

**Primary Care Committee
Wednesday 13 November 2019
2pm – 4pm
Sherwood Board Room 1**

A G E N D A

Item	Lead	Enc.	Time
1.	Chair	PCC19/01	2pm
Welcome/Introductions Apologies Minutes from 11 September 2019 Action Log Matters Arising			
2.	Chair		
Conflict of Interest			
Operational			
3.	Edna Muraya	PCC19/02 To Follow	2.05pm
Primary Care Budget – 19/20			
4.	Claira Ferreira	PCC19/03	2.15pm
Improving Patient Experience in Primary Care Project			
Strategic			
5.			
For information			
6.			
Any Other Business			
7.			2.25pm
Date of next meeting			
8.			
Wednesday 11 December 2019, 2pm – 4pm Sherwood Board Room 1			

PRIMARY CARE COMMITTEE
Wednesday 11 September 2019
2pm – 4pm
Sherwood Board Room 1

Minutes

Present		
Dr Nessian Carson	NC	GP Board Member, MK CCG
Linda Chibuzor	LC	Deputy Director of Nursing & Quality, MK CCG
Andrew Harrington	AH	Chief Executive Officer, MKGP Federation (MKGP Ltd & MKGP Plus Ltd)
Sarah Harwood	SH	Primary Care Commissioning Support Manager, MK CCG
Edna Muraya	EM	Senior Finance Manager, MK CCG
Kayley O'Sullivan	KO'S	Primary Care Support Officer, MK CCG (Minutes)
Mike Rowlands	MR	Lay Board Member, MK CCG
Wendy Rowlands	WR	Deputy Chief Finance Officer
Darren Smith (Chair)	DS	Lay Board Member, MK CCG
Dr Nicola Smith	NS	GP Chair, MK CCG
Alexia Stenning	AS	Deputy Director of Programme Delivery and Head of Primary Care, MK CCG
Maxine Taffetani	MT	Chief Executive Officer, Healthwatch Milton Keynes
Janine Welham	JWe	Primary Care Manager, MK CCG

Apologies:		
Richard Alsop	RA	Chief Operating Officer, MK CCG
Dr Matt Mayer	MMa	CEO – Berkshire, Buckinghamshire & Oxfordshire LMC
Dr Krishna Patel	KP	GP Board Member, MK CCG
Dr Edward Sivills	ES	GP Board Member, MK CCG
Dr Sarah Whiteman	SW	Medical Director Bedfordshire, Luton & Milton Keynes Commissioning Collaborative
Emmeline Watkins	EW	Interim Public Health Consultant, People Directorate, Public Health

In Attendance		
Claire Ferreira (Item 4)	CF	Complaints and Patient Experience Lead, MK CCG
Steve Gutteridge	SG	Programme Manager – Urgent and Emergency Care

		Action
1.	Welcome and Apologies	
	As above	
2.	Declaration of Interest Dr Nessian Carson – GP at Central Milton Keynes Medical Centre Dr Nicola Smith – GP at Parkside Medical Centre (joined the meeting at 2.10pm)	
3.	Minutes of the previous meeting held on 12 June 2019	
	The minutes were agreed as accurate.	
4.	Matters Arising Actions update: Action 48 – The Bridge to speak to MKCCG individually. Janine Welham to check whether Alexia Stenning has met with The Bridge. Closed.	JWe

	<p>Action 50 – Dr Matt Mayer circulated and is on the private agenda. Closed.</p> <p>Action 51 – Closed.</p> <p>Action 52 – Closed.</p>	
	Operational	
5.	Primary Care Budget – 19/20 – Edna Muraya	
	<p>Delegated budget is slightly underspent year to date but forecast to overspend due to the other corporate costs which are due to happen later in the year (these include dispersal costs, District Valuer costs). There is non recurrent reserve relates to budgets setting requirements by NHSE.</p> <p>LoCoS are underspent. PMS plus is overspent and relates to a QIPP project in Newport Pagnell Medical Centre that has not been progressed this year. There will be no savings delivered this year for In house clinics and there will be a discussion around this at the Out of Hospital Board next week. PCN support relates CCG support for PCNs which started in July 2019. Milton Keynes Federation requested to invoice the CCG for the Milton Keynes Alliance meetings but the overall budget in primary care will be overspent. They were advised to approach Brooklands as they book their room out free of charge or discuss options with networks.</p> <p>GPFV - £3.5million in terms of budget however £2m + is STP funding which is being held by the CCG. There has been agreement in terms of where the £2 million will be spent.</p> <p>Overall underspend in primary care budgets was £168k.</p> <p>QIPP reports – Frail/Elderly which most of the items sit in the main hospital contract that are locked in but they will be monitored separately to check progress. Home visiting admissions and minor surgery are sitting in the main hospital contract. End of Life case management is £149k year to date delivery. Translation Service starts in September.</p> <p>The CCG is forecasting that we will deliver an overall balance when the contingency is taken into account.</p>	
6.	Patient Experience in Primary Care – Clairra Ferreira	
	<p>Clairra Ferreira joined the meeting at 2.15pm.</p> <p>The first set of visits has been completed. All the practices have had feedback from the visits and follow up meetings are being arranged to find out the challenges that they face. The Patient Participant Groups (PPGs) have also been contacted with meeting schedules to establish their views. Clairra Ferreira is currently still gathering information and there is a bi annual patient experience report when this will be built up to allow more detail to be added when provided by practices.</p> <p>Alexia Stenning joined the meeting at 2.20pm.</p> <p>The practices were located in diverse places in Milton Keynes enabling understanding in terms of different challenges they experience due to their populations. Clairra Ferreira was invited to the monthly practice managers meeting by MK GP Federation as an opportunity to discuss the project.</p> <p>Aim is to roll out the project across all the practices in Milton Keynes but unsure of a timeframe at the moment. The committee acknowledged that the National Patient</p>	

	<p>Survey is not an accurate measure of patient satisfaction and therefore caution should be taken when any comparisons are used or made. The finding will not be presented at the PPG meeting tonight but Clairra Ferreira will go to a future date with a more comprehensive report.</p> <p>Action 53 – Clairra Ferreira to present at the next meeting with an update of the plan for this project.</p> <p>Clairra Ferreira left the meeting at 2.27pm.</p>	CF
7.	Translation Update – Sarah Harwood	
	<p>The Translation and Interpreting Services contract held with MK Language Services expired in March 2018 and it was agreed at February's Primary Care Committee for the contract to be re-commissioned. No bids were received in response to the published tender so a single tender waiver was put forward which recommended that the CCG awards the contract to the incumbent for 2 years + 1. The paper stated that the correct procurement process was followed and the risk of complaint was low. The single tender waiver was signed and the contract is now in place with the incumbent with a value of £60k. The expectation is to increase the use of telephone services which will decrease the contract spend.</p> <p>Committee noted the paper.</p>	
8.	SAS Terms of Reference – Janine Welham	
	<p>Following an audit of the SAS Terms of Reference it was noted that KPIs were absent, review dates missing and Dr Sarah Whiteman's attendance at each meeting was required. Terms of Reference have now been amended to reflect these changes.</p>	
	Strategic	
9.	Any Other Business	
	<p>PLT event next week on vulnerable patients and the reply to patient registration reply to Health Watch. The policy has been adopted by all practice managers and supported by the Milton Keynes Federation. Action 54 - Laura Lucas to send Janine Welham the list of practices that do not display their boundary on their website. Action 55 - Andrew Harrington to send Janine the policy for registrations that the practices are using.</p> <p>Action 56 - The draft BLMK Primary Care Strategy was noted and AS to discuss the Patient Participation section with MT.</p> <p>Action 57 - An ICS update on workforce coming to the Committee in October. JWe to find out whether the update will include funding and allocations.</p> <p>Committee closed at 2.45pm.</p>	LL AH AS JWe
10.	Date of next meeting	
	Wednesday 16 October 2019, 2pm – 4pm - Sherwood Board Room 1	

Primary Care Committee - Action Log

Action No	Detail	Action by	Meeting Date	To be completed	Outcome
44	Claira Ferreira and her colleague are conducting a project to look at patient experience in Primary Care across 6 GP practices and this includes reviewing the effectiveness of PPGs in the GP practices and the impact these have on patient experience. This will be brought back to the committee in approximately 6 months' time.	CF	17/04/2019	16/10/2019	Closed
45	A request that a progress report on the patient experience project is brought to the committee every two months.	CF	22/05/2019	12/06/2019	Closed
46	Edna Muraya to produce an outturn report and show the comparison 2018/19 against 2019/20.	EM	22/05/2019	12/06/2019	Closed
47	Edna Muraya to present a QIPP table to show what we need to achieve as Primary Care.	EM	22/05/2019	12/06/2019	Closed
48	Alexia Stenning and MK GP Federation to start a conversation with The Bridge network regarding the PMS Plus Contract. UPDATE June: Alexia Stenning and Andrew Harrington are starting the discussions with Newport Pagnell Medical Centre which will be a series of meetings. Conclusion by September. UPDATE September: The Bridge have requested to speak to the CCG individually. JWe to check with AS whether a meeting has been held.	AS	22/05/2019	12/06/2019	Closed
49	Alexia Stenning to send specification to Matt Mayer to send onto LMC representatives for feedback and to be brought back to the committee in June. UPDATE: Proposed scheme sent to local LMC representatives. To look at payment scheme and figures again. Benchmark proposed scheme with areas achieving the SMI Healthcheck target. Meeting to be set up with Federation to discuss potential options of delivery.	AS	22/05/2019	12/06/2019	Closed
50	Matt Mayer to send other specifications from the patch to also send round the LMC representatives. UPDATE September: Documents were circulated and on the Private Committee agenda.	MM	22/05/2019	12/06/2019	Closed
51	Edna Muraya to include the Drayton Road dispersal payments to other corporate costs.	EM	12/06/2019	17/07/2019	Closed
52	The strategy to be brought to the committee after the final submission date	AS	12/06/2019	17/07/2019	Closed
53	Claira Ferreira to present at the next meeting with an update of the plan for this project.	CF	11/09/2019	16/10/2019	Open
54	Laura Lucas to send Janine Welham the list of practices that do not display their boundary on their website.	LL	11/09/2019	16/10/2019	Open
55	Andrew Harrington to send Janine the policy for registrations that the practices are using.	AH	11/09/2019	16/10/2019	Open
56	The draft BLMK Primary Care Strategy was noted and AS to discuss the Patient Participation section with MT.	AS	11/09/2019	16/10/2019	Open
57	An ICS update on workforce coming to the Committee in October. JWe to find out whether the update will include funding and allocations.	JWe	11/09/2019	16/10/2019	Open



Subject: Improving Patient Experience in Primary Care Project

Meeting: Primary Care Committee

Date of Meeting: 13 November 2019

Report of: Claira Ferreira, Complaints and Patient Experience Lead

1. SUMMARY

Following on from the previous Primary Care Committee where a highlight report was presented to provide an overview of the Quality Team's improving patient experience in Primary Care project, this paper provides information about the intentions of the project going forward.

2. RECOMMENDATION

- Note the intentions of the report
- Provide any comments, feedback or recommendations

Improving Patient Experience in Primary Care Project

1. Background, Aims and Methodology

This project was initiated by the Quality Team to support the organisation to gain a broad understanding of the variance in local Primary Care patient experience feedback. In conjunction with the Primary Care Team, six GP Practices were selected to review representing the higher, middle and lower ranges of the feedback scale. The overall aim of the project is to identify and share good practice to support improvements in patient experience of primary care. The review method includes websites, a range of patient feedback data, CQC reports, a '15 steps Practice visit' (an NHS England initiative), discussions with the Practice Manager and links with Practice Participation Groups.

2. Initial Findings

A range of initial findings were presented in the previous project highlight report (briefly outlined below) and good patient experience practice we found in each surgery has also been shared with each GP Practice involved in the pilot:

- Information and documentation was easily available to assist with registration along with opening times, staff information and self-care information
- Limited information on how to make a complaint or details of NHS complaints advocacy support
- Patient feedback ranged from highly satisfied to others describing poor experience particularly making appointments and interactions with some clinical/non-clinical staff
- friendly, helpful interactions between reception staff and patients and areas were generally clean, tidy and organised
- There was a marked contrast between the geographical areas of Milton Keynes where the GP Practices were sited and the service buildings differed greatly in design and overall feel.

3. Next Steps

Due to the potential of the project and initial findings being of value particularly sharing good practice to improve patient experience, the Quality Team will roll out the project to cover all GP Practices in Milton Keynes to be completed by the end of Quarter 4 2019/20. The programme will focus on completing the GP Practices within a Primary Care Network and providing a final report with findings and considerations by Quarter 1 2020.

Claira Ferreira – Patient Experience Lead
Elizabeth Ihejieta –Patient Experience Project Support
November 2019