

Agenda item: 9
Paper no: 9

Title of Report:	Issues Log	
Status:	TO APPROVE	
Committee:	Primary Care Commissioning Committees In Common Part One	Date: 13/09/2019
Venue:	Board Room, Third Floor, NHS G&W CCG, Dominion House, Woodbridge Road, Guildford, Surrey, GU1 4PU	

Presented by:	Helen Snelling, Head of Primary Care Contracting, NHS Surrey Heartlands CCGs	
Executive Director Lead sign off:	Rachael Graham, Deputy Director of Contracts, Non Acute and Primary Care, NHS Surrey Heartlands CCGs	Date: 01/09/2019
Author(s):	Paul Coppini – Primary Care Contracts Manager, NHS Surrey Heartlands CCGs	

Governance:

Conflict of Interest: The Author considers:	None identified	✓
Previous Reporting: (relevant committees/ forums this paper has previously been presented to)	N/A Committee name: Meeting date: Outcome:	
Freedom of Information: The Author considers:	Open – no exemption applies. Part I paper suitable for publication.	✓

Executive Summary:

Issue 007: Ongoing Issue 011: Ongoing Issue 013: Ongoing Issue 020: Ongoing
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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 • Objective 6: Commissioning a safe and sustainable Children's service
What is the financial/ resource required?	None

What legislation, policy or other guidance is relevant?	NHS England directive and policy.
Is an Equality Analysis required?	Not required.
Any Patient and Public Engagement/consultation required?	Not required.
Potential risk(s) ? (including reputational)	Refer to attached Issues Log.

Recommendation(s):

To note the issues reported.

Next Steps:

Primary Care Team to continue to monitor and react to issues identified.

Primary Care Commissioning Committee
Issues Log Summary
Part 1 PCOG August/PCCC September 2019

Executive Summary:

All potential issues are considered by PCOG prior to inclusion in the formal Issues Log. Each identified Issue will be allocated an owner who will be responsible for reviewing and updating the Issue as required. The Issue Log is a standing item on the PCOG and PCCC agendas.

Next steps:

- Seek feedback/comments from PCCC regarding layout/content of Issue Log.
- Summary and revise appropriately.

Summary of Issues to Note:

Issue No	CCG	Issue Description	Status/Recommendation to PCCC
1-007	SH	PCSE service delivery concerns.	Ongoing.
1-011	SH	NHSE/NHSPS Non-Reimbursable/Reimbursable service/rent charges.	Ongoing.
1-013	SH	GP Workforce	Ongoing.
1-020	SH	NHSPS Leases	Ongoing.

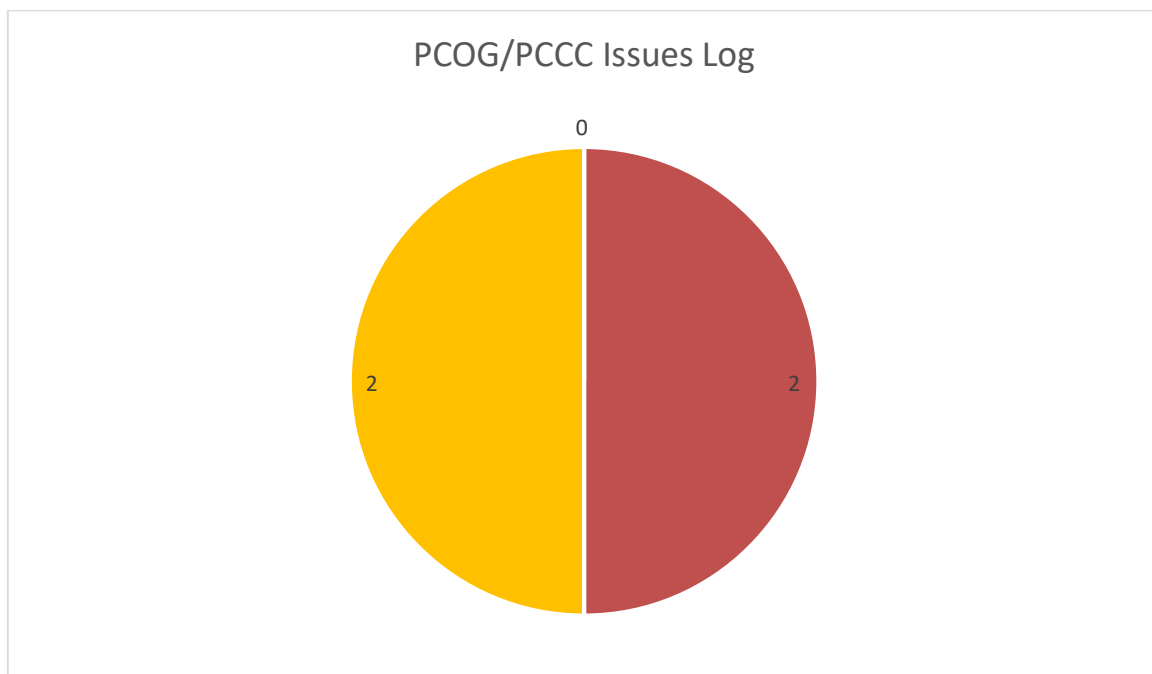
		ISSUES		
		Priority		
		1 Low	2 Medium	3 High
Impact	1 Low	1	2	3
	2 Medium	2	4	6
	3 High	3	6	9

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

Appendices:

Primary Care Co-Commissioning Issues Log - Committees In Common Part 1
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Additional Information:



Risk Register Summary

PCCC Part 1 - September 2019

Working together as the Surrey Heartlands Clinical Commissioning Groups

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

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			Issue Response	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
I-007	SH	04-Aug-16	Snelling, Helen	Open	Graham, Rachel		All	All	All	Yes	PCSE Capita 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 2 - Medium	4	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	Service delivery has improved. PCSE provided checklist for CCG and practices to ensure queries are dealt with efficiently. Reduced priority score to medium. Monthly escalation meetings with PCSE and continue to review outstanding issues.	Red	20-Aug-19	Snelling, Helen	13-Sep-19	Escalated to PCCC	Please refer to standing agenda item for updates.
I-011	SH	16-Dec-16	Singh, Manddeep	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 change	Amber	19-Aug-19	Andy Law	13-Sep-19	Escalated to PCCC	
I-013	SH	07-Apr-17	Thorburn, Karen	Open	Mallinder, Nikki		All	All	All	Yes	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	6	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	PCCC to receive quarterly update on workforce changes. Team currently working on related recruitment and retention strategies. No further update.	Green	20-Aug-19	Mallinder, Nikki	13-Sep-19	Escalated to PCCC	
I-020	SH	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	For 2018/19 charging schedules for reimbursable costs have been received from NHS Property Services. The CCG is in the process of agreeing these values with practices and where agreement is made will make the appropriate payment to practices from August.	Amber	19-Aug-19	Andy Law	13-Sep-19	Escalated to PCCC	

ISSUES				
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2 Medium	2	2	4	6
3 High	3	3	6	9

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