



Report to Healthier Communities and Adult Social Care Scrutiny and Policy Development Committee

Date of Meeting: January 23rd 2019.

Report of: Chief Nurse Sheffield CCG

Subject: Overview of Sheffield General Practices

Author of Report: Maggie Sherlock- Senior Quality Manager

Summary:

All Providers are required to register with the CQC and all partners must be included in the registration. The CQC will carry out inspections and will rate the provider against 5 key lines of enquiry. Ratings are graded as 'Outstanding', 'Good', 'Requires Improvement' and 'Inadequate'.

This briefing paper was requested by the Committee

Type of item: The report author should tick the appropriate box

| | |
|---|----------|
| Reviewing of existing policy | |
| Informing the development of new policy | |
| Statutory consultation | |
| Performance / budget monitoring report | |
| Cabinet request for scrutiny | |
| Full Council request for scrutiny | |
| Community Assembly request for scrutiny | |
| Call-in of Cabinet decision | |
| Briefing paper for the Scrutiny Committee | X |
| Other | |

The Scrutiny Committee is being asked to:

The Committee is asked to note the contents of the briefing paper.

Category of Report: open

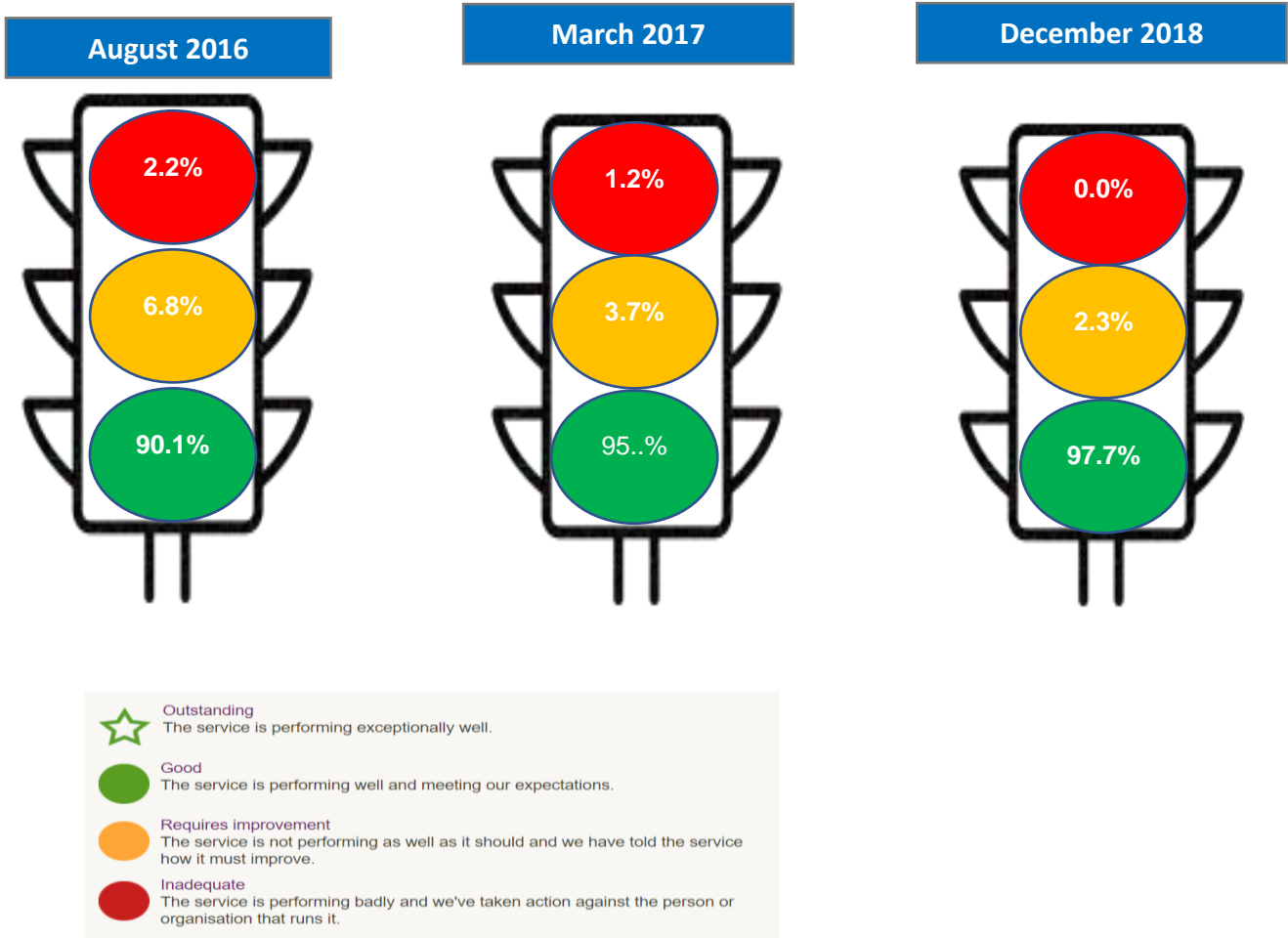
Overview of Sheffield General Practice

1.0 Introduction

- 1.1. All Providers are required to register with the Care Quality Commission (CQC). The CQC will carry out inspections and will rate the provider against 5 key questions these are: Are services safe? Are services effective? Are services caring? Are services responsive? and Are services well led? The CQC will give an overall rating to providers as 'Outstanding', 'Good', 'Requires Improvement' and 'Inadequate'.
- 1.2. The CQC have now completed all their inspections of Sheffield based general practices. The CCG collates the CQC ratings, as well as reviewing the trends and themes. When required Sheffield CCG (SCCG) will offer support and guidance to practices to ensure that any areas of concern are addressed.
- 1.3. The Committee has requested a paper from a previous Committee meeting.

2.0 CQC Ratings

2.1 The Care Quality Commission (CQC) have inspected and rated all Sheffield, General Practices. The CQC gives each provider an overall rating for the practice, which can be 'Outstanding', 'Good', 'Requires Improvement' or 'Inadequate'.



<https://www.cqc.org.uk/what-we-do/how-we-do-our-job/ratings> Diagram 1 Overall Practice CQC Ratings

2.2 Overall the CQC ratings for Sheffield General Practices have improved since 2016. Currently there are no practices in Sheffield with an overall Outstanding rate

2.3 During the inspection the CQC will ask 5 key questions which are individually rated and form part of the overall rating. Each of the five key questions are broken down into a further set of questions, which are called key lines of enquiry (KLOE). There has been an overall improvement against each of the 5 areas since March 2017 to December 2018. This is presented in diagram 2 below. There are 5 practices that have achieved Outstanding against Responsive.

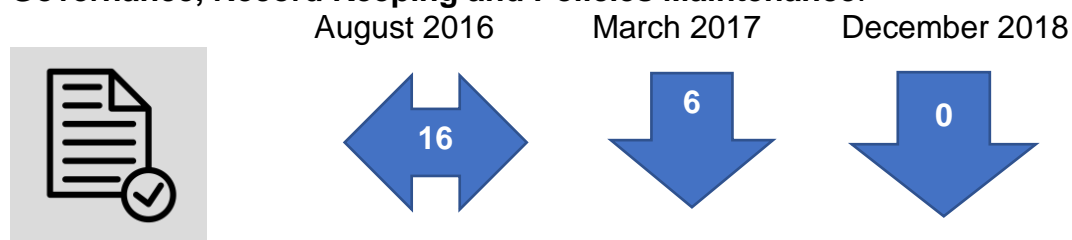


Diagram 2 Practice Achievement against CQC 5 Key Questions

3.0 Top 10 Areas for Improvement

3.1 The CQC report will identify areas for improvement. Sheffield CCG has reviewed all Sheffield General Practice CQC reports and has identified the trends and themes. Since 2016 there has been an overall improvement in all areas. Diagram 3 below presents the Top 5 Trends and Themes from August 2016 to December 2018 and number of times these issues was identified by CQC. Just to note that practices may have been rated as Good and that the themes will remain unchanged until a practice is re-inspected by CQC.

Governance, Record Keeping and Policies Maintenance.



Infection Control



August 2016 March 2017 December 2018



Employment Check



August 2016 March 2017 December 2018



Fire Drills and Alarms



August 2016 March 2017 December 2018



Staff Immunisation



August 2016 March 2017 December 2018



Diagram 3 Top 5 Trends and Themes for Improvement from CQC Reports

3.2 When the CQC has identified areas for improvement, SCCG will work with the practice to develop an action plan to address concerns and will monitor the practice until all actions have been completed and assurance has been gained. SCCG has developed and implemented a Quality Framework to monitor and manage practices when concerns arise. Diagram 4 below provides examples of work that has and continues to be undertaken.

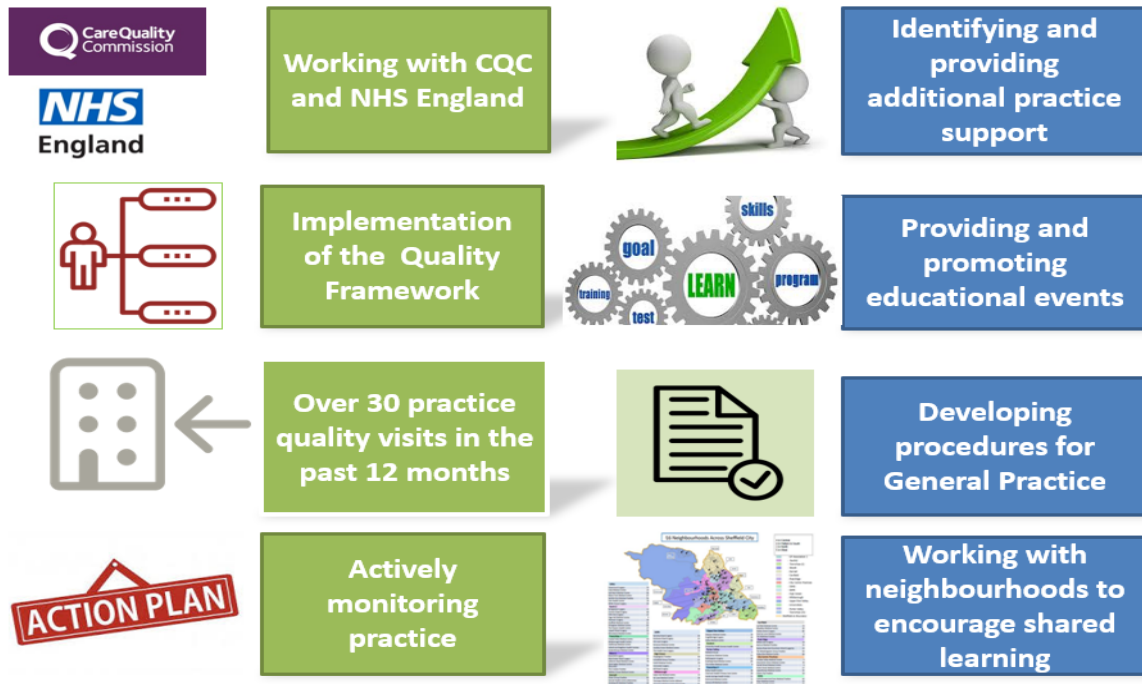
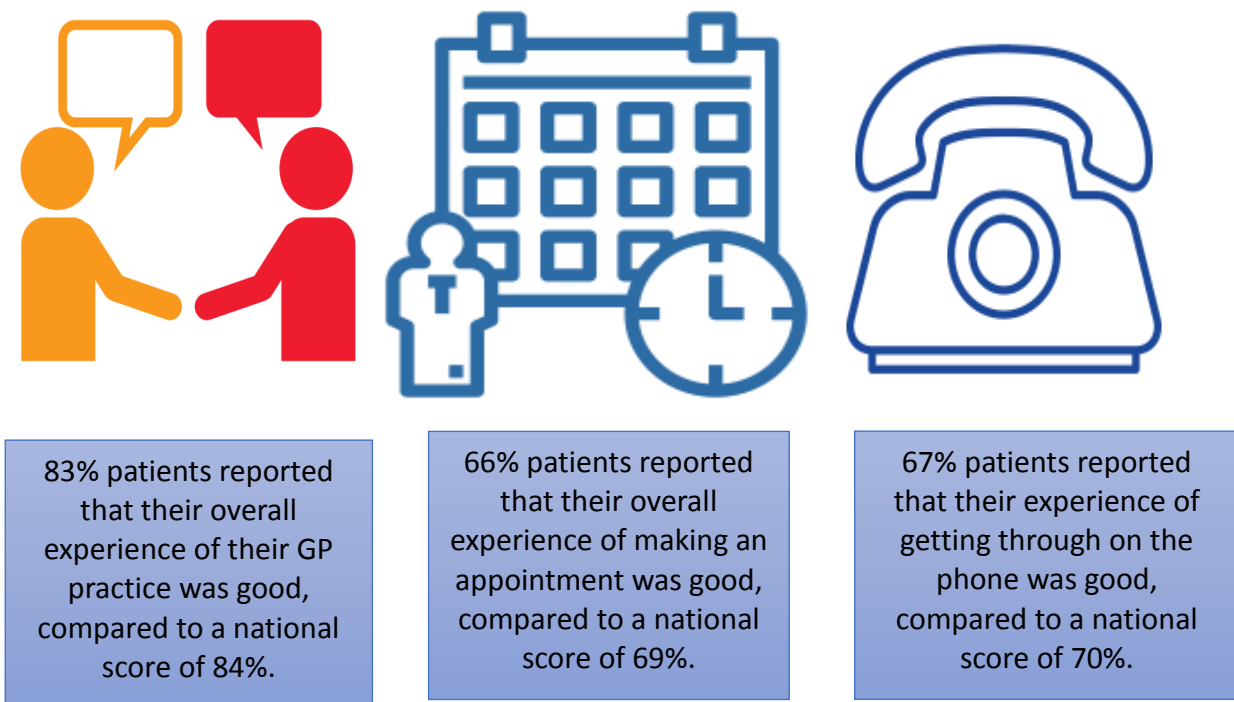


Diagram 4 Areas of Work Sheffield CCG Has Been Undertaking

4.0 Patient Experience

4.1 The 2018 GP patient survey was published in August 2018 and focused on access, booking appointments and experience of care. On the whole Sheffield scored within 4% of the national average in experience of booking an appointment.



5 What does this mean for the people of Sheffield?

- 5.1 This report outlines the quality of current provision of general practice within the city of Sheffield as measured by the Care Quality Commission inspection teams and demonstrates that there has been improvement. SCCG continues to provide support and guidance for practices and manage concerns within the Quality Framework.
- 5.2 The report also provides the highlights from the GP patient survey and although there are areas for improvement the results are in line with the national picture. SCCG will be using this information to inform decisions about actions to be taken.

6.0 Recommendation

- 6.1 The Committee is asked to note the report