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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	22 August 2019	Agenda Item	4.3
Report Title	Progress to implement changes to Primary and Community Service (PCS) Monthly Performance Statement		
Report Author	Andy Griffiths, Interim Head of PCS Development		
Report Sponsor	Hilary Dover, Director Primary & Community Services		
Presented by	Helen Kemp, Clinical Director for Quality and Safety, PC&CS Unit		
Freedom of Information	Open		
Purpose of the Report	Provide an update on progress to develop the PCS monthly performance statement.		
Key Issues	<p>Enhancements to the Monthly Performance Statement have been made following liaison with Chair of Performance and Finance Committee and the Associate Director of Performance.</p> <p>A 3 phase programme of introduction is in place. Phase one of the new measures was implemented from July 2019, with baseline information being introduced (on an SBU footprint) basis where possible.</p> <p>Phase two measures will be required for reporting by the end of Quarter 2 (October 2019).</p> <p>The timeline for phase three measures roll out is still to be agreed.</p> <p>PCS will be attending the SBUHB Performance and Finance Committee to further discuss and agree the measures (as necessary).</p>		
Specific Action Required (please choose one only)	Information	Discussion	Assurance
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Recommendations	<p>Members are asked to:</p> <p>Note the ongoing progress to report and improve on the PCS monthly performance statement</p> <p>Consider other data (qualitative and/or quantitative) that may be useful to roll out in future.</p>		

Progress to implement changes to Primary and Community Service (PCS) Monthly Performance Statement

1. INTRODUCTION

This report outlines progress made to implement the agreed additions to the PCS Monthly Performance Statement.

2. BACKGROUND

Background to this paper is as follows:-

Process	Date	Summary
PCS Board paper	January 2019	Agreed to progress changes to statement
Workshop	February 2019	PCS HoS and Directors reviewed existing measures and suggested additional measures
PCS Forum	April 2019	'Tested out' additional measures and further enhancements made.
PCS, Vice Chair and Associate Director of Performance meeting	June 2019	Agreed final list of measures on phased basis

Based on discussions during the PCS Forum and following invitation to colleagues for any further comments to be made, a 'final draft' version of additional measures was developed. Work to establish data availability and reliability was undertaken and a phased approach to implementation was recommended as outlined in the table below:-

Service Area	Measure	Outcome	Phase	Frequency
Dentistry	Fluoride Varnish Rates	Reduction in dental caries	1	Quarterly
Dentistry	Adult patients re-attending NHS Primary Dental Care between 6-9 months	Effective and efficient use of resources.	1	Monthly
Restorative Dentistry	% of patients with a RTT (referral to stage 1) of 26 weeks or less	Access and timeliness quality measure	1	Monthly
Community Pharmacy	Common Ailment Scheme (No of consultations provided)	Increased access to Cluster services (prudent healthcare)	1	Monthly
Eye Care	Provision of numbers of patients receiving care from Low Vision Services	Improved access/quality for eye health	1	Quarterly

Eye Care	Provision of numbers of patients receiving care from EHEW	Improved access/quality for eye health	1	Quarterly
Staying Healthy – Children and Young People	HPV Vaccine Rates Number and %	Proportion of population immunised – link to reduction in cervical and oral cancer rates	1	Annual
Children and Young People	Health Visitor compliance data with key phases of Healthy Child Wales programme – number and %	Staying Healthy	1	Monthly
GP OOH	Number and % of OOH/111 patients prioritised as P1CT/P2CT/P3CT that started their definitive clinical assessment within 1, 2 or 4 hours of their initial call being answered	Access and timeliness quality measure	1	Monthly
GP OOH	Number and % of OOH/111 patients prioritised as P1F2F/P2F2F/P3F2F requiring a Primary Care Centre (PCC) based appointment seen within 1, 2 or 6 hours following completion of their definitive clinical assessment	Access and timeliness quality measure	1	Monthly
GP OOH	List of common outcome disposition by Health Board Number and %	Access and timeliness quality measure	1	Monthly
Community Resource Team	Hospital admissions or USC admissions avoided	SBU service impact measure = Hospital bed days saved	1	Monthly
Workforce	Bank and Agency Usage	Workforce sustainability	1	Monthly
Restorative Dentistry	Special Care Dentistry and Restorative Dentistry to be separated	Access and timeliness quality measure	2	TBA
Community Nursing and Clusters	End of Life Care measures – This should align to DN Principles	Quality measure regarding dignity and dying in place of choice	2	TBA
GP	GP sustainability score above 52	Service Sustainability	2	TBA
GP	GMS access targets for Wales (MDT)	Access and timeliness quality measure	2	TBA
GP	Telephone First	Access and timeliness quality measure	2	TBA

	% and number - impact data of F2F appointments made after Telephone First			
Primary Care Measures	3 priority measures 1. Smoking Cessation 2. Compliance with the 8 key care processes for Diabetes (Cluster level reporting) 3. Antimicrobial Prescribing in Primary Care	Outcome measures agreed via PCM Task and Finish Group.	2	TBA
All Areas	Service area waiting lists This measure is to be inclusive of all therapies and separate community and hospital work and report them side by side	Access quality measure	2	TBA
TBA	FUNB lists (not currently included) – as above to separate community and hospital	Access quality measure	2	TBA

Service Area	Measure	Outcome	Phase	Comment
Community Pharmacy	Smoking Cessation Number and %	Reduced smoking rates and improved population health. Access and timeliness quality measure	TBA	Need to ensure that all Smoking cessation reporting is aligned.
Community Pharmacy	Flu programme data	Improved protection	TBA	To be aligned with wider flu data.
Community Pharmacy	UTI Interventions	Access and timeliness quality measure	TBA	Clarity required over impact.
Children and Young People	Breast Feeding Data	Use national evidence regarding improvements for infant health	TBA	Unclear if measure can be successfully reported
Clusters	Cluster Maturity Framework	Service sustainability	TBA	Ongoing work to clarify which measures to use.

Reporting Timelines

Phase one measures have been reported within the monthly performance statement as of July 2019.

PCS members will be attending the SBUHB Performance and Finance Committee (P&F) to present and discuss the additional measures in September 2019. This will be the first opportunity to do this. PCS will work with P&F Committee to further refine the measures throughout 2019/20.

Phase two measures are being reviewed further with regard to data availability and validity with the aim of reporting these measures on the Performance Statement by the end of October 2019. Exceptions will require further discussion and escalation to the P&F committee.

A further set of measures remain 'to be agreed' (TBA) in terms of roll out. These are measures that PCS aspire to implement, however, further work is required to ensure the data availability, validity and quality would be sufficiently robust to allow PCS to report.

3. GOVERNANCE AND RISK ISSUES

The recommended additions to the monthly performance statement will allow the PCS Unit to report relevant data regarding PCS services which in turn will provide the Health Board with a broader and more accurate picture of the impact that PCS are having. The measures can provide an assurance framework across a wide range of Primary Care services, as well as offering a tool to measure and evaluate quality improvement initiatives.

It is recognised that the measures as they stand cannot offer a comprehensive view of Primary Care and Community Services, but will allow for monitoring and evaluation within certain priority areas.

4. FINANCIAL IMPLICATIONS

There are no financial implications.

5. RECOMMENDATION

PCS Board are asked to:-

1. Note the progress made to date regarding the reporting for the PCS monthly performance statement and the ongoing programme of work required to complete this task.

2. Consider the development of qualitative measures to complement quantitative data for example thematic analysis of complaints and incidents, patient feedback and empowering the patient voice
3. Ensure that adequate resource is available in developing, measuring and evaluating the measures

Governance and Assurance		
Link to Enabling Objectives <i>(please choose)</i>	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
Health and Care Standards		
<i>(please choose)</i>	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
Improved reporting and performance measures will provide opportunity for targeted scrutiny and improvements.		
Financial Implications		
No direct financial implications.		
Legal Implications (including equality and diversity assessment)		
None specific		
Staffing Implications		
Improved performance in managing and support staff via PADR, sickness and mandatory training		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
Report History	February 2019 – PCS Board paper April 2019 – PCS Forum paper	

Appendices	
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