

Quality summary report:

PMS Practices

CLCH Quality Report Jan – Dec 2011

Service exact name Personal Medical Services Practices

Address line 1

Address line 2

Town/city London

County London

Postcode

No. beds N/A

Website www.clch.nhs.uk

Main telephone

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CLCH Quality Report 2011

Summary report for PMS Practices

Directorate	Children, Family, Health and Well-being, Specialist
Service area	PMS Practices
Boroughs	<div>Barnet <input type="checkbox"/></div> <div>Kensington & Chelsea <input type="checkbox"/></div> <div>Hammersmith & Fulham <input type="checkbox"/></div> <div>Westminster <input checked="" type="checkbox"/></div>
CQC statement of purpose for this service	<p>The Soho Square General Practice</p> <p>The Soho Square General Practice is an NHS practice providing accessible health care services to the local community. It is staffed by 2 salaried General Practitioners, a Practice Nurse, Practice Manager, Reception Staff and a part-time Secretary. The practice area covers a defined catchment area consisting of a number of postcodes around Soho in the West End. It offers a no-appointment walk-in consultation service in the morning allocating approximately 15minutes per patient. Afternoon appointments are by appointment only. Emergency out-of-hours services are offered by the out-of-hours service. The doctors will provide home visits to patients who are too unwell to attend surgery. Additional services on-site include: travel vaccinations; repeat prescriptions; telephone advice; elderly persons screening; ante-natal care; childhood immunizations; family planning/well woman sessions. Interpreters are available if required; however there is a large local Mandarin speaking community and both the current Practice Nurse and one of the GP's speak fluent Mandarin.</p> <p>Milne House Medical Centre</p> <p>The Milne House Medical Centre is an NHS practice providing accessible health care services to the local community. It is staffed by 2 salaried General Practitioners, a Practice Nurse, Practice Manager, Reception Staff and Health Care Assistant. The practice area covers a defined catchment area consisting of a number of postcodes around Westminster. It offers a book on the day appointment system and appointments, allocating approximately 15 minutes per patient. Emergency out-of-hours services are offered by the out-of-hours service.</p>

	<p>The doctors will provide home visits to patients who are too unwell to attend surgery. Additional services on-site include: travel vaccinations; repeat prescriptions; telephone advice; elderly persons screening; ante-natal care; childhood immunizations; family planning/well woman sessions. Interpreters are available if required; however there is a large local Arabic speaking community and this is catered for by having an Arabic Interpreter based at the practice 4 mornings per week. The staff also uses the telephone interpreting services when necessary.</p>
<p>Overall summary of quality performance and next steps</p>	<p>Safety</p> <p>The service has conducted a review of its care pathways, implemented regular multidisciplinary team meetings and Soho Square General Practice now runs meetings with specialist consultants so that the GPs have an opportunity to refresh on clinical areas through an expert. These have combined to ensure that the service provided by the PMS Practices is safer for patients than previously.</p> <p>Effectiveness</p> <p>In order to provide a more effective service the PMS Practices have begun to switch to a paper free system, which will allow it to run more efficiently. The practices have also joined their local clinical commissioning groups (CCGs), which will allow them to network and share best practice as well as offering peer support for the GP's, Practice Nurses and Practice Managers.</p> <p>Experience</p> <p>The PMS Practices have developed new systems to make it easier for patients to interact and communicate with the service, for example, the service has launched a new website for each practice, through which patients can book appointments and get information. In addition the service has also starting to send out text messages to patients, to remind them of upcoming appointments.</p> <p>Quality and Outcomes Framework</p> <p>The PMS Practices participate in the Quality and Outcomes Framework (QOF). Both practices have to report against four main components, known as domains.</p>

The four domains are: Clinical Domain, Organisational Domain, Patient Experience Domain and Additional Services Domain.

The Practices are required to demonstrate the quality of their care in each domain to achieve points. There is a maximum achievable amount of points for each domain. The 2010/11 QOF measured achievement against 134 indicators; practices scored points on the basis of achievement against each indicator, up to a maximum of 1,000 points. The 2 practices have received the following scores for QOF over the past 3 years:

Soho Square General Practice

QOF Achievement			
	2008/9	2009/10	2010/11
Clinical	573.72	585.37	655.75
Organisational	155.70	167.50	167.5
Additional	36.00	44.00	43.91
Patient Experience	143.00	89.79	84.17
PMS Points adjustment	-104.74	-102.94	-102.52
Total	803.69	783.71	848.81

Milne House

QOF Achievement			
	2008/9	2009/10	2010/11
Clinical	556.74	600.11	605.48
Organisational	161.67	163.50	167.5
Additional	35.59	43.10	44
Patient Experience	136.13	79.19	62.91
PMS Points adjustment	-104.74	-102.94	-102.52
Total	785.40	782.96	770.92

Safety

Overview

We aim to make our service as safe as possible at all times.

The service has taken numerous actions in 2011 to improve the safety of the service it offers to patients. The service has conducted a review of its care pathways, to ensure that the referral process runs smoothly and safely for patients. The service has also implemented multidisciplinary team meetings, so that other specialists can communicate with the relevant specialist about any patients they have concerns about. The Soho Square General Practice also runs meetings with specialist consultants so that the GPs have an opportunity to refresh on clinical areas through an expert.

Key achievements this year

The PMS Practices did not complete a quality report in 2010, however, the service has completed various quality improvement actions around safety during 2011 and a brief summary of the key achievements are contained below:

- 1) Review of care pathways:** The service has carried out a review of the care pathways between organisations and services. The review looked at the quality of the data contained in referrals, as well as ensuring that the service was communicating with the appropriate people. The review also resulted in monthly reviews being carried out to ensure that hospitals have not missed anything important.
- 2) Multidisciplinary Team Meetings:** The service has implemented monthly multidisciplinary team meetings (MDTs), with a regular slot for each discipline, such as Palliative Care Specialists, Health Visitors and District Nurses. This allows the service to discuss patients they have concerns about and helps with communication between disciplines.
- 3) Professional consultants to meet GPs:** The Soho Square General Practice have started to have specialist consultants in to meet the GPs so that they may discuss their relevant area of expertise. This allows GPs to ask questions any questions they have and refresh their understanding across a variety of clinical areas, which helps

the GPs during consultations and for referrals.

Key results

Total incidents Jan-Dec 2011 by category

There have been a total of 3 incidents reported by the PMS Practices in 2011.

Category of Incident Reported	Total
IT Network and Equipment	1
Medication	1
Violence /Harassment or Abuse - without understanding	1
Grand Total	3

Total incidents Jan-Dec 2011 by severity

Blank	Low	Minor	Medium	High	Catastrophic
0	1	2	0	0	0

Level of reporting:

In this service, incidents are recorded in some cases and near misses are recorded in some cases. The PMS Practices will encourage staff to report more incidents by giving refresher training on reporting incidents to be staff.

Themes arising

The reported incidents are split equally across three categories. Therefore there is no dominating theme arising.

Safety Improvement Actions for 2012	<i>Action</i>	<i>Expected completion date</i>	<i>Named lead</i>
	Reminder on reporting of incidents to be given to staff	July 2012	Clarise Buncombe and Melody Francis
	Service to request the training on incidents by the Learning from Experience Team	Dec 2012	Clarise Buncombe and Melody Francis

Effectiveness

Overview	<p>We aim to achieve the best possible outcomes for patients. To do this, we regularly check to see that we are delivering care and treatment according to best practice standards, and we increasingly look to measure and improve clinical and patient reported outcomes. In order to provide a more effective service the PMS Practices have begun to switch to a paper free system which will allow it to run more efficiently. The practices have also joined their local clinical commissioning groups, which will allow them to network and share best practice.</p>
Key achievements this year	<p>The PMS Practices did not complete a quality report in 2010, however, the service has completed various quality improvement actions around effectiveness during 2011 and a brief summary of the key achievements are contained below:</p> <p>1) Paper free service: The PMS Practices have been planning to go paper free and have designed the systems which will allow the service to operate without paper, making it more efficient. The service has booked an external company to come in and scan all paper documents so that they can be kept electronically.</p>

	<p>2) PMS Practices have joined Clinical Commissioning Groups: The two PMS Practices have joined two different Clinical Commission Groups (CCGs), which will allow the GPs to network, have peer support and carry out group audits.</p> <p>3) Soho Square General Practice exceeded previous year's Quality and Outcomes Framework score: The Soho Square General Practice achieved a score 75 points higher than its previous score in 2010.</p>
Key results	<p><i>Quality and Outcomes Framework (QOF)</i></p> <p>Both practices participate in the Quality and Outcomes Framework (QOF) which is a voluntary annual reward and incentive programme for all GP surgeries in England, detailing practice achievement results. It is not about performance managing but about rewarding good quality practice.</p> <p>The QOF contains four main components, known as domains. The four domains are: Clinical Domain, Organisational Domain, Patient Experience Domain and Additional Services Domain. Each domain consists of a set of achievement measures, known as indicators, against which practices score points according to their level of achievement. The 2010/11 QOF measured achievement against 134 indicators; practices scored points on the basis of achievement against each indicator, up to a maximum of 1,000 points.</p> <p>1) Clinical care: the domain consists of 86 indicators across 20 clinical areas (e.g. coronary heart disease, heart failure, and hypertension) worth up to a maximum of 697 points.</p> <p>2) Organisational: the domain consists of 36 indicators (worth up to 167.5 points) across five organisational areas – records and information; information for patients; education and training; practice management and medicines management.</p> <p>3) Patient experience: the domain consists of three indicators (worth up to 91.5 points) that relate to length of consultations and to patient experience of access to GPs.</p> <p>4) Additional services: the domain consists of nine indicators across four service areas Soho</p> <p>As part of the QOF each PMS Practice has to report against 20 clinical</p>

domains, ranging from coronary heart disease to smoking. The Practices are required to demonstrate the quality of their care in each clinical domain to achieve points. There is a maximum achievable amount of points for each clinical domain. Their results for 2011 are summarised below:

Soho Square General Practice Clinical Domain points

Clinical Domain	Maximum	Achievement
Coronary Heart Disease	87.0	87.00
Heart Failure	29.0	29.00
Stroke or Transient Ischaemic Attacks (TIA)	24.0	23.90
Hypertension	81.0	81.00
Diabetes Mellitus (Diabetes)	100.0	98.24
Chronic Obstructive Pulmonary Disease	30.0	29.62
Epilepsy	15.0	9.00
Hypothyroidism	7.0	7.00
Cancer	11.0	11.00
Palliative Care	6.0	6.00
Mental Health	39.0	36.00
Asthma	45.0	43.78
Dementia	20.0	20.00
Depression	53.0	25.50
Chronic Kidney Disease	38.0	36.71
Atrial Fibrillation	27.0	27.00
Obesity	8.0	8.00
Learning Disabilities	4.0	4.00
Smoking	60.0	60.00
Cardiovascular Disease Primary Prevention	13.0	13.00
Rounding Errors		0.00
Total	697.0	655.75

Milne House Surgery Clinical Domain points

Clinical Domain	Maximum	Achievement
Coronary Heart Disease	87.0	79.65
Heart Failure	29.0	29.00
Stroke or Transient Ischaemic Attacks (TIA)	24.0	20.72
Hypertension	81.0	75.54
Diabetes Mellitus (Diabetes)	100.0	81.60
Chronic Obstructive Pulmonary Disease	30.0	30.00
Epilepsy	15.0	9.89
Hypothyroidism	7.0	7.00
Cancer	11.0	11.00
Palliative Care	6.0	0.00
Mental Health	39.0	33.00
Asthma	45.0	45.00
Dementia	20.0	20.00
Depression	53.0	17.88
Chronic Kidney Disease	38.0	32.70
Atrial Fibrillation	27.0	21.04
Obesity	8.0	8.00
Learning Disabilities	4.0	4.00
Smoking	60.0	60.00
Cardiovascular Disease Primary Prevention	13.0	13.00
Rounding Errors		0.01
Total	697.0	599.03

The key clinical areas identified where Soho Square General Practice can make

improvements are:

- 1) Epilepsy
- 2) Depression

The key clinical areas identified where Milne House Surgery can make improvements are:

- 1) Diabetes
- 2) Epilepsy
- 3) Depression
- 4) Chronic Kidney disease
- 5) Atrial fibrillation
- 6) Palliative Care

Other Clinical Indicators

Both practices have signed up to offer a number of enhanced services. GP practices are paid, in part, according to the quality of the services they offer to patients. The clinical services provided by GP practices are now classified into one of three categories: essential, additional or enhanced:

- 1) **Essential Services** cover care of patients during an episode of illness; the general management of chronic disease; and care for the terminally ill. These services have to be provided by all practices;
- 2) **Additional Services** such as contraceptive services and child health surveillance, are voluntary, but are provided by most practices;
- 3) **Enhanced Services** such as minor surgery and childhood immunisation are optional for individual practices, although they have to be provided by primary care organisations in the local area. Not all enhanced services are obligatory.

The Soho Square General Practice is currently signed up to provide the following enhanced services for its local patient population:

- 1) Childhood immunisations
- 2) Influenza immunisations
- 3) Minor surgery
- 4) Choose and Book
- 5) Services for patients with Learning Disabilities
- 6) Phlebotomy
- 7) Pneumococcal Vaccinations (65 & over)
- 8) Public Health Prevention (which includes Stop Smoking services and Health checks for targeted populations)
- 9) Practice Based Counselling
- 10) Extended Opening Hours

Milne House surgery currently provides the following enhanced schemes:

- Childhood immunisations
- Choose and Book
- Cardiovascular Disease prevention
- GP extended Opening Hours
- Information Management and Technology
- Influenza immunisation
- Services for people with learning disabilities
- Phlebotomy
- Pneumococcal Vaccinations (65 & over)
- Practice Based Counselling
- Public Health Prevention (which includes Stop Smoking Services and Health checks for targeted populations)

The PMS Practices report monthly on their smoking referrals, the data from August to December 2011 can be found below:

Practice	Oct	Nov	Dec
Soho Square General Practice	29	23	15
Milne House Medical Centre	7	14	35

Please note that there is a Smoking Cessation Nurse at Soho Square General Practice.

Clinical Audit

Participation in Trust-wide audits during 2011

This year the PMS Practices have contributed to the following trust-wide clinical audits:

- **Infection Prevention Audits** around hand washing hygiene, aseptic technique and immunisations.
- **Medication Review Audit**
- **Health Records Audit**

NICE compliance

The following NICE guidance is either fully or partially relevant to this service:

- NICE Guideline CG95 - Patient chest pain recent onset
- NICE Guideline CG34 - Management of hypertension in adults in Primary Care
- NICE Guideline CG61 - Irritable bowel syndrome in adults
- NICE Guideline CG99 - Constipation in children and young people
- NICE Guideline CG 17 - Management of Dyspepsia in adults and Primary Care
- NICE Guideline CG56 - Head injury
- NICE Guideline CG16 - Self harm

	<ul style="list-style-type: none"> • NICE Guideline CG47 - Feverish illness in children • NICE Guideline CG84 - Diarrhoea and vomited caused by gastro-enteritis • NICE Guideline CG54 - UTI in children • NICE Guideline CG89 - When to suspect child maltreatment • NICE Guideline CG97 - The management of lower urinary tract symptoms in men • NICE Guideline CG21 - Falls • NICE Guideline CG88 - Lower back pain • NICE Guideline CG101 - COPD • NICE Guideline CG 69 - Respiratory tract infections-anti-biotic prescribing • NICE Guideline CG61 - Tuberculosis • NICE Guideline CG74 - Surgical site infection 		
What the patients say about the outcomes of their care and treatment	<p><i>"Before coming here I was with my old GP in another area for over 20 years. I had been feeling ill for years and in terrible pain but was told 'it's your age', or 'you're depressed'. Imagine my horror when I found out at Soho practice that I had severe diabetes, probably for many years, with many complications. I cannot praise these 2 doctors highly enough. They are both kind, considerate and nothing is too much trouble. The reception staff are welcoming and very efficient as is the pharmacy on the ground floor. Thanks to them I now have the care and treatment I should have had many years ago."</i></p> <p>Unsolicited feedback from a patient received through NHS Choices, regarding Soho Square General Practice.</p>		
Clinical Effectiveness improvement actions	Action	Expected completion date	Named lead
	Achieve seasonal Influenza vaccination target	Dec 2012	Clarise Buncombe and Melody

			Francis
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Experience

Overview

We care about treating everybody with kindness, dignity and respect at all times. The service has implemented a comments box so that patients can give their suggestions on how to improve the service and report any concerns they have. The practices have also developed new system to make it easier for patients to interact and communicate with the service, for example, the service has launched a new website through which patients can book appointments, as well as starting to send out text messages to patients to remind them of an upcoming appointment.

Key achievements this year

The PMS Practices did not complete a quality report in 2010, however, the service has completed various quality improvement actions around experience during 2011 and a brief summary of the key achievements are contained below:

- 1) Patient feedback box:** The service has installed a feedback box, through which patients can give their comments on the service. The box has just been installed but in the future the feedback from the patients will be used to implement changes to the service.
- 2) New website:** The service has developed a new website, though which patients book their appointments. This will help reduce the need to phone the service and will provide patients with a more streamlined service.
- 3) Reminder sent out by SMS text message:** The service has implemented a system whereby reminders are sent to patients through SMS text messages. This reduces nonattendance for the service, but also makes the service better for patients as it cuts down on calls and provides extra information to patients.

Patient survey results

Patient surveys

The service contributes to the National GP Patient Survey. The National Patient

Survey is undertaken annually on behalf of the Department of Health. Results are calculated from adult patients who are registered with GP practices in England.

The practices received the following results for the 2010 Annual Patient Survey:

2010	Soho Square General Practice National Patient Survey Results
87%	Patients who were fairly or very satisfied with the care they received
69%	Patients found it fairly or very easy to get through on the phone
80%	Patients were able to book an appointment more than 2 days ahead
91%	Patients able to book an appointment within 48 hours
92%	Patients thought the practice was very clean
96%	Found it easy to get into the building
79%	Patients were satisfied with opening hours
75%	Patients who agreed with the doctor or nurse about how to manage their health problem
94%	Patients thought the receptionists were fairly or very helpful
88%	Patients were happy with the frequency of seeing their preferred GP
63%	Patients thought the practice nurse was good or very good at involving them in decisions about their care
74%	Patients thought the doctor was good or very good at involving them in decisions about their care

2010	Milne House Medical Centre National Patient Survey Results
87%	Patients who were fairly or very satisfied with the care they received
75%	Patients found it fairly or very easy to get through on the phone
80%	Patients were able to book an appointment more than 2 days ahead
74%	Patients able to book an appointment within 48 hours
95%	Patients thought the practice was very clean
97%	Found it easy to get into the building
76%	Patients were satisfied with opening hours

	79%	Patients who agreed with the doctor or nurse about how to manage their health problem
	87%	Patients thought the receptionists were fairly or very helpful
	72%	Patients were happy with the frequency of seeing their preferred GP
	65%	Patients thought the practice nurse was good or very good at involving them in decisions about their care
	70%	Patients thought the doctor was good or very good at involving them in decisions about their care
<p>The results of the 2011 National Patient Survey will be published in June 2012.</p> <p>The service also receives experience satisfaction results through NHS Choices, from which the practices received the following results:</p> <p>Soho Square General Practice:</p> <ul style="list-style-type: none"> 13 out of 13 patients would recommend this service to a friend <p>Milne House Medical Centre:</p> <ul style="list-style-type: none"> 6 out of 8 patients would recommend this service to a friend 		
Compliments and Complaints	<i>Compliments and Complaints</i> <ul style="list-style-type: none"> Number of compliments Jan 2011 – Dec 2011: 1 Number of complaints Jan 2011 – Dec 2011: 0 	
Patient user groups and focus groups	The service is in the process of implementing a patient forum. This should be in place by the end of 2012.	
Other qualitative feedback	<p><i>"The GP listens, is respectful and considerate; they are thoughtful; they provide balanced views and explains themselves. Their locus have been consistently of good quality - similar approach to them, which is not always the case. The nurses are very professional, kind, supportive and committed. Even when I slipped in my attempt to stop smoking they took me back and we tried again. I rate the nurse especially highly."</i></p> <p>Unsolicited feedback from a patient, received through NHS Choices regarding Soho Square General Practice.</p>	

	<p><i>"Friendly and efficient staff and doctors. I have been with this surgery for many years and they have seen me and my family through many circumstances and were always kind and giving the appropriate response. I think this is a very nice surgery."</i> Unsolicited feedback from a patient, received through NHS Choices regarding Milne House Medical Centre.</p>		
What the patients say	None		
Patient experience Improvement Actions	<i>Action</i>	<i>Expected completion date</i>	<i>Named lead</i>
	Set up a patient forum	Dec 2012	Clarise Buncombe and Melody Francis