

NHS Hull CCG Primary Care Commissioning Monitoring and Evaluation Process

1.0 Introduction

- 1.1 There are three core components to the commissioning cycle; strategic planning; procuring services and monitoring/evaluation. This document outlines the expected standards and the process for monitoring and evaluating primary care commissioning by NHS Hull Clinical Commissioning Group.
- 1.2 From April 2017 NHS Hull Clinical Commissioning Group became fully delegated for Primary Care Commissioning. The CCG is responsible and accountable for assuring, supporting and delivering Primary Care Services, which are good quality and meet the needs of the local population.

2.0 Expected Standards

- 2.1 The CCG must have in place robust systems and processes to regularly monitor and evaluate primary care commissioning provision in terms of:-
 - Activity
 - Quality; safety; effectiveness and experience (inclusive of both patient and staff experience)
 - Sustainability
- 2.2 The CCG must act proportionately and appropriately in response to areas of concern identified through routine monitoring/intelligence gathering.
- 2.3 The Commissioner is required to maintain a collaborative relationship with key stakeholders. Inclusive of, but not limited to, the Care Quality Commission (CQC), the Local Medical Committee (LMC), Public Health and NHS England.
- 2.4 The Commissioner must work in conjunction with primary care providers and operate a supportive relationship. Positive challenge will be adopted by the Commissioner to enable assurance to be attained and support innovation and improvement.
- 2.5 The CCG must comply with safeguarding procedures, NHS procedures for performers concerns and pertinent legislation.

3.0 Procedure

- 3.1 The CCG operates a bi-monthly formal meeting to review activity, performance and quality in primary care. Activity, performance and quality is reviewed through a Quality Report which includes information held by the CCG and populated with provider intelligence available to the commissioner. This includes nationally reported available data, inclusive of publicly available data, and local datasets available to the commissioner. Membership adopt critical analysis and agree appropriate and proportionate action in response to exceptions identified. This may include but is not limited to; written/verbal communication with the practice to seek information/assurances; a site visit or a deep dive review.
- 3.2 A planned schedule of site visits to primary care commissioned services is proactively planned by the CCG to assist with monitoring and evaluating the service provided. The Site Visit Policy and Procedure applies to all visits planned to primary care. Prioritisation and type of visit undertaken

must be influenced by; activity/performance/quality; contemporaneous context/inclusive of local intelligence and the need for pathway reviews where care intersects across primary care.

3.4 There are circumstances in primary care where specific indicators mandate a site visit to inform the CCG's decision-making processes. The table below has been taken from the Hull CCG Site Visit Policy and Procedure; items in red have been added, as they are specific visit indicators for primary care visits as well as those articulated in black.

Type of Visit:	Why undertake the Visit?	Key Visit Principles:
1. Information Gathering	<p>To gain information and learn more about how services are being provided and to give providers an opportunity to share any challenges or best practice.</p> <p>List closure application received. Contractual concerns, e.g. Boundary changes. Practice merger proposed. Regulator report received.</p>	<p>Announced visit.</p> <p>This could include a commissioned pathway review (patient journey).</p> <p>The provider is normally under routine quality surveillance.</p> <p>The visit is undertaken to understand the practices position.</p>
2. Routine	<p>In response to an area of concern which requires further information/assurance on the services position.</p> <p>Routine scheduled provider review (All practices will be visited as part of routine commissioning monitoring within a two-year cycle).</p>	<p>Announced visit, however, there may be rare exceptions where an unannounced visit is indicated.</p> <p>This could include a commissioned pathway review (patient journey).</p> <p>The provider is normally under routine quality surveillance.</p> <p>All practices will be visited at least once within the two-year cycle.</p>
3. Inspection	<p>This is in response to a serious concern or a significant service user safety risk.</p>	<p>Unannounced visit, however, there may be rare exceptions where the visit needs to be announced to the provider in order to safely facilitate the visit.</p> <p>The provider is normally under enhanced or summit quality surveillance. However, the provider could be on routine surveillance where significant concerns need investigating.</p>
<p>Where reasonably practicable, and in agreement with the practice, the Local Medical Committee (LMC) is consulted prior to an announced visit where it is likely that supportive interventions will be required. In addition the practice is asked to complete an intelligence gathering information form to help to focus the site visit.</p>		

3.5 Monitoring and evaluation of primary care commissioning must be reported to the Primary Care Commissioning Committee.

3.6 A formal concise quarterly assurance statement is created for the attention of the Primary Care Commissioning Committee. The report details any exceptions in quality, performance and activity, and any action being taken to address the position. The statement also includes commendation of good practice.

Appendix One – NHS Hull CCG Site Visit Primary Care Standard Template

(Please note that this template can be manipulated to detail focus on other Key Lines of Enquiry, it is a flexible template)



Primary Care
Commissioning Policy

Appendix Two – HCV Site Visit Policy and Procedure (Authored by NELCCG and locally adopted by NELCCG)



FINAL DRAFT Site
Visit Guidance - Dra

Appendix Three – Pre-practice visit questionnaire (Utilised prior to a site visit)



Hull Pre Practice visit
questionnaire.doc