



Title: **Quality & Risk Report**  
 For : **Wyre Forest Health Partnership Board**  
 Date: **October 2016**  
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## Executive Summary

The Risk Register is now presented separately to the Performance and Assessment Report, and accompanies the CEO report.

Performance data is presented in a new format this month. The aim is to show performance over time, rather than a snap shot, and so graphs are used. This makes it easier to identify trends and see how performance is changing. In each graph, a site is always represented by the same colour throughout. This is month one of the new format and the aim is to increase from next month the amount of supporting analysis which accompanies the data.

KMC's statistics are better included this month.

The Performance and Assessment Report responds to the five key questions posed by the Care Quality Commission (though not to the population groups); **"Is our Service safe, responsive, well led, caring and effective?"**

Amongst all the data included this month, two items particularly stand out.

Firstly the on line access statistics this month (pages 19 and 20) are particularly relevant. They highlight that this is an underused resource, which if we could increase the take up rate on, could help considerably with the pressures being reported at reception.

Secondly, the movement graph re capitation change (page 21) is striking, showing that on average CSP and YHMC are losing patients each month whilst SHC and Hagley are gaining patients, with the consequent impact on income.

## 1. Is Care Safe? People are protected from avoidable harm & abuse

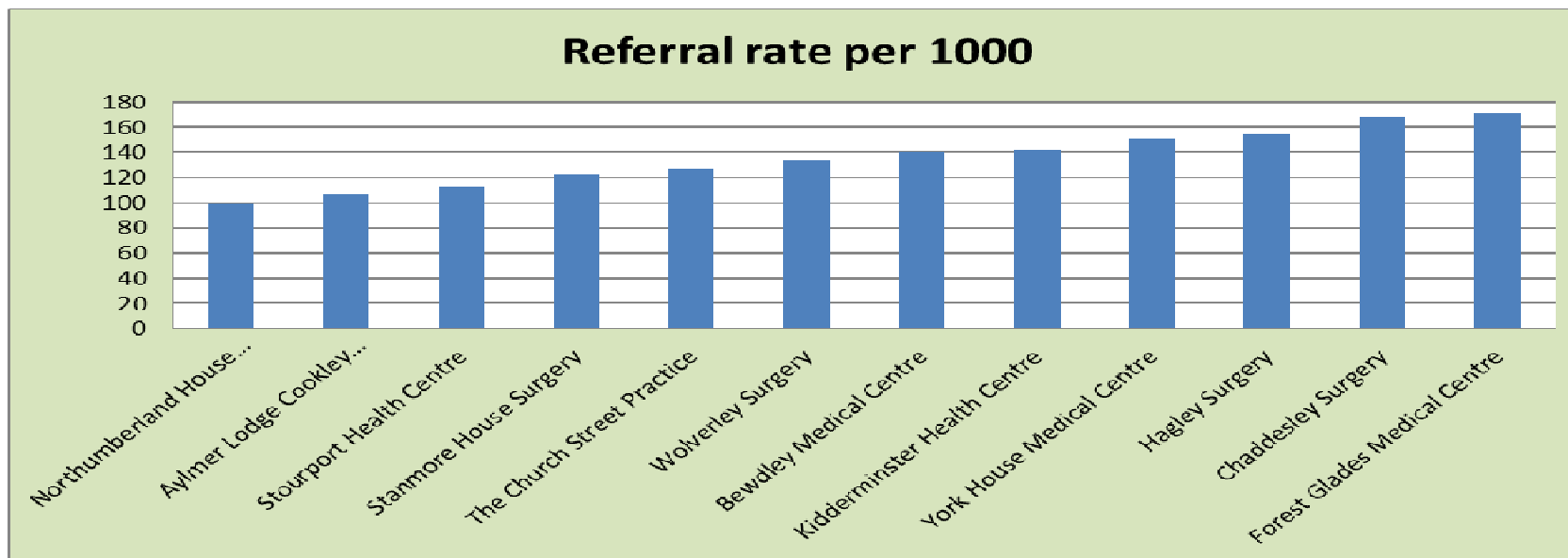
Included in this area of the report are; Referrals, Childhood Immunisations, Cytology and Medical Reviews.

### 1.1 Referrals

Clinicians can help ensure that patients avoid harm by them being referred in an appropriate and timely manner. The CCG has provided data (as part of a recent Bundle meeting), included as Table 1, Table 2. This data has the advantage that it includes other WF practices for comparison as well as KHC & FGMC, which in house data does not. Most importantly, this data will have been collected in a consistent manner, allowing a greater degree of confidence in the comparison of referrals.

| Practice                         | Actuals Months 1-9 |         |         |         |         | Trend | 15/16 Population | Rate per 1000 2015/16 | CCG Avg |
|----------------------------------|--------------------|---------|---------|---------|---------|-------|------------------|-----------------------|---------|
|                                  | 2011/12            | 2012/13 | 2013/14 | 2014/15 | 2015/16 |       |                  |                       |         |
| Northumberland House Surgery     | 1,282              | 1,311   | 1,255   | 1,403   | 1,285   | ↓     | 12,865           | 100                   | 136     |
| Aylmer Lodge Cookley Partnership | 1,134              | 1,259   | 1,416   | 1,542   | 1,463   | ↓     | 13,697           | 107                   | 136     |
| Stourport Health Centre          | 954                | 854     | 812     | 1,026   | 994     | ↓     | 8,842            | 112                   | 136     |
| Stanmore House Surgery           | 829                | 957     | 903     | 975     | 1,022   | ↑     | 8,333            | 123                   | 136     |
| The Church Street Practice       | 1,803              | 1,751   | 1,657   | 2,029   | 2,022   | ↓     | 15,894           | 127                   | 136     |
| Wolverley Surgery                | 377                | 446     | 359     | 398     | 404     | ↑     | 3,002            | 135                   | 136     |
| Bewdley Medical Centre           | 1,770              | 1,766   | 1,798   | 2,075   | 2,138   | ↑     | 15,287           | 140                   | 136     |
| Kidderminster Health Centre      | 745                | 706     | 766     | 782     | 964     | ↑     | 6,743            | 143                   | 136     |
| York House Medical Centre        | 1,567              | 1,403   | 1,388   | 1,883   | 1,835   | ↓     | 12,144           | 151                   | 136     |
| Hagley Surgery                   | 843                | 890     | 882     | 1,092   | 1,118   | ↑     | 7,221            | 155                   | 136     |
| Chaddesley Surgery               | 401                | 408     | 387     | 495     | 559     | ↑     | 3,324            | 168                   | 136     |
| Forest Glades Medical Centre     | 769                | 917     | 984     | 1,096   | 1,205   | ↑     | 7,051            | 171                   | 136     |

**TABLE 2 – Referral rate per 1000 population**



In addition, there is a county wide document which shows the referral pattern activity for the 66 practices in Worcestershire. The information in the embedded document shows actual first OP activity across **all providers** for the last 5 years Months 1-9 by practice. It calculates each practice's list size as a %age of the county population, and also each practice's %age of all referrals. It then ranks the variance from the Practice's %age of county referrals from %age of population. #1 is where referral share is furthest exceeding above list size expectation, # 66 is the furthest exceeding below list size expectations.

**This shows:**

**WFHP sites ranked for 2015/16 as:**

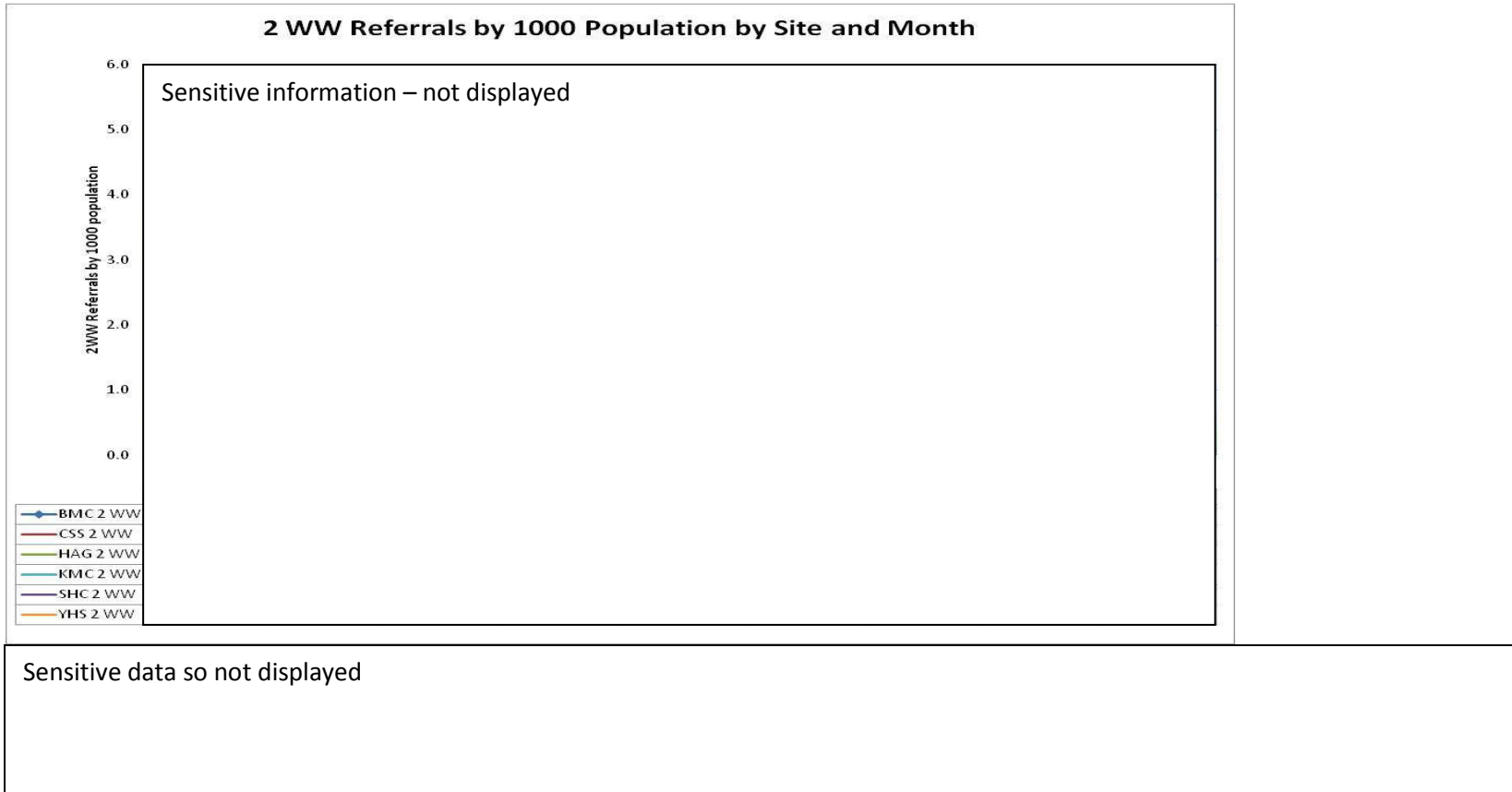
BMC 21, CSP @ 38, **HAG @ 11**, **FGMC @ 4**, KHC @ 18, SHC @ 54, **YHMC @ 12**. with variances of BMC 107%, CSP 98%, HAG 119%, FGMC 131%, KHC 110%, SHC 86%, YHMC 116%. The ranking identified in the variation above, is the same as the ranking in Table 1.

**TABLE3: Population figures as at 1<sup>st</sup> of October 2016**

| BMC    | CSS    | Hagley | KMC    | SHC   | YHS    |
|--------|--------|--------|--------|-------|--------|
| 15,371 | 15,751 | 7,485  | 13,678 | 8,977 | 12,183 |

The below graph depicts the number of Two Week Wait referrals done in the last 9 Months by 1000 population. This information is extracted from EMIS and supplied by the WFHP.

**Graph 1 – 2 WW referrals**

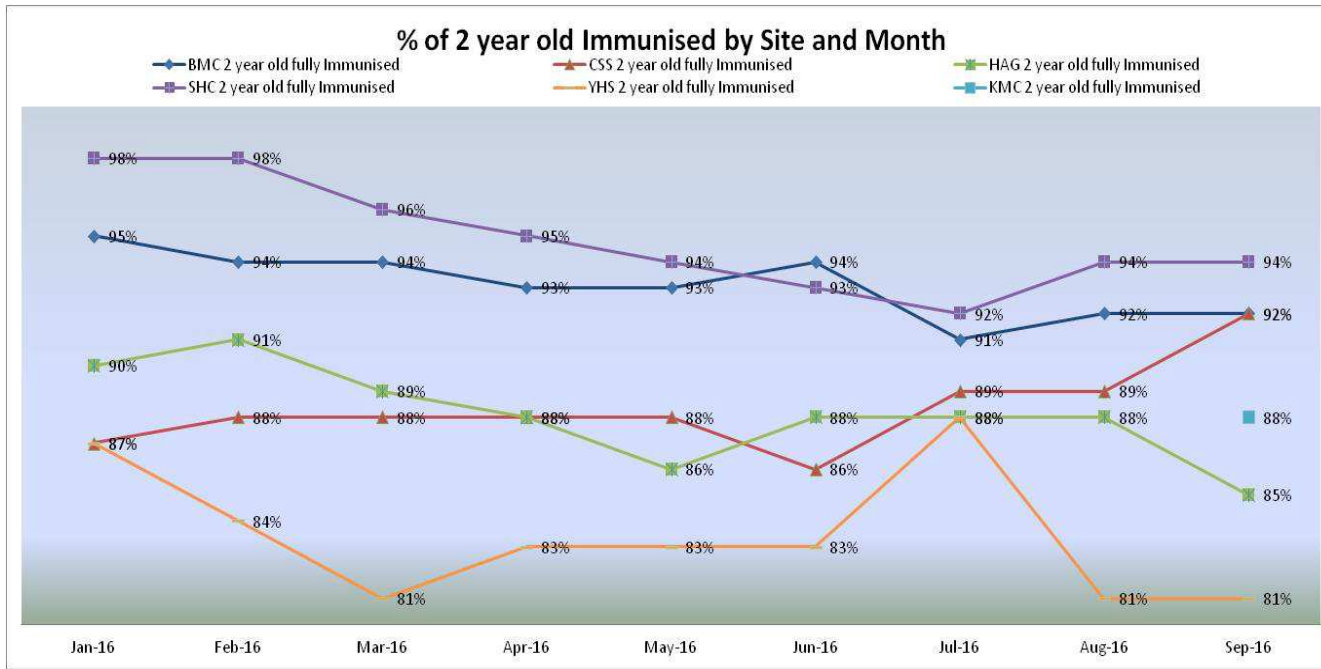


**Graph 2 – Routine Referrals**

Sensitive information – not displayed

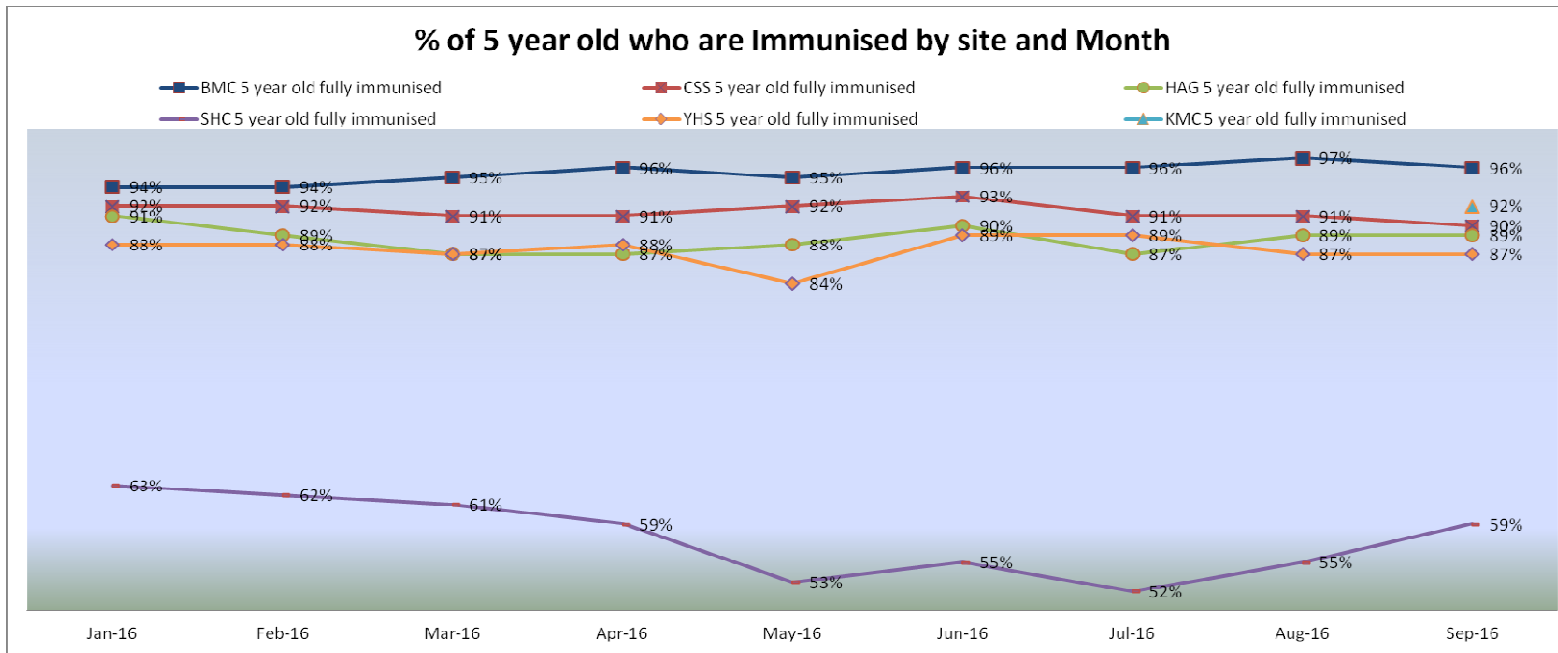
## 1.2 Immunisations and Cytology

**Graph 3 – Immunisations of 2 year Olds across the 6 Sites**



This graph shows the % of 2 year old that have been fully immunised in the last 9 months. All sites bar Church Street has seen a slight drop in % when comparing January to September. The SHC data is incorrect and is a coding issue.

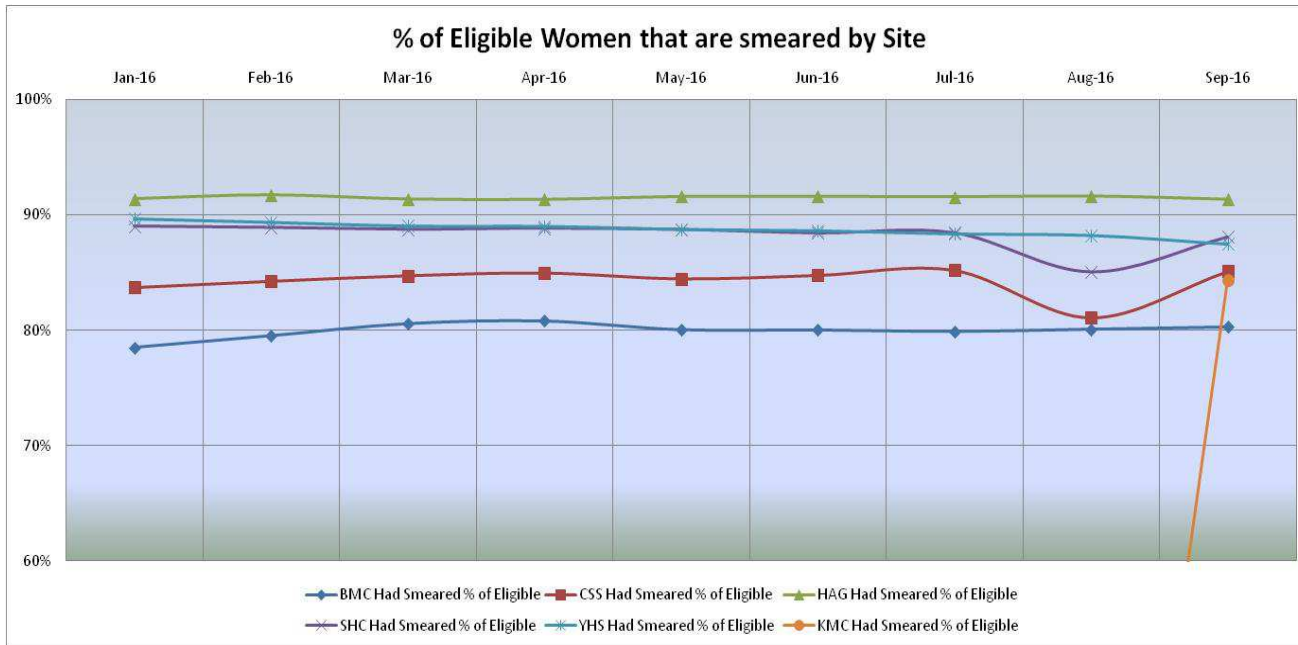
**Graph 4 – Immunisations of 5- year Olds across the 6 Sites**



The trend across the sites for the last 9 months shows that the lines are flat with little movement since January. All sites bar SHC are sitting above 85% however, it appears that there is a historic coding issue, which is being investigated.



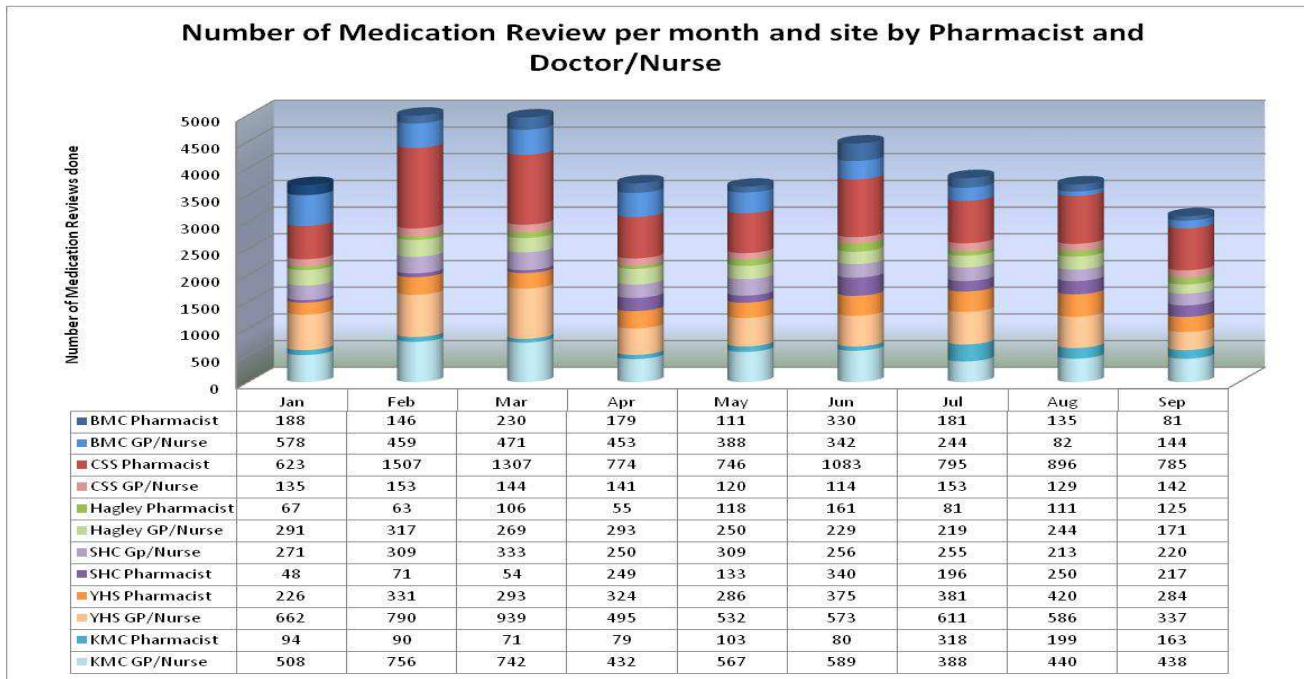
## Graph 5 - Cytology



Cytology rates across the sites are fairly even when looking at the previous 9 months. All sites are above the 80% mark which showing consistency.

### 1.3 Medication Reviews

**Graph 6 – Medication Reviews Performed across the WFHP in the last 9 months**



The trend across the sites for the last 9 months shows that medication reviews are on the up but have a high variance across the sites with Church Street having done the most. It is also clear that in Church Street majority of reviews are done by the pharmacy whilst in KMC clinical staff does the majority.

There are management changes being brought into the Pharmacy team and we will see what changes that brings.

**Table 4: Recording of Safety/Statutory Concerns.** Board Members should continue to highlight this as an important process at their sites.

| Site          | Sentinel | CQC | Whistle Blowing | Other | Total |
|---------------|----------|-----|-----------------|-------|-------|
| BMC           |          |     |                 |       | 0     |
| Church Street | 2        |     |                 |       | 2     |
| Hagley        |          |     |                 |       | 0     |
| KMC           |          |     |                 |       | 0     |
| SHC           |          |     |                 |       | 0     |
| YHS           | 1        |     |                 |       | 1     |

*This data collates to one month only, the sites do all run regular significant event meetings. There remains a difference in the number of Significant Events being reported as well as people who are writing up events. Some do not have events written by non-clinical staff. Q&R feels the number could be increased.*

**Table 5: Significant Events Summary by Site and type for one month only**

| September 2016 | Positive Events recorded |  | Admin/Staff Processes | Disease Diagnosis/ Management issues | Medication Issues | Performance/ Interface with other providers | Other | Total (not positive) |
|----------------|--------------------------|--|-----------------------|--------------------------------------|-------------------|---|-------|----------------------|
| BMC            |                          |  |                       |                                      |                   |   | 1     | 1                    |
| Church Street  |                          |  | 1                     | 3                                    |                   |   | 1     | 5                    |
| Hagley         |                          |  | 1                     | 1                                    |                   |   |       | 2                    |
| KMC            |                          |  |                       |                                      |                   |   | 2     | 2                    |
| SHC            |                          |  |                       |                                      |                   |   |       | 0                    |
| YHS            |                          |  | 2                     |                                      |                   |   |       | 2                    |

Significant events have been reported for Q&R purposes. Of these, there are 4 which offer learning for other sites. Some sites are good at writing SEAs where secondary and other care providers have had a negative impact on care, and submitting associated sentinel reports.

**Table 6: Significant Event Type Events and Key Learning Point.**

This section is for board use only and cant be published as it relates to specific patients.

**1.5 Complaints & Compliments (Received)** are a Specific Type of Significant Event.

| Site          | Written Complaints (# and Type of)                        | Verbal Complaints (# and Type of)                             | Compliments (# and type of)                         |
|---------------|---|---|---|
| BMC           | 1 other, premises   | 1 admin/reception   | Compliments at the official opening of the building |
| Church Street | 1 medical 4 other (new apt system not yet started)        | 6 admin/ reception time to answer phones                      | 11  |
| Hagley        | None reported   |   | 3   |
| KMC           | 1 medical, 1 admin/reception, both communication attitude | 1 medical, 1 admin / reception re clinical decision, re admin | 0   |
| SHC           | 0   | 0   | 2   |
| YHS           | 1 admin/ reception, 1 other re admin                      | 1 medical re clinical decision                                | 5   |

## **1.6 Inspection outcomes e.g. training visits, apprenticeship visits**

Below lists the various key visits and training events that have taken place across WFHP this month. Pls note the record of on for this board report is due to a reporting error and not because there were no meetings. This will be rectified for subsequent reports.

| <b>Site</b>   | <b>Visits</b>                                |
|---------------|--|
| BMC           | None   |
| Church Street | None   |
| Hagley        | None   |
| KMC           | Fire Risk assessment, CQC new location visit |
| SHC           | None   |
| YHS           | None   |

## **1.7 Staff**

The site managers' comments on the staff morale and any issues are detailed below for each site this month.

| <b>Site</b>   | <b>Key Staff Comments</b>   |
|---------------|---|
| BMC           | Nothing recorded  |
| Church Street | 2 new staff for reception and admin. All set for patient access. Staffing levels on a Tuesday still difficult |
| Hagley        | Concerns re GP cover and availability of locums. Staff reported to be confident re LTC roll out.              |
| KMC           | Nothing recorded  |
| SHC           | Looking at staffing with respect to the new visiting service  |
| YHS           | Pleased to have Kameldeep in post as the first WFHP PA.   |

## **1.8 Health & Safety headlines; Evidence of Sites taking responsibility for Infection Control**

The site managers' comments on the Health and Safety are detailed below for each site this month.

| <b>Site</b> | <b>Health and Safety Comments</b>      |
|-------------|--|
| BMC         | None recorded                          |
| CSP         | None recorded                          |
| Hagley      | Fire alarm and emergency lights tested |
| KMC         | Fire Drill 21 September                |
| SHC         | None                                   |
| YHS         | None                                   |

## **1.9 Audits**

Details of each Audit performed at each site are listed below, Sites are running regular audits and the lack of evidence this month is due to a timing issue.

| <b>Site</b> | <b>Type of Audit</b>                          |
|-------------|---|
| BMC         | None  |
| CSP         | None  |
| Hagley      | Home visit audit. Duty GP appointments audit. |
| KMC         | None  |
| SHC         | None  |
| YHS         | None  |

-

### **1.11 Prescribing – should this in Effective re budget aspects?**

What is the budget? Are we (by site) on par/below/above? **The attachment shows the cost based ASTRO-PU** for the different BNF chapters for March 15-February 16 for the health partnership practices and the CCG average. If the filters are used then you can see the data by chapter. The graph is no use however if you select all as there is just too much data!

This data was provided by the CCG at the same time as the referral data, at the Bundle 2 sustainability work group (there is a proposal at the prescribing budget will be included in the bundle).

## **2. Is Care Responsive? ie Organised to Meet Patients' Needs**

Included in section 2 are the areas of:

- **Access including**
- **Online Patient access**
- **Population Movement including registrations and deductions;**

### **2.1 Access**

This section outlines how responsive the WFHP is concerning Dr Appointments and DNA's as well as the population growth at each site combined with our Patient online access status

**Graph 7 – Total Dr Appointments by site over the last 9 month**

Sensitive information – not displayed

This information is sensitive and not displayed.



**Graph 8 – Last 10 days Available Doctors Appointments**

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**Graph 9 – % of Doctors appointments and calls that were DNA'd in the last 9 months.**

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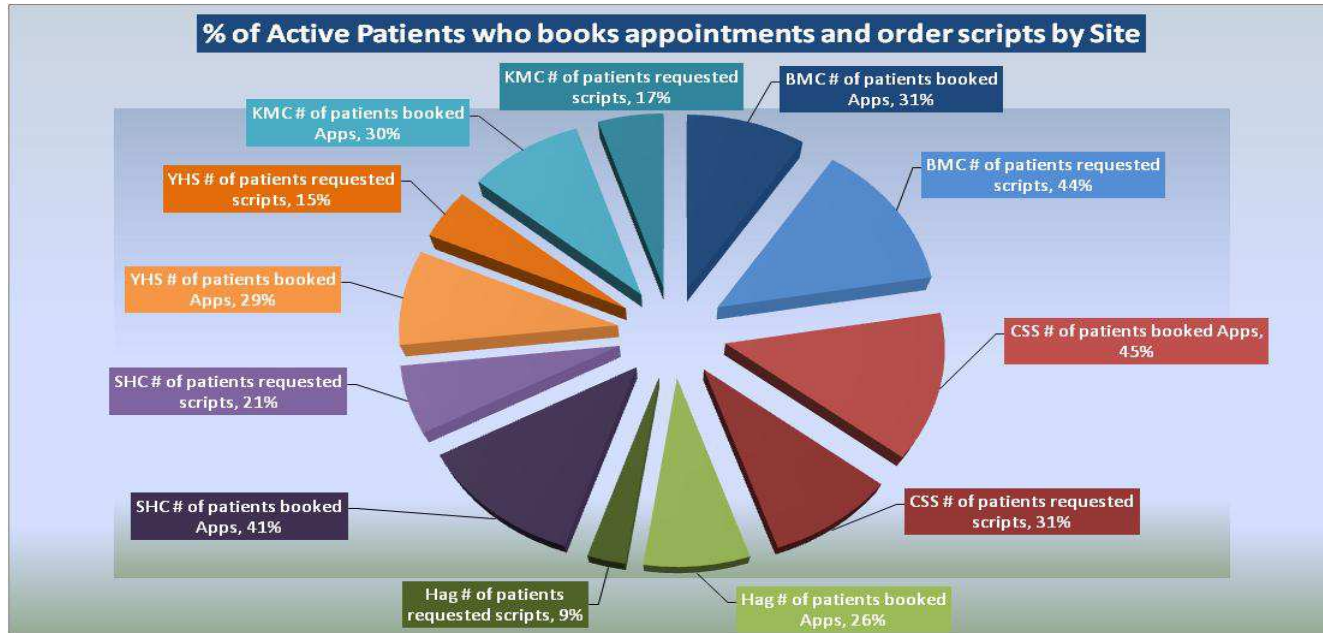
### **2.1.1 Online Access**

The below graphs depict the percentage of patients who have an active or live online account where they can book appointments and order scripts as well as the percentage that use the services across the sites as at the 7<sup>th</sup> of October.

#### **Graph 10 – Number of Active Online Patient Access Accounts**

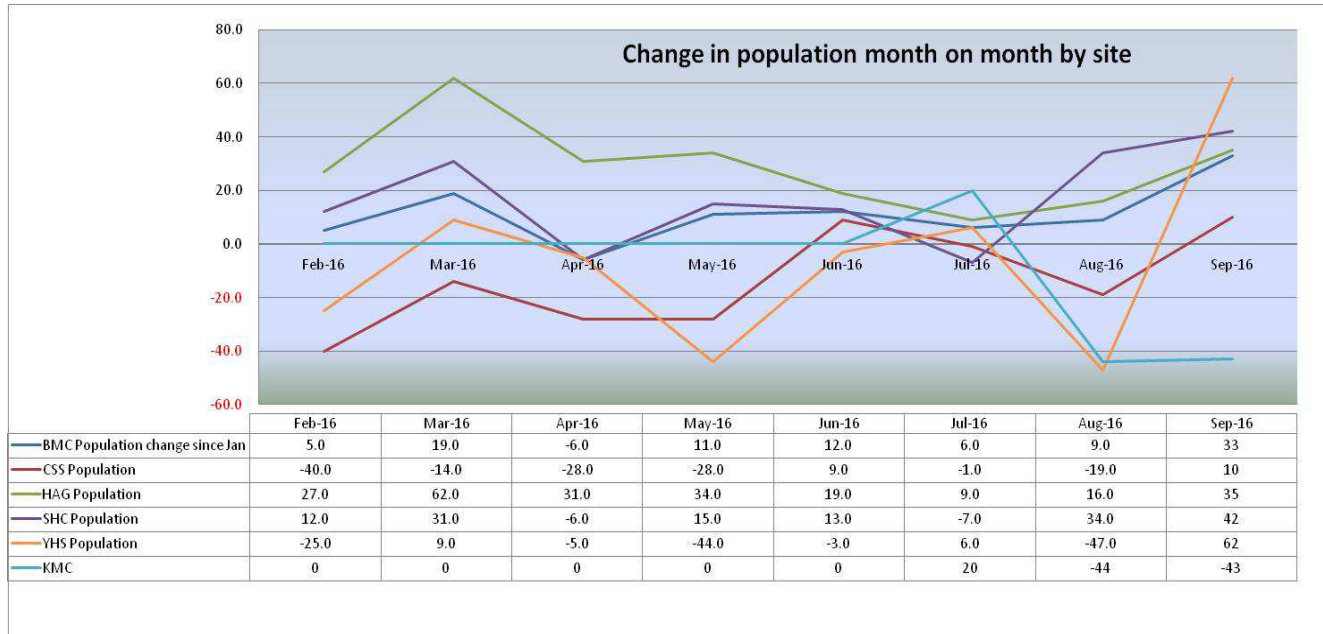
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**Graph 11 – Account Usage**



## 2.2 Population Movement

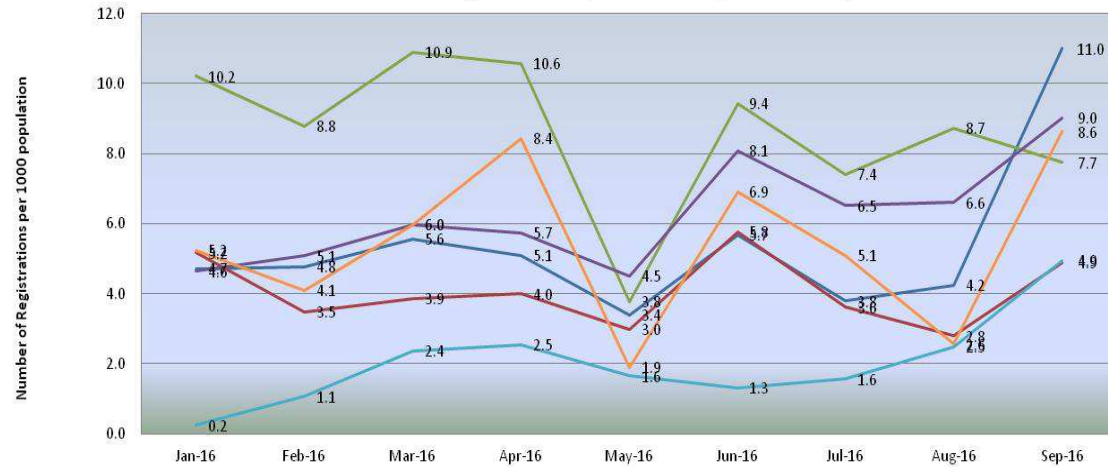
**Graph 12: Population movement from January 2016 across the sites**



**Please note KMC population data starts in May.**

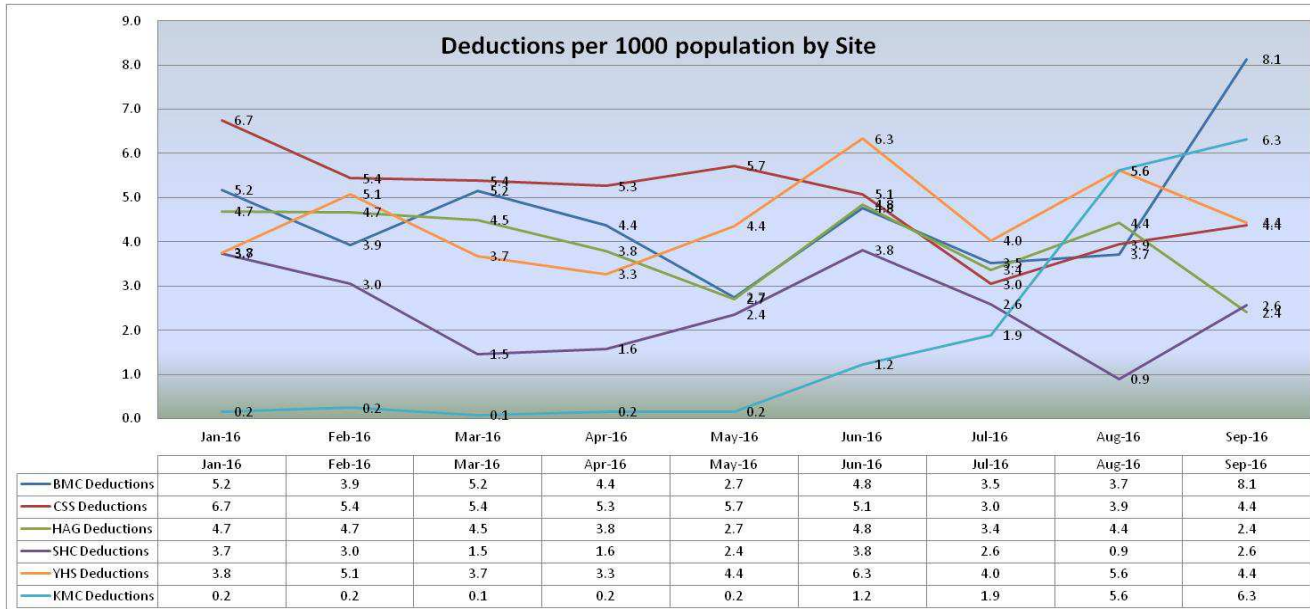
This graph depicts the change in population month on month starting in January 2016. It is evident that Hagley and SHC population is steady rising whereas YHS is more up and down. In contradiction, Church Street's population has decreased since January.

New registrations per 1000 Population by Site and Month



|                                     | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 |
|-------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| BMC New Registration month on month | 4.7    | 4.8    | 5.6    | 5.1    | 3.4    | 5.7    | 3.8    | 4.2    | 11.0   |
| CSS New Registrations               | 5.2    | 3.5    | 3.9    | 4.0    | 3.0    | 5.8    | 3.6    | 2.8    | 4.9    |
| HAG New Registrations               | 10.2   | 8.8    | 10.9   | 10.6   | 3.8    | 9.4    | 7.4    | 8.7    | 7.7    |
| SHC New Registrations               | 4.6    | 5.1    | 6.0    | 5.7    | 4.5    | 8.1    | 6.5    | 6.6    | 9.0    |
| YHS New Registrations               | 5.2    | 4.1    | 6.0    | 8.4    | 1.9    | 6.9    | 5.1    | 2.6    | 8.6    |
| KMC New Registrations               | 0.2    | 1.1    | 2.4    | 2.5    | 1.6    | 1.3    | 1.6    | 2.5    | 4.9    |

**Graph 13: Deductions per 1000 population**



The above graph shows in detail how many new registrations and deductions per 1000 population have taken place in each site in the last 9 months. Registrations all took a dip in May, which could be when they moved the service and all sites experienced service issues then a peak in June and September. The deductions show a more even trend, with Church Street having the highest across the 9 months.

### 3. Is Care Well led?

This section highlights the leadership, management and governance that brings high quality patient centred care **whilst** supporting learning & innovation and promotes an open and fair culture.

#### 3.1 Education & Other Meetings reported by Site Managers

| Site   | Staff Meeting held this month      | Educational Meetings Held this Month   |
|--------|------------------------------------|--|
| BMC    | None                               | 'Friday meetings with GPs'   |
| CSP    | 21.9.16                            | 9.9.16 Hot Topics<br>16.9.16 Patient Access<br>23.9.16 Abnormal LFTs.<br>30.9.16 Gynae Update Mr Chyna |
| Hagley | 15/16/20 September re LTC roll out | 5.9.16 re pharmacist and meds optimisation   |
| KMC    | 7.9.16                             | None recorded  |
| SHC    | 22.9.16                            | 16.9.16  |
| YHS    | 29.9.16                            | 13.9.6   |

### 4. Is there evidence of Care? ie involve & treat people with Compassion, kindness, dignity, respect

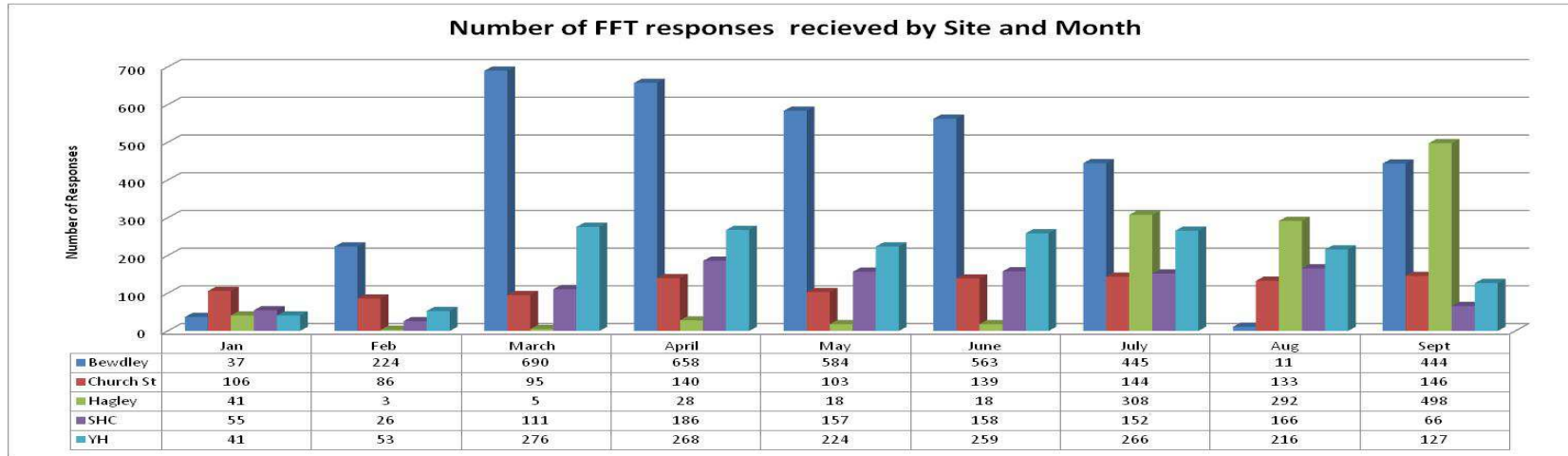
Results for FFT and feedback on NHS Choices are given great significance by Regulatory Bodies. Sites must ensure they have a good number of responses in order to ensure negative responses do not skew overall results. In addition to FFT and NHS Choices there is also the patient feedback via the GP Patient Survey



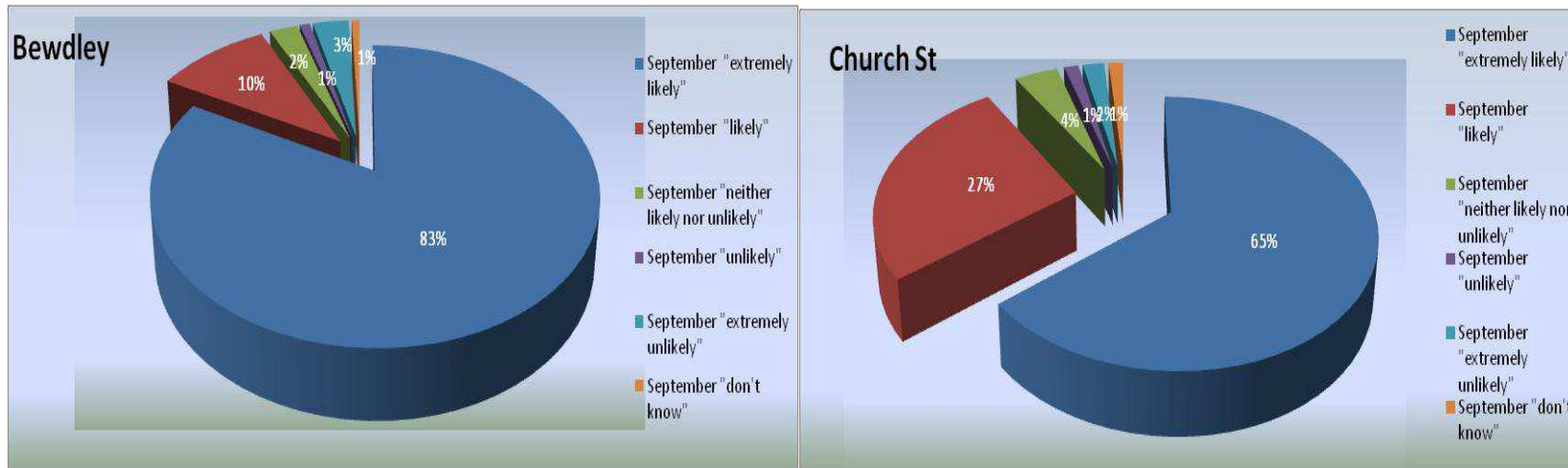
## 4.1 Friends & Family Test

The latest FFT statistics have been collated and shared with SMs for publication to patients. The new compliance lead will be asked to look at the statistics in more detail.

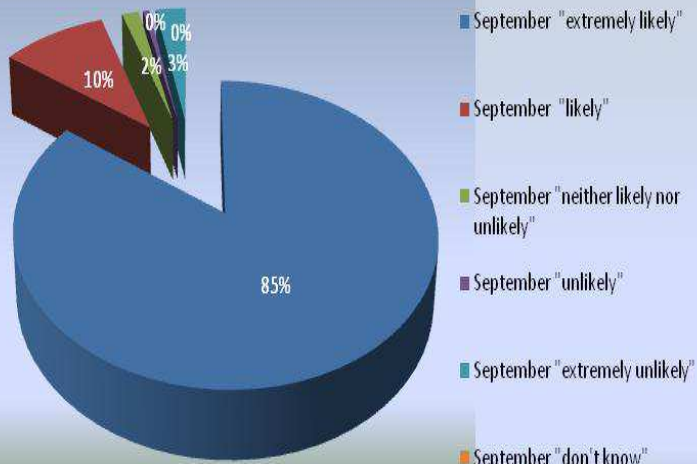
**Graph 14 – FFT Responses across the WFHP for the last 9 months**



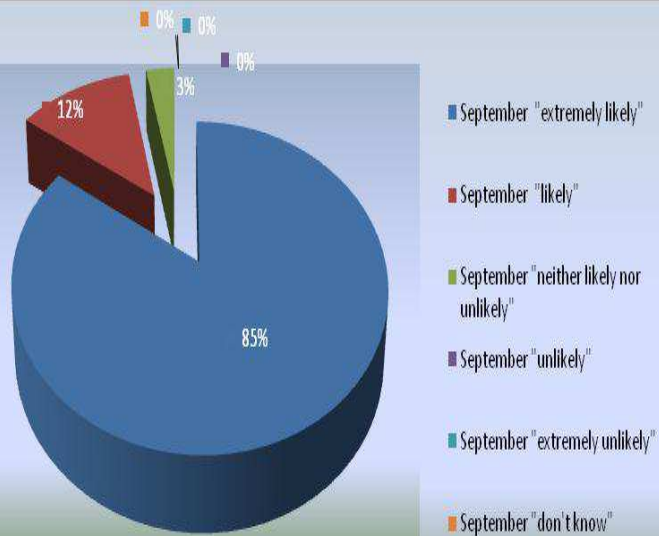
**Graphs 15 to 19 below show the Monthly FFT performance per site**



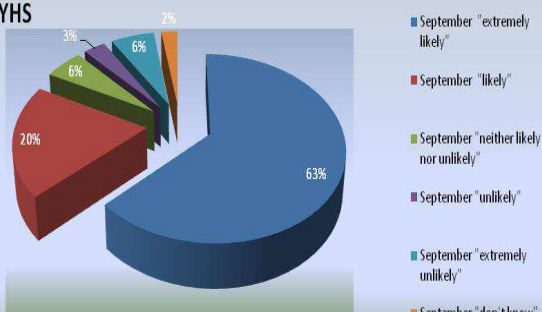
### Hagley



### SHC



### YHS



The above graphs that across the five sites there has been an increase in FFT responses received and looking at the individual performance, we are scoring high across all the sites.

## 4.2 NHS Choices

Reviews do quickly affect the stars so it is definitely worth staff promoting this site when they feel a patient has experienced good care.

NHS Choices is an important feedback area which is looked a by the regulatory authorities.

| Site   | Comments for each Site   |
|--------|--|
| BMC    | 1. BMC 4.5 stars – no comments   |
| CSP    | <p>1. CSP 4 stars - <b><u>New system is ridiculous</u></b> You can now only see a GP if they agree by phone that it is required and even then they offer you one appointment, if you can't make it you need to phone back the following day where you will be offered another appointment. This does not work for anyone with a job, realistically how can you plan or arrange. This does not work. Visited in September 2016. Posted on 28 September 2016</p> <p><b><u>Rude receptionist</u></b> - phoned today regarding a minor injury so I could speak to a gp to ask on advice as to whether I should go to minor injuries tonight, I found the receptionist very rude as they said oh well it's a bit late for that now isn't it! Very rude shouldn't matter what time you call they are there to help ! Visited in September 2016. Posted on 17 October 2016.</p> |
| Hagley | 1. Hagley 2 stars – no comments  |
| KMC    | <p>1. FGMC 3.5 stars – no comments</p> <p>2. KHC 4 stars – no comments</p>   |
| SHC    | 1. SHC 5 Stars – no comments   |
| YHS    | 1. YHMC 4 stars – <b><u>Quick response from practice nurse</u></b> My catheter stopped working overnight and I went to the surgery for 7.30, as I had another appointment. Told receptionist problem and they told me to wait until the relevant nurse started work. So at about 7.50, the nurse duly arrived and I was seen immediately and problem sorted by about 8am. Also found need prescription as well, which was done for me in a few minutes by the Doctor. Great service again from a dedicated team both nurses, doctors and receptionist. Visited in September 2016. Posted on 27 September 2016.   |

**4.3 Patient Participation Group- Patient Engagement** pls note this item when discussed at board raised a note that there had been a significant hiatus in the ppg meeting on one site only. This was rectified and a meeting planned for 2 week hence.

| Site   | Meeting with the PPG Held During 2016 |
|--------|---------------------------------------|
| BMC    | None in September                     |
| CSP    | 14.9.16                               |
| Hagley | None in September                     |
| KMC    | None in September                     |
| SHC    | 5.9.16                                |
| YHS    | 13.9.16                               |

**5 Is Care Effective (ie Care treatment support achieves good outcomes, promotes a good quality of life & is based on the best available evidence)**

The tables below are CCG provided data and depict the A&E attendance; Emergency Admissions and the A& Attendance (EX MIU) by the practices in the Wyre Forest;

| AE<br>Attendances | Practice                     | Previous Month | This Month | Trend | CCG Average |
|-------------------|------------------------------|----------------|------------|-------|-------------|
|                   | HAGLEY SURGERY               | 22.73          | 22.43      | ↓     | 27.32       |
|                   | YORK HOUSE MEDICAL CENTRE    | 24.76          | 26.66      | ↑     |             |
|                   | CHURCH STREET SURGERY        | 31.64          | 29.28      | ↓     |             |
|                   | BEWDLEY MEDICAL CENTRE       | 22.07          | 23.28      | ↑     |             |
|                   | KIDDERMINSTER MEDICAL CENTRE | 31.92          | 33.38      | ↑     |             |
|                   | STOURPORT HEALTH CENTRE      | 23.52          | 25.79      | ↑     |             |

| Emergency<br>Admissions | Practice                     | Previous Month | This Month | Trend | CCG Average |
|-------------------------|------------------------------|----------------|------------|-------|-------------|
|                         | HAGLEY SURGERY               | 7.32           | 8.09       | ↑     | 6.93        |
|                         | YORK HOUSE MEDICAL CENTRE    | 7.60           | 8.28       | ↑     |             |
|                         | CHURCH STREET SURGERY        | 5.23           | 7.84       | ↑     |             |
|                         | BEWDLEY MEDICAL CENTRE       | 5.05           | 6.26       | ↑     |             |
|                         | KIDDERMINSTER MEDICAL CENTRE | 8.08           | 8.08       | ↑     |             |
|                         | STOURPORT HEALTH CENTRE      | 5.09           | 6.83       | ↑     |             |

AE Attendances  
(ex KH MIU)

| Practice                     | Previous Month | This Month | Trend | CCG Average |
|------------------------------|----------------|------------|-------|-------------|
| HAGLEY SURGERY               | 14.34          | 13.12      | ↓     | 12.44       |
| YORK HOUSE MEDICAL CENTRE    | 12.99          | 14.20      | ↑     |             |
| CHURCH STREET SURGERY        | 13.99          | 12.29      | ↓     |             |
| BEWDLEY MEDICAL CENTRE       | 11.67          | 10.15      | ↓     |             |
| KIDDERMINSTER MEDICAL CENTRE | 13.54          | 14.54      | ↑     |             |
| STOURPORT HEALTH CENTRE      | 11.49          | 12.90      | ↑     |             |