

Primary Care Risk Report - June 2020

| Strategic Objective | ID | Risk Description | Current risk rating | Previous risk rating | Initial risk rating | Key controls | Internal assurances | External assurances | Details of gaps in controls | Details of gaps in assurances | Progress | Review date | Risk Owner | CCG Committee |
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| Delivery of Statutory Duties | 931 | CCG would not have an effective plan in place to support the community in the event of a cyber incident. | High Risk 9 | High Risk 9 | High Risk 10 | System in place for reporting incidents Awareness for staff Assurance process around support service/ GPs BCP to be further developed Additional workshop to be organised for CCG SMT Response process map has been shared with CCG Upgrade to windows 10 planned | Virus and security software regularly checked for appropriateness CCG and IT supplier have signed up for NHS Alerting mechanism Humber wide IT managers group set up (managed by CCG) to ensure minimum standards are set. | NHSD Inform via reporting mechanism of security standard breaches. | Adequate controls in place. | Further education required | 28.04.20 - CC - N3i transition period still in place 03.04.20 - CC - corporate IT six month transition period with N3i Limited began on 01/04/20 26.02.20 CC - transition plan for corporate IT is still in progress but the level of confidence in the current procedures remains the same. 18.12.19 - John Mitchell, no updates at present until transition complete, level of overall confidence in procedures is acceptable. 11.11.19 CC - training has now taken place for on call directors, the new GP IT spec details around better on call provision, new supplier to be in place as from April 2020. 11.10.19 - John Mitchell, On Call Workshop took place with On Call Directors across Patch on 16 September 2019 to discuss Cyber and perform desktop exercise. Now on third round of Cyber Training and Desktop Exercises, training date for Hull to be agreed. The specification for new IT contract has provision for major incident and out of hours serious support. | 14/02/2020 | Mitchell, John | Integrated Audit and Governance Committee, Primary Care Commissioning Committee |
| To embed Patient and Public Involvement across the organisation and ensure that the CCG meets its statutory duty under 142Z of the Health and Social Care Act | 915 | There is significant patient and public opposition to plans for the development of new models of care resulting in services not being sustainable. | High Risk 12 | High Risk 12 | High Risk 12 | Development of a Communications and Engagement plan with patients and the public for the CCG Primary Care Blueprint. | Reports to the Communications and Engagement sub-group and the Primary Care Commissioning Committee. | Regular reports and consultation with the Hull City Council Health and Wellbeing Overview and Scrutiny Commission. | Adequate controls in place. | Adequate assurances in place. | Phil Davis - 17/06/20 - HCV wide piece of engagement work planned to obtain patient/public views on changes to services to support on-going service delivery plans. Phil Davis - 16/04/20 - In light of COVID-19 all practices following national guidance to implement telephone triage, telephone and video consultation, electronic prescribing etc. to minimise face-to-face activity. National and local communications supporting this approach. Phil Davis - 13/02/20 - CCG Engagement and Consultation Assurance Framework developed which will be applicable to and used to support primary medical care services. Phil Davis - 19/12/19 - Following advice received from IAGC the risk rating has been increased back to High Risk 12 to allow further progress in relation to the actions to be made. | 14/08/2020 | Davis, Phil | Primary Care Commissioning Committee |
| Integrated Delivery | 942 | Lack of capacity/capability within Primary Care Networks and the CCG to support Primary Care Networks to deliver the Long Term Plan. | High Risk 8 | High Risk 8 | High Risk 8 | Core Primary Care Team in place within CCG - Strategic Lead, Head of Commissioning - Integrated Delivery, Commissioning Manager, Commissioning Lead - Quality Lead and NHS E/ Assistant Contracts Manager. 5 PCNs approved in Hull with Clinical Directors appointed. Support roles approved by CCG for each PCN - Lead Nurse, Clinical Pharmacist and BI role. Wider support for PCNs from CCG teams - eg. BI, Comms & Engagement. PCN self-completion of Maturity Matrix and OD Plans. Resource available through HCV STP for PCN and Clinical Director development. Humber LMCs Clinical Director development offer. | Reports to Primary Care Commissioning Committee regarding PCN establishment and development. Regular communication with PCNs and escalating of any issues to SLT if required. | Joint work with both Local Medical Committee and NHS E/ to support development of PCNs. | Adequate controls in place. | Adequate assurances in place. | 17/06/20 Phil Davis - PCN Link Managers continue to support PCNs. Work to be undertaken to review PCN workforce and OD plans. Hull & ER Clinical Directors continue to meet fortnightly with CCG and LMC. 16/04/20 Phil Davis - Each PCN has an allocated CCG support manager to support them. Due to COVID-19 focus has been on developing operational response including Hot/Cold sites. Work undertaken with ICC Frailty Team and PCNs to allocate care homes in Hull to PCNs to support COVID-19 response and the delivery of the requirements of the Enhanced Care in Care Homes service specification in 2020/21. 13/02/20 Phil Davis - CCG to work through implications of revised National Service Specifications and develop required support to PCNs for delivery in 2020/21. 03/12/19 Phil Davis - PCN OD Plans developed and resource allocated to each PCN for implementation. CCG & HCV STP providing support to PCNs across a range of issues including population health management (accelerator programme). Work on-going within CCG to develop support offer to PCNs building on the 3 roles approved in August (Leads for Nursing, Clinical Pharmacy and Business Intelligence) eg. support to PCN strategic leads as a group. 29/10/19 Phil Davis - This a new risk added to the register following consideration at the Primary Care Commissioning Committee. It reflects a development of the previous risk 901 which it is recommended is closed. (IAGC to consider closure of 901 at the November 2019 meeting.) | 14/08/2020 | Davis, Phil | Primary Care Commissioning Committee |
| Integrated Delivery | 930 | Practices may not remain part of a Primary Care Network (PCN) and therefore do not support delivery of the CCG Strategic Commissioning Plan for Primary Care and are unable to access resources associated with PCNs thereby making themselves vulnerable/unsustainable. | High Risk 8 | High Risk 8 | High Risk 8 | Integrated Delivery Framework - developed October 2017 Local Quality Premium Scheme - 2018/19 scheme developed OD and other support to practice grouping - on-going | Reports to Primary Care Commissioning Committee | Reports to NHS England as part of regular CCG performance reviews | Adequate controls in place. | Adequate assurances in place. | Phil Davis - 17/06/20 - All practices have signed up to the Network DES - the 5 PCNs in Hull will continue from July in their current form. Practices within PCNs and the 5 PCNs have worked collaboratively to respond to COVID-19 and the additional asks of primary medical care service (eg. care homes enhanced service). Phil Davis - 16/04/20 - COVID-19 has resulted in limited further progression of PCN OD Plans. However practices in PCNs are working collaboratively to develop solutions to the challenges of COVID-19 eg. Hot/Cold sites and home visiting services etc. No practices have advised the CCG that they do not wish to remain part of a PCN or participate in the Network DES. Phil Davis - 13/02/20 - CCG to support PCNs in progressing and implementing OD plans. National service specifications published in December refreshed, two being deferred, along with changes to Additional Roles Reimbursement Scheme to provide 100% reimbursement for a wider range of roles. Phil Davis - 03/12/19 - PCN OD plans include proposals for PCN development including development of vision and priorities. CCG Extended Primary Care Medical Services to be commissioned from PCNs from April 2020. Phil Davis - 15/10/19 - All PCNs have submitted their maturity matrix and OD plans by 30th September deadline. Responses and support for PCNs being developed with NHSE/ to respond to needs identified. PCNs continue to develop their ways of working and significant resource available to support PCN plans and to develop PCN Clinical Directors. Risk rating reduce from 12 to 8. | 14/08/2020 | Davis, Phil | Primary Care Commissioning Committee |

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| Integrated Delivery | 902 | CCG practices unable to maintain a resilient primary care workforce resulting in reduced access to services and patient needs not being met. | Extreme Risk 20 | Extreme Risk 20 | Extreme Risk 16 | Development and implementation of CCG primary care workforce strategy and associated initiatives eg. International GP Recruitment, PCN Ready, Physician Associate Schemes. Use of National Workforce Reporting System to monitor trends in primary care workforce. Primary Care Networks to be supported to develop new roles as outlined in NHS Long Term Plan and for which reimbursement available through Network DES. Development of HC&V primary care workforce modelling as part of out of hospital care work-stream. | Progress in implementing primary care workforce strategy will be reported to Primary Care Joint Commissioning Committee. STP Strategic Partnership Board to oversee out of hospital care work-stream. | External support for practice groupings to cover support for addressing workforce challenges | Need for NHS Pensions issue to be addressed at a national level to address the increasing the number of GPs retiring. | Adequate assurances in place. | <p>Phil Davis - 17/06/20 - Daily sitrep reports show reductions in staff absences and staff unable to work remotely. Practices and PCNs developing models of service delivery to minimise risk of staff needing to self-isolate as a result of test and trace. CCG to support PCNs develop workforce plans by August and progress recruitment to additional roles. PC based CMHT workers model being developed and roles to recruited to.</p> <p>Phil Davis - 16/04/20 - COVID-19 presents a considerable challenge to all practices regarding workforce through risks of illness and/or self-isolation reducing staff availability and hence service provision. Practices have taken steps to address challenges and reduce risk by moving to triage based systems and utilisation of telephone/video and online consultation. Where face:face consultations need to take place either separate Hot/Cold sites have been established or arrangements to triage externally to buildings and utilisation of dedicated rooms has been put in place. Practices and PCNs have consolidated sites from where services are delivered and are working collaboratively to minimise risk. As plans are further developed for the availability of testing for staff the number absent from work may reduce. A daily SITREP process is in place to understand current status of practices in terms of staff absences and impacts upon services, and any other challenges practices face. A RAG rating is provided by each practice and to date the vast majority have been Green ie. "No concerns, expecting challenges but confident contingency plans can be effective."</p> <p>The PCCC may wish to consider whether a separate COVID-19 primary care risk should be added to the risk register.</p> <p>in post. Reception and clerical staff training needs assessment to be undertaken at HC&V level.</p> | 14/08/2020 | Davis, Phil | Primary Care Commissioning Committee |
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