

Title of meeting:		Primary Care Joint Commissioning Committee (JCC) Committees in Common (CIC).	
Date of Meeting	12 th April 2016	Paper Number	7
Title	Primary Care Strategy Key Performance Indicators		
Sponsoring Director (name and job title)	Nicky Cartwright Interim Director of Strategy & Commissioning		
Sponsoring Clinical / Lay Lead (name and job title)			
Author(s)	Jacky Walters Programme Lead		
Purpose	To have in place Key Performance Indicators (KPIs) for Primary Care		
The Primary Care Joint Commissioning Committee is required to (please tick)			
Approve	<input checked="" type="checkbox"/>	Receive	<input type="checkbox"/>
Discuss	<input checked="" type="checkbox"/>	Note	<input type="checkbox"/>
Risk and Assurance <i>(outline the key risks / where to find mitigation plan in the attached paper and any assurances obtained)</i>	By having KPIs in place the JCC CIC can assure itself that key areas of primary care strategy are being delivered.		
Legal implications/regulatory requirements	Meets some MUST DO elements mandated in 5 Year Forward View		
Public Sector Equality Duty	The KPIs will require that there is equality for East Berkshire		
Links to the NHS Constitution (relevant patient/staff rights)	<p>The NHS provides a comprehensive service available to all.</p> <p>Access to NHS services is based on clinical need, not an individual's ability to pay</p> <p>The NHS aspires to the highest standards of excellence and professionalism</p> <p>The NHS aspires to put patients at the heart of everything it does</p> <p>The NHS works across organisational boundaries and in partnership with other organisations in the interest of patients, local communities and the wider population.</p> <p>The NHS is committed to providing best value for taxpayers' money and the most effective, fair and sustainable use of finite resources</p> <p>The NHS is accountable to the public, communities and patients that it serves</p>		
Strategic Fit <i>Primary Care strategy? and Other relevant strategies</i>	<p>Five Year Forward View</p> <p>Service Transformation Plan</p> <p>Primary Care Sustainability and Transformation Plans</p>		

<p>Commercial and Financial Implications <i>(Identify how the proposal impacts on existing contract arrangements and have these been incorporated?)</i></p> <p><i>Include date Deputy CFO has signed off the affordability and has this been incorporated within the financial plan. Include details of funding source(s)</i></p>	<p>There is no new funding associated with measuring these KPIs</p> <p>Date Deputy CFO sign off</p>
<p>Quality Focus <i>(Identify how this proposal impacts on the quality of services received by patients and/or the achievement of key performance targets</i> <i>Include date the Director of Nursing has signed off the quality implications)</i></p>	<p>All KPIs are quality based and relate to improving the patient experience and outcomes</p> <p>Date Director of Nursing sign off.....</p>
<p>Clinical Engagement <i>Outline the clinical engagement that has been undertaken</i></p>	<p>None at this point</p>
<p>Consultation, public engagement & partnership working implications/impact</p>	<p>Contribution through CCG primary care development work and priority areas discussed at January JCC meetings</p>
<p>NHS Outcomes <i>Please indicate (highlight) which Domain this paper sits within by highlighting or ticking below:</i> <i>Please note there may be more than one Domain.</i></p>	<p>Domain 1 Preventing people from dying prematurely;</p> <p>Domain 2 Enhancing quality of life for people with long-term conditions;</p> <p>Domain 3 Helping people to recover from episodes of ill health or following injury;</p> <p>Domain 4 Ensuring that people have a positive experience of care; and</p> <p>Domain 5 Treating and caring for people in a safe environment; and protecting them from avoidable harm.</p>
<p>Co-Commissioning governance</p>	
<p>Which CCG does this Paper relate to or potentially affect?</p>	<p>Slough <input checked="" type="checkbox"/> WAM <input checked="" type="checkbox"/> Bracknell & Ascot <input checked="" type="checkbox"/></p>
<p>Is this paper related to a CCG statutory function?</p>	<p>Yes Delegated commissioning of primary care</p>
<p>Is this paper related to a NHS England statutory function?</p>	<p>Yes Commissioning of Primary Care</p>
<p>Potential conflicts of interest (who for?) <i>GP's, Practice Managers, Federations, Councils,</i></p>	<p>GPs</p>
<p>Are all voting members eligible to vote?</p>	<p>YES</p>
<p><u>Executive Summary</u> The responsibility of the JCC CIC is to monitor the approach to commissioning of primary care services, undertake reviews and monitor delivery and outcomes of contracts and oversee the delivery</p>	

of primary care strategy. These KPIs will support those functions as well as demonstrate that there is joint working with partners and connectivity across the other CCG strategies that are interdependent on the delivery of high quality primary care.

There are 11 indicators proposed as part of this paper and the JCC CIC is ask to consider these and approve or advise of further work to be undertaken. The paper will provide background details.

- 1 There will be a 3% increase on the % of patients who said they had a good experience of making an appointment.
- 2 All practices will have a consistent out of hours phone message on their practice phones
- 3 All practices will agree consistent written key messaging for patients about access to primary care.
- 4 20% of the population will have access to weekend/evening routine GP appointments
- 5 There will be same-day GP appts for over 75s who need them.
- 6 Set a trajectory to increase Primary Care Professionals in the local workforce
- 7 80% of repeat prescriptions to be transmitted electronically using EPS Release 2 by 31 March 2017
- 8 100% of practices provide online access to clinical correspondence for patients by March 2017.
- 9 10% of registered patients to be using one or more online services by 31 March 2017
- 10 20% more elective referrals than at March 2016 to be made electronically using the NHS e-Referral Service by 31 March 2017
- 11 100% of practices will be CQC rated as good or above by March 2017

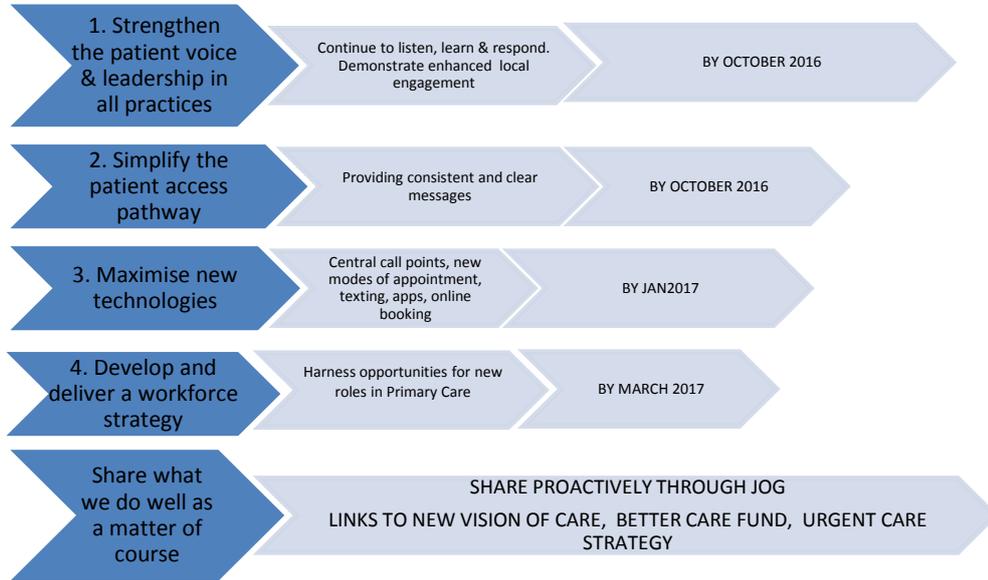
Recommendation(s)

That the JCC CIC approves the suggested indicators to be monitored in 2016-17 and that JOG will oversee these outcomes.

<u>Chairs Use Only</u>	
Any known conflicted committee members from Declarations of Interest register?	

Primary Care Strategy Key Performance Indicators

At the January meetings of the Primary Care Joint Commissioning Committees there was a presentation of the areas of strategy for primary care that were common to all three CCGs. It was recognised that there were 4 key areas where work should be progressed and the graphic below was discussed.



This piece of work has been developed further to establish the key performance areas that can be monitored through the Joint Commissioning Committee Meetings in Common (JCC CIC). Eleven KPI's have been selected to reflect the 5 Year Forward View mandate, the Care Quality Commission (CQC) inspection standards and the GMS and PMS contracts guidance for 2016-17. They will also be enablers to meeting the primary care strategies for the CCGs.

The table below explains the origin of the indicators and their fit to the local sustainability and transformation plans for East Berkshire.

	2016-17 Key Performance Indicator (KPI)	Rationale	Source
1	There will be a 3% increase on the % of patients who said they had a good experience of making an appointment.	Supports wider system if patients can get appts.	Quality premium national measure 20% reward
2	All practices will have a consistent out of hours phone message on their practice phones	Patients want more consistency & clarity to access primary care	Healthwatch
3	All practices will agree consistent written key messaging for patients about access to primary care.	Patients want more consistency & clarity to access primary care	Healthwatch
4	20% of the population will have access to weekend/evening routine GP appointments over seven days where patients need it.	Seven day access 'must do' area	Five Year Forward view mandate 'Must do'

5	There will be same-day GP appts for over 75s who need them.	TBC	Five Year Forward view mandate
6	Set a trajectory to increase Primary Care Professionals in the local workforce	Sustainability & quality 'must do' area	Five Year Forward view mandate
7	80% of repeat prescriptions to be transmitted electronically using EPS Release 2 by 31 March 2017	Technical enablers to improve access, patient experience and self-care opportunities.	Five Year Forward view mandate
8	100% of practices provide online access to clinical correspondence for patients by March 2017.		Five Year Forward view mandate
9	10% of registered patients to be using one or more online services by 31 March 2017		Five Year Forward view mandate
10	20% more elective referrals than at March 2016 to be made electronically using the NHS e-Referral Service by 31 March 2017	Towards a paper free NHS	Quality premium national measure 20% reward
11	100% of practices will be CQC rated as good or above by March 2017	Quality 'must do' area.	Five Year Forward view