

# NHS Croydon CCG

Our Role in relation to General Practice:

Commissioner of Local Services  
Quality Improvement  
Developing Co - Commissioner

Longer, healthier lives for  
all the people in Croydon



## Locally Commissioned Services are:

- Services commissioned by CCGs to meet local needs and priorities which are outside the standard primary care contract services
- Often follow national service specifications but can be specifically developed locally
- Local services range from supporting those with long terms conditions like COPD and Diabetes to locally provided services like Phlebotomy and Minor Surgery

Examples of recent developments are:

- ECG – providing ECG within general practice with interpretation support
- Pre-Operative Check (Hernia) – assessment conducted in general practices



# Quality Improvement

- Statutory duty to support quality improvement in general practice
- Work closely with NHSE Local Area Team who deliver performance role
- Challenging encouraging practices to improve while maintaining positive clinical engagement
- Two strands:
  - Practice Delivery and Development Scheme is a CCG enabler strategy which strengthens Primary Care and helps deliver the out of hospital agenda
  - Primary Care Variation Strategy



# Quality Improvement - Practice Delivery and Development Scheme

## Practice specific plans:

- Prescribing, Urgent Care, Planned Care
  - Peer review
  - Embedding good practice such as:
    - » Clinical review of routine referrals
    - » MDT
    - » Care Planning for Older Adults and LTCs

## Network level plans:

- Identified Local Priorities
  - Collaborative working and problems solving
  - Drives clinical discussion and peer review



# Quality Improvement - Primary Care Variation

## ■ Supporting member practices to understand variation and change

- Builds and furthers the Practice Delivery and Development Scheme
- Practice specific support
  - » Practice scorecard covering range of areas to identify variation (in development)
  - » Practice visits to understand variations, challenges and good practice
  - » Resulting in clinically led plans to drive improvement
  - » Prioritised based on:
    - Clinical need
    - Areas of wide variation at practice level
    - Taking account of GPOS, JSNA and Public Health profiles

## Focus Areas for Quality Improvement

1. Diagnosis
2. Referral
3. Prescribing
4. Acute Illness
5. Long term conditions
6. Health Promotion
7. Accessibility to Services
8. Continuity of Care
9. Engagement & Involvement of Patients
10. Comprehensive services
11. Patient Centred
12. Co-ordination of care



# National Patient Experience Survey - Overall Experience and Access

- Published July 2014
- Available by Practice and Network
- Overall Improvement against July 2013 in
  - Convenience of opening hours
  - Ease of getting through on phone
  - Able to get an appointment
  - Same/next day appointments
  - Waiting less than 15 mins
  - Helpfulness at reception

**Overall experience**

Indicator	Networks (rating range)	Croydon	London	England
Overall experience of GP surgery (% good)	77.9% - 88.6%	83.40%	81.40%	85.70%
Would recommend to someone new to local area (%)	66.7% - 81.6%	75.10%	74.10%	78.70%

**Access**

Indicator	Networks (rating range)	Croydon	London	England
<b>Reception</b>				
Helpfulness of receptionist (% helpful)	84.1% - 93.4%	89.20%	86.80%	89.10%
Overheard at reception and not happy about it (%)	23.7% - 33.6%	28.70%	27.70%	26.20%

**Opening hours**

Satisfaction with opening hours (% satisfied)	73.8% - 82.3%	77.80%	77.40%	79.90%
Opening hours are convenient (%)	72.7% - 80.9%	75.80%	76.10%	79.90%

**Out of hours**

Know how to contact an out-of-hours GP service (%)	39.4% - 52.2%	45.30%	44.90%	55.80%
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**Phoning the surgery**

Ease of getting through on the phone (% easy)	62.1% - 86.3%	75.80%	72.40%	75.50%
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**Booking appointments**

Overall experience making an appointment (% good)	65.9% - 83.8%	73.50%	70.70%	74.60%
Able to get an appointment (%)	83.9% - 92.3%	87.60%	85.90%	88.80%
Had to call back to get an appointment (%)	9.9% - 19.2%	14.60%	14.40%	13.50%
Appointment time was convenient (%)	87.4% - 93.5%	90.30%	88.90%	91.90%
Saw/spoke to GP/nurse same or next day (%)	36.7% - 60.3%	48.50%	46.20%	50.70%

**Waiting time**

Normally wait less than 15 minutes to be seen (%)	53.6% - 75.0%	65.60%	64.90%	72.20%
Impression of waiting time (% not too long)	41.8% - 61.9%	54.10%	54.30%	62.40%

**Seeing a doctor or nurse**

Seen/spoken to doctor in last 6 months (%)	72.9% - 76.5%	74.50%	74.10%	71.90%
Seen/spoken to a nurse in last 6 months (%)	49.4% - 53.0%	51.30%	48.20%	52.90%
Seeing preferred GP (% always/a lot of the time)	41.0% - 67.4%	54.00%	55.40%	61.00%



# Co-Commissioning

- Means giving local CCGs greater influence over the way NHS funding is being utilised locally to deliver improvements in primary care for their local populations.
- Croydon CCG has submitted a joint expression of interest to co-commission with the South West London Commissioning Collaborative
- Croydon CCG is keen to include GP contractual elements for Older Adults Over 65 in its scope for Outcome Based Commissioning



# Co-Commissioning

Successful co-commissioning could provide a number of benefits for patients, primary care and CCGs, including;

- Focus on outcomes of patient care
- Focus on meeting the needs defined by patients
- Increased integration over care pathways
- Ability to influence primary care commissioning decision making
- Providing a more rounded picture of practices and the level of services provided
- Providing a mechanism to shift money across the system which can be tailored to local need
- Reduce inequalities in health provision across the localities
- Reducing confusion amongst practices over contractual matters

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