

Title of Report:	PCCCiC Part One Issues Log – March 2019	
Status:	TO NOTE	
Committee:	PCCCiC Part One	Date: 08/03/2019
Venue:	G&W CCG, Dominion House, Woodbridge Road, Guildford, GU1 4PU	

Presented by:	Helen Snelling, Head of Primary Care Contracting Surrey Heartlands CCGs	
Executive Lead sign off:	Rachael Graham, Deputy Director of Contracts Non Acute and Primary Care	Date: 28/02/2019
Author(s):	Caroline Buffey, Primary Care Contracts Support Officer	

Governance:

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

Executive Summary:

<p>Issue 007: Update to note Issue 011: Update to note Issue 013: Update to note Issue 017: Update to note Issue 020: Update to note Issue 021: Update to note</p>

Implications:

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

Is an Equality Analysis required?	N/A
Any Patient and Public Engagement/ consultation required?	N/A
Potential risk(s) ? (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	Issue Response	Update			Current RAG	Date of Last Update	Last Update By
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 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	We have opened up our escalation programme to Surrey Downs. Ongoing - escalations meetings direct with PCSE are scheduled.	Red	01-Feb-19	Snelling, Helen	08-Mar-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	NON-Reimbursables: Lack of information shared between NHSPS, NHSE regarding service charges. Reimbursables: 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	Amber	01-Feb-19	Singh, Mandeep	08-Mar-19	Escalated to PCCC	
I-013	NWS, G&W	07-Apr-17	Thorburn, Karen	Open	Mallinder, Nikki		All	All	All	Yes	GP Forward View - Workforce Continuing local and national challenges to recruit GPs to post and enhanced skill set in primary care.	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	08-Mar-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	08-Mar-19	Escalated to PCCC	
I-021	NWS, G&W	27-Feb-19	Graham, Rachel	Open	Snelling, Helen		All	all	GMS	Yes	Transferring clinical waste management to new provider	Unable to deliver current services to practices	1 - Low 1 - Low		New provider identified	Ongoing	3 - Solution Identified	NEW Issue opened. CCG ability to join NHSE programme following procurement for a new management provider. Contractual arrangements being put into place.	Green	27-Feb-19	Snelling, Helen	08-Mar-19		
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	01-Feb-19	Singh, Mandeep	08-Mar-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	6	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

Status	Probability (Risks)	Impact (Risks)	Impact (Issues)	Priority (Issues)	Risk Responses	Yes/No	Escalation Assessment	Progress (Issues)
Open	0 - Closed	0 - Closed	1 - Low	1 - Low	Accept	Yes	Escalated to PCCC	1 - Analysis Underway
Closed	1 - Rare	1 - Negligible	2 - Medium	2 - Medium	Avoid	No	Escalated to OMG	2 - Reviewing Options
	2 - Unlikely	2 - Minor	3 - High	3 - High	Reduce		Escalated to NHSE	3 - Solution Identified
	3 - Possible	3 - Moderate			Share		Escalated to an Issue	4 - Solution in Delivery
	4 - Likely	4 - Major			Transfer		Escalated to CPN	5 - Implemented Final Solution
	5 - Almost Certain	5 - Catastrophic						6 - Pending Closure