul>

Sarah Smyth	All Items	Registered Nurse with Nursing Midwifery Council
Karen Martin	All Items	Registered Nurse with Nursing Midwifery Council

## Resolved

(a)	That the above declarations of interest be noted.
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## 6. PRIMARY CARE QUALITY REPORT

The Quality Lead presented the Primary Care Quality Report to approve.

The Director of Quality and Clinical Governance/ Executive Nurse reported that the Primary Care Quality report was well received at the Primary Care Commissioning Committee.

Highlighted within the report was.

### Vaccine Update

A communication has gone out to convene the Humber Flu Planning and Operations group ahead of the 2018/19 flu season.

A Performance Management Plan for Cervical Screening is in place for all of NY&H. which includes uptake and coverage by GP practice from NHS England September 2017.

### NY&H Screening Incidents

North Yorkshire and Humber – Incident Summary - Quarter 4 2017-2018

Between 1st January 2018 and 31st March 2018 the SIT recorded 135 incidents (12 remain open). No Serious Incidents have been recorded in this period.

A newborn screening incident was discussed that happened at HEY where a patient was given the incorrect results, no further information was received. It was agreed that the Associate Medical Director would make contact with the Screening and Immunisation Clinical Co-ordinator at NHS England regarding the incident.

### Operational Pressures Escalation Levels (OPEL) dashboard proposal for GPs

A draft initial proposal document to develop an OPEL dashboard has been agreed.

It was noted that a BCM section should be included within the Primary Care Quality Report.

### Safeguarding Adults

East Hull Family Practice has agreed to participate in a 'routine enquiry' pilot for Domestic Abuse over the next 12 months.

### PALS

Between 1st April 2018 – 30th June 2018 NHS Hull CCG received 34 PALS contacts relating to primary care. With 'removed from list/ Out of Area' been the highest category. A discussion took place and it was agreed that the Quality Lead would link in with the LMC for communication to go out to GP practices for guidance on removing patients from lists.

The graph shown within the report that shows the breakdown of PALS within each practice, showed some practices as high, but that does not raise concerns about the practice as it could be that they are promoting the PALS service more actively. It was agreed that the Engagement Manager would include more context to explain the graph in more detail.

A discussion took place around the role of the receptionist whilst triaging when a patient telephones for an appointment. It was agreed that an action would be taken to request the Primary Care Communication and Engagement Group to discuss receptionist's undertaking training on putting the patient first and for communications to go out to patients through the CCG Social Media to give them a greater understanding as to why the receptionist was asking the questions around why an appointment is being requested.

### Complaints

Primary Care complaints are handled by NHS England. The CCG is currently trying to access the intelligence gathered via this route for each GP practice

### Workforce Development

The Professional Advisor for Primary Care Nursing has now had her contract extended to March 19.

More training is to be put in place for Practice Nurses on Long Term conditions this will be across the 5 GP groupings..

### Humber Coast and Vale Partnership

Humber Coast and Vale (HC&V) Partnership have setup a workforce Forum to enable stakeholders to meet with representatives of the HC&V Local Workforce Action Board (LWAB) to discuss key areas of activity in relation to STP workforce transformation activities and the overall workforce strategy for which the LWAB is responsible. Terms of Reference are currently being agreed.

### **Resolved**

(a)	The Primary Care Quality and Performance Sub Committee Members Noted Primary Care Quality Report.
(b)	The Quality Lead was to include a BCM section within the Primary care Quality Report.
(c)	The Quality Lead was to contact the LMC around Communications been sent to GP practices around removing patients from lists.
(d)	The Engagement Manager would include more context to be included with the graph for the 'PALS broken down by each practice'.
(e)	The Engagement Manager and the Commissioning Lead – Primary Care would take the action to Primary Care Comms and engagement Group around receptionists triaging patients when they ring up to get an appointment.
(f)	The Associate Medical Director would make contact with the Screening and Immunisation Clinical Co-ordinator at NHS England to discuss the Newborn Screening incident at HEY.

**7. BCM UPDATE**

The Quality Lead updated the Primary Care Quality and Performance Sub Committee regarding the BCM.

Amendments are currently being made to the BCM policy, once the amendments have been made these will be shared with the LMC for their comments prior to it going out to GP practices. It is up to the practices if they implement the policy or develop their own.

**Resolved**

(a)	The Primary Care and Performance Sub Committee Members noted the BCM Update.
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**8. NATIONAL AUDIT OFFICE REPORT ON NHS ENGLAND'S MANAGEMENT OF THE PRIMARY CARE SUPPORT SERVICES CONTRACT WITH CAPITA**

The Quality Lead presented the National Audit Office Report to consider.

The Primary Care Quality and Performance Sub Committee noted the report.

**Resolved**

(a)	The Primary Care Quality and Performance Sub Committee Members Noted Primary Care Quality Report.
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**9. HIGH LEVEL GUIDANCE TO SUPPORT A SHARED VIEW OF QUALITY IN GENERAL PRACTICE**

The Quality Lead presented the High level guidance to support a shared view of quality in general practice Report to consider.

The Primary Care Quality and Performance Sub Committee members agreed the report would need sharing at the next Nursing meeting.

A discussion took place and it was agreed the Quality Lead, The Head of Performance and Programme Delivery and the Commissioning Lead for Primary Care would review and consider the document and look at how we implement the guidance for Primary Care in Hull.

**Resolved**

(a)	The Primary Care Quality and Performance Sub Committee Members Noted the high level guidance to support shared view of quality in general practice.
(b)	The Primary Care Quality and Performance Sub Committee members agreed the report would need sharing at the Hull Senior Primary Care Nurses in General Practice Forum.
(c)	The Quality Lead, The Head of Performance and Programme Delivery and the Commissioning Lead for Primary Care would review and consider the document and look at how we report Primary Care.

**10. Q1 PRIMARY CARE INCIDENT REPORT**

The Quality Lead presented the Q1 Primary Care Incident Report to consider.

Highlighted within the report was.

Q1 had seen a reduction in both the total number reported and the number reported by and occurring in primary care when compared to Q4 2017/18. The reduction was partly due to the increase in scrutiny of the incidents and ensuring that the ones reported by and occurring in Primary Care only are included within the figures for the discussion at this committee (i.e. not the Health Safety Incidents for the CCG).

The Patient Safety Lead would now be producing these reports and has reported on the incident category only as Query/Suggestion was being removed.

Improvement work was progressing well with many changes already been made to the incident reporting form, which had simplified reporting for end users.

The report was noted and it was requested that the next report would include more robust recommendations, themes and trends and lessons learnt which can then be shared with Primary Care through the GP Newsletter on a quarterly basis.

#### **Resolved**

(a)	The Primary Care Quality and Performance Sub Committee Members Noted the Q1 Primary Care Incident report.
(b)	The Q2 Incident report should highlight themes and trends and lessons learnt for sharing with Primary Care through the newsletter.

#### **11. DRAFT FLU PLAN HULL 2018/19**

The Associate Medical Director presented the Draft Flu Plan to note.

The Primary Care Quality and performance Sub Committee noted the Draft flu plan and suggested the Associate Medical Director link with the Public Health England co-ordinator representative to ensure implementation.

#### **Resolved**

(a)	The Primary Care Quality and Performance Sub Committee Members Noted the Draft Flu Plan Hull 2018/19.
(b)	The Associate Medical Director would make contact with the Public Health England representative regarding the Draft Flu plan.

#### **12. HULL SILIP 2018**

The Associate Medical Director presented the Hull SILIP 2018 to note.

The Hull SILIP for 2018/19 has been produced collaboratively between the North Yorkshire and Humber screening & immunisation coordinator, Public Health England, Hull CCG Quality team and public health in Hull Local Authority in order to address current inequalities and inequity of uptake of the Screening and Immunisation programs.

Highlighted within the report was

A total of six work streams have been identified to monitor and improve key target areas in four immunisation programmes:

- Shingles,
- Flu,
- MenACWY
- MMR
- And two screening programmes: improving cancer screening for people living with Learning Disabilities improving the uptake in the cervical screening programme with a focus on young women.

The report will be an annual process and it was also discussed how the CCG are going to hold Public Health England to account and support them with addressing the issues with the programme.

**Resolved**

(a)	The Primary Care Quality and Performance Sub Committee Members Noted Hull SILIP 2018 Report.
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**13. PRIMARY CARE QUALITY AND PERFORMANCE SUB COMMITTEE WORKPLAN**

The Primary Care Quality and Performance Sub Committee Members approved the Workplan for 2018/19.

The following updates where to be made.

- Flu plan to be added yearly
- The Associate Medical Director would check with the Public Health England representative as to when the Hull SILIP would be reported and this would be included in the workplan.

**Resolved**

(a)	The Primary Care Quality and Performance Sub Committee Members approved the 2018/19 Workplan.
(b)	The Personal Assistant was to update the Primary Care Quality and performance Sub Committee Workplan with the changes suggested.
(c)	The Associate Medical Director would make contact with the Public Health England representative around when the Hull SILIP would Be reported.

**14. FOR INFORMATION**

**PRIMARY CARE JOINT COMMISSIONING COMMITTEE MINUTES**

**15. ANY OTHER BUSINESS**

No other business was discussed

**16. DATE AND TIME OF NEXT MEETING**

18 September 2018, 1pm – 3pm, Board Room, Wilberforce Court, Hull, HU11UY

## **Abbreviations**

CHCP	City Health Care Partnership
CoM	Council of Members
CQC	Care Quality Commission
FFT	Friends & Family Test
HEYHT	Hull and East Yorkshire Hospitals NHS Trust
HSCIC	Health and Social Care Information Centre
Hull CCG	Hull Clinical Commissioning Group
Humber TFT	Humber Teaching NHS Foundation Trust
NHSE	NHS England
PAG	Professional Advisory Group
PALS	Patient Relations
PCJCC	Primary Care Joint Commissioning Committee
PCQ&PSC	Primary Care Quality & Performance Sub Committee
QSG	Quality Surveillance Group