

Agenda item: 9

Paper no: PCCC iC 08-19

<b>Title of Report:</b>	PCCC CIC Part 1 Issues Log – January 2019	
<b>Status:</b>	To Note	
<b>Committee:</b>	CIC PCCC	<b>Date:</b> 11/01/2019
<b>Venue:</b>	NWS CCG, 58 Church Street, Weybridge, Surrey KT13 8DP	

<b>Presented by:</b>	Helen Snelling, Head of Primary Care Contracting Surrey Heartlands CCGs	
<b>Executive Lead sign off:</b>	Rachael Graham, Deputy Director of Contracts Non Acute and Primary Care	<b>Date:</b> 02/01/2019
<b>Author(s):</b>	C Buffey, Primary Care Contracts Support Officer	

#### Governance:

<b>Conflict of Interest:</b> The Author considers:	None identified	✓
<b>Previous Reporting:</b> (relevant committees/ forums this paper has previously been presented to)	N/A	
<b>Freedom of Information:</b> The Author considers:	Open – no exemption applies	✓

#### Executive Summary:

Issue 007: Update to note – RAG rating reviewed Issue 011: Update to note – RAG rating reviewed Issue 013: Update to note – RAG rating reviewed and updated Issue 017: Update to note – RAG rating reviewed Issue 020: Update to note – RAG rating reviewed
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#### Implications:

What is the <b>health impact/ outcome</b> and is this in line with the <b>CCG's strategic objectives</b> ?	<ul style="list-style-type: none"><li>Objective 1: Achieving a sustainable system</li><li>Objective 2: Development of collaborative working</li><li>Objective 3: Developing Integrated Care at a local level</li><li>Objective 4: Primary Care development</li><li>Objective 5: Safe, effective care providing the best possible health and care outcomes and patient experience</li></ul>
What is the <b>financial/ resource</b> required?	N/A
What <b>legislation, policy or other guidance</b> is relevant?	NHSE directive/policy
Is an <b>Equality Analysis</b> required?	N/A

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**Working together as the Surrey Heartlands Clinical Commissioning Groups**

Guildford and Waverley CCG | North West Surrey CCG | Surrey Downs CCG

Any <b>Patient and Public Engagement/</b> consultation required?	N/A
Potential <b>risk(s)</b> ? (including reputational)	Refer to Issues Log Attached

**Recommendation(s):**

To note the individual issues highlighted

**Next Steps:**

Primary Care team to continue to address the issues identified

Primary Care Co-Commissioning Issues Log - Committees In Common (Part 1)

Issue ID	CCG	Date Raised	Raised by	Status	Issue Owner	Date Closed	GP Practice	Locality	Contract	Financial Impact?	Issue Description			Target Date for Resolution	Progress	Latest Update				Escalation Action	Escalation Outcome				
											Issue	Issue Effect (Impact)	Impact on Primary Care			Priority for PCCC	RAG Score	Update	Current RAG			Date of Last Update	Last Update By	Review Date	
I-007	NWS, G&W	04-Aug-16	Snelling, Helen	Open	Graham, Rachel		All	All	All	Yes	All Practices are having issues with PCSE (Capita) regarding Superannuation, health records collection and delivery, and communication difficulties.	Extra cost of constant escalation from Practices, CCG and NHSE to PCSE (Capita) to provide their agreed service on a timely basis.  Risk to patients if practices do not receive their files in timely manner.	3 - High	3 - High	9	Communication to be sent to all Practices to advise that we have become aware that some errors have occurred in the calculation of superannuation payments due to errors in the date held on the system; GPs may wish to assure themselves that their payments are accurate.  Identify a contact at PCSE that GPs can be directed to should they identify issues.  Work with NHSE to seek assurance from PCSE re timeline for remedy and an Action Plan for all matters	Ongoing	1 - Analysis Underway	Ongoing escalation programme with PCSE. Opening up to Surrey Heartlands wide. Issues raised at last network meeting with NHSE over fit for purpose contract. NHSE will continue to receive copies of the CCGs issues tracker.  RAG rating reviewed by Helen Snelling g. No changes made	Red	12-Dec-18	Snelling, Helen	11-Jan-19	Escalated to PCCC	Please refer to standing agenda item for updates.
I-011	NWS, G&W	16-Dec-16	Singh, Mandeep	Open	Fuller, Claire		All	All	All	Yes	<b>NON-Reimbursables:</b> Lack of information shared between NHSPS, NHSE regarding service charges. <b>Reimbursables:</b> Lack of information shared between NHSPS, NHSE regarding rent charges.	Financially destabilising practices / NHSPS (18 practices affected)	3 - High	3 - High	9	CCG facilitating co-ordination of financial position for each NHSPS occupied building through monthly meetings with them.	Ongoing	1 - Analysis Underway	No movement  RAG rating reviewed by Mandeep Singh. No changes made	Amber	12-Dec-18	Singh, Mandeep	11-Jan-19	Escalated to PCCC	
I-013	NWS, G&W	07-Apr-17	Thorburn, Karen	Open	Mallinder, Nikki		All	All	All	Yes	#REF!	Unable to deliver high quality Primary Care and the CCG's Model of Care. Limited ability of Primary Care to transform. Sustainable primary care workforce will not be achieved. Impacts on service delivery.	3 - High	2 - Medium	9	07/04/17: PCCC proposed and agreed to move this item to Programme Board and close the item on this log. PCCC has requested quarterly updates.  Recruitment/ workforce/ skill mix strategies incorporated into the Primary Care Strategy. CCG has appointed internal Primary Care Workforce Tutor via Health England Kent Surrey & Sussex. Workforce Tutor commenced role and working with locality team to support practices.	Ongoing	1 - Analysis Underway	Status remained unchanged. RAG rating increased to 9 by Liz Davies.	Green	12-Dec-18	Davies, Liz	11-Jan-19	Escalated to PCCC	
I-017	NWS	01 november 017	Mallinder, Nikki	Open	Mallinder, Nikki		All	All	GMS	Yes	Docman (Workforce Manager) Contract held nationally by NHS Digital Pilot practices to review most affected practices	6 NW Surrey Practices have received duplicate letters (as many as 8,000 in one case)	2 - Medium	2 - Medium	4	Weekly conference call to hold provider to account to fix the issue for named practices April - risk review Links with quality team	Ongoing	2 - Reviewing Options	Surrey Heartlands (91 practices) reported 56 137 unprocessed documents with an additional 2 practices that had closed down. Investigations into the data revealed: - Auriol Medical Practice (SD) closed in May 2017. Cannot be reported as servers destroyed by CSU. - Ashford Health Centre (NWS) closed in March 2017. Data uncovered and reported via second reporting cycle. Ongoing discussions with NHSE with regards to reimbursement responsibility. RAG rating reviewed by Nikki Mallinder. No changes made	Amber	12-Dec-18	Mallinder, Nikki	11-Jan-19	Escalated to PCCC	
I-020	NWS, G&W	01-Feb-18	Fuller, Claire	Open	Mallinder, Nikki		All	All	GMS	Yes	NHSPS Leases 18 GP practices who occupy NHSPS owned properties without leases. NHSPS is working on new leases which are disproportionate to current market rent with regard to high services charges	Risk of practices no resolution between practices and NHSPS landlord May destabilize GP practices	2 - Medium	2 - Medium	4	NHSE/CCG supporting practices to negotiate new leases with NHSPS landlords	Ongoing	2 - Reviewing Options	No movement  RAG rating reviewed by Mandeep Singh. No changes made	Amber	12-Dec-19	Singh, Mandeep	11-Jan-19	Escalated to PCCC	

ISSUES				
Impact		Priority		
		1 Low	2 Medium	3 High
1 Low		1	2	3
2 Medium		2	4	6
3 High		3	5	9

Impact on Primary Care:	1 Low, 2 Medium, 3 High
Priority for PCCC:	1 Low, 2 Medium, 3 High
Progress:	1 - Analysis Underway 2 - Reviewing Options 3 - Solution Identified 4 - Solution in Delivery 5 - Implemented Final Solution 6 - Pending Closure