

Health and Wellbeing Strategy Reporting Template

Goal 4: Quality care centred around the person

Objective 4D: High quality GP and hospital care will be available to Thurrock residents when they need it

Goal Sponsor: Acting Interim Accountable Officer Thurrock CCG (Mandy Ansell)

Objective Lead: Rahul Chaudhari

Health and Wellbeing Strategy Action Plan

***This action plan focusses on primary care and the provision of high quality GP care for the period 2017/18**

OBJECTIVE: 4D: Provide high quality GP and hospital care to Thurrock				OBJECTIVE LEAD: Rahul Chaudhari		
Action	Outcome	Action lead	Link to outcome framework	Delivery Date	Progress Report	Reference to existing strategy or plan
A. Support GP practices across Thurrock to update their policies and practices to improve effectiveness and performance			4, 3	Ongoing	Dedicated primary care locality managers have been assigned to practices that are supporting the practices to update their policy and implement them in practice. This is an ongoing piece of work as the progress of each practice is reviewed against milestone	
B. Practices who are subject to a CQC inspection supported by the CCG to help improve CQC inspection rating	No practice to be in special measures or rated as inadequate by 2020. 50% of the practices will be rated good by 2020		4, 3	By 2020, this is an ongoing support to practices	Dedicated primary care locality managers have been assigned to practices that are supporting the practices with their baseline assessment pre CQC visit and implementing measures that required improvement before a CQC inspection. Work is ongoing with practices, NHS England and CQC to help address issues that have been raised post CQC inspection.	

Action	Outcome	Action lead	Link to outcome framework	Delivery Date	Progress Report	Reference to existing strategy or plan
C. Development of Primary Care Strategy which will include workforce planning and development			1, 2, 5	December 2016	This is being developed as part of the GP Forward view implementation requirement. First draft due by 23/12/16	

Action	Outcome	Action lead	Link to outcome framework	Delivery Date	Progress Report	Reference to existing strategy or plan
D. When current contracts with GPs conclude, new contracts will incorporate the need for successful applicants to provide teaching practices or be working towards being a teaching practice			1,2,5	Ongoing	On-going No contract currently being procured on a long-term basis. It is anticipated that there will be a contract that will be procured within the next 6 months.	
E. GP practices will be encouraged by the CCG to consider how to address staffing gaps by employing specific expertise such as (an example might prove useful)			1,2,5	On-going	This is an on-going piece of work where practices are being encouraged to incorporate newer models of care such as e-consult. Practices are being encouraged to make use of wider skill mix such as employing clinical pharmacist and Physiotherapist to free up GP time which can be utilised to look after patients with long terms and complex health needs.	
F. 4 Hubs to be extended over the weekend to support out of hours service provision			1,2,5	On-going	On-going	

Outcome Framework

Objective	4D: Provide high quality GP and hospital care to Thurrock.						
Indicators	2016 Baseline	Reporting Timescales	2017	2018	2019	2020	2021 Target
Outcome Indicator 1 The number of GPs per 1,000 patients. This indicator quantifies the number of full time equivalent GPs including GP Providers, Salaried/Other GPs, Registrars, Retainers and Locums per 1,000 weighted patients. Under-doctoring is a significant factor in provision of high quality care. NHS England is expected to ensure everyone has easier and more convenient access to GP services, including appointments at evenings and weekends where this is more convenient for them, and effective access to urgent care 24 hours a day, seven days a week. This is also an indicator in the CCG Outcomes Framework.	0.47 (2015)		Progress towards this target will partly depend on other system changes happening later – e.g. the IHLCs				[England average was 0.61 in 2015]
Outcome Indicator 2 The number of nurses per 1,000 patients. This indicator quantifies the number of full time equivalent nurses including Practice Nurses, Advanced Nurse Practitioners, Nurse Specialists, Trainee and district Nurses per 1,000 weighted patients. Under-nursing is a significant factor in provision of high quality care. NHS England is expected to ensure everyone has easier and more convenient access to GP services, including appointments at evenings and weekends where this is more convenient for them, and effective access to urgent care 24 hours a day, seven days a week. This is also an indicator in the CCG Outcomes Framework.	0.22 (2015)		Progress towards this target will partly depend on other system changes happening later – e.g. the IHLCs				[England average was 0.27 in 2015]
Outcome Indicator 3 % of GP practices with a CQC rating of at least “requires improvement”. The Care Quality Commission (CQC) inspects and regulates health and social care services under 5 domains: Are they safe?	Baseline expected by the end of November 2016						100%

<p>Are they effective Are they caring? Are they responsive to people's needs? Are they well-led? Providers can receive one of four ratings for each domain: outstanding, good, requires improvement and inadequate.</p> <p>This measure quantifies the proportion of GP practices that achieved an overall CQC rating of "requires improvement" or below across all domains.</p>	40%						
<p>Outcome Indicator 4</p> <p>% of GP practices with a CQC rating of at least "good".</p> <p>This measure quantifies the proportion of GP practices that achieved an overall CQC rating of "good" or above across all domains.</p>	<p>Baseline expected by the end of November 2016 37%</p>						50%
<p>Outcome Indicator 5</p> <p>% of patients who had a good experience of GP services.</p> <p>This indicator quantifies the weighted proportion of patients who reported that their overall experience of GP services was 'fairly good' or 'very good', when asked as part of the GP Patient Survey. A high proportion would indicate high levels of satisfaction with the care being provided by Thurrock GPs, and can be used as one indicator for quality of care.</p>	<p>80% (2015/16)</p>		81%	82%	83%	84%	<p>[England average was 85% in 2015/16]</p>
<p>Outcome Indicator 6</p> <p>% of all A&E attendances where the patient spends four hours or less in A&E from arrival to transfer, admission or discharge.</p> <p>The NHS Constitution sets out that a minimum of 95 per cent of patients attending an A&E department in England must be seen, treated and then admitted or discharged in under four hours. This is commonly known as the four-hour standard. The clock starts from the time that the patient arrives in A&E and stops when the patient leaves the department on admission,</p>	<p>91.11% (2015/16)</p>		91.88%	92.67%	93.44%	94.22%	95%
			Description indicates there is another agreed trajectory?				

transfer from the hospital or discharge. Thurrock has an agreed recovery plan and trajectory for sustained recovery from May 2016.							
Outcome Indicator 7 Overall CQC Rating – BTUH	Good (maternity department rated as “outstanding ”) (May 2016)		Retain “Good” Rating overall	Retain “Good” Rating overall	Retain “Good” Rating overall	Retain “Good” Rating overall	Retain “Good” Rating overall
This measure quantifies the overall CQC rating across all domains for Basildon and Thurrock University Hospital.							
Outcome Indicator 8 Overall CQC Rating - NELFT	Requires Improvement (Thurrock CCG only commissions Community Services (Sept. 2016)		“Good” or to be working towards “Good”	“Good” or to be working towards “Good”	“Good” or to be working towards “Good”	“Good” or to be working towards “Good”	“Good” or to be working towards “Good”
This measure quantifies the overall CQC rating across all domains for North East London Foundation Trust.							
Outcome Indicator 9 Overall CQC Rating - SEPT	Good (November 2015)		Retain “Good” Rating overall	Retain “Good” Rating overall	Retain “Good” Rating overall	Retain “Good” Rating overall	Retain “Good” Rating overall
This measure quantifies the overall CQC rating across all domains for South Essex Partnership Trust.							
Outcome Indicator 10 Overall CQC Rating - East of England Ambulance Service	Requires Improvement (Aug. 2016)		“Good” or to be working towards “Good”	“Good” or to be working towards “Good”	“Good” or to be working towards “Good”	“Good” or to be working towards “Good”	“Good” or to be working towards “Good”
This measure quantifies the overall CQC rating across all domains for the East of England Ambulance Service.							