

Managing Director's Report – January 2018**Primary Care Commissioning Committee**

The Primary Care Commissioning Committee has continued to meet monthly. The committee has discussed a range of important issues. In November and December these have included:

- Primary care risk register
- GP at Hand
- Primary care strategy update
- Primary care estate
- Primary Care budget
- Out of hospital services
- Sands End Medical Centre / South Fulham Practice Merger
- Primary care investment 2017/18 business case
- Enhanced primary care contract
- PMS review
- Arrangements for accessing GP appointments outside of core GP opening hours and over the Christmas period (P)

A significant amount of discussion has taken place at both the November and December meetings relating to the digital service offer launched by the GP at Hand practice. At the committee meeting in November there was a detailed discussion about the service, the clinical review and the proposed sub-contracting arrangements put forward by the GP at Hand practice. The committee also received the practices response to the clinical review and the proposed mitigating actions and revised rollout model in order to assure themselves that the issues and concerns raised in the clinical review had been addressed. The November meeting discussed a number of concerns raised by the Local Medical Committee on a number of aspects that had arisen during the practice going live with the service. The committee approved the sub-contracting arrangements and agreed to lift the notice of objection to the previous subcontracting notice issued on 20 September 2017. The Committee also agreed that there should be an independent evaluation of the service. The scope of the evaluation would consider the implications for Hammersmith and Fulham and wider within NHSE to ensure collective authority. It was agreed that the LMC would be involved in the scoping of the review.

At the December meeting the Committee were provided with an update on the progress with developing the scope for the independent evaluation. The Committee were advised that the National NHS England team were supporting the scoping of the evaluation and that an initial meeting took place on 14 December including national, regional and CCG colleagues and clinicians. The evaluation would include consideration of the CCG financial risk as well as how the development of GP at Hand would be considered in light of national policy around accountable and place-based care. Consideration of patient safeguarding matters would also be part of the scope of the evaluation.

The Committee were advised that specific work would be undertaken in relation to the equalities impact of the establishment of the digital service both at the local practice level and across the wider Hammersmith and Fulham community.

London Healthy Workplace Charter success

Following a full day assessment and evaluation on 24 October the CCG has successfully been awarded 'Achievement' level of the London Healthy Workplace Charter. This award rewards the CCG's commitment to ensuring that staff can feel confident that they are working in a supportive and caring environment. The award is the product of months of diligent work and evidence-gathering by members of our OD working group. Verifiers were particularly impressed with:

- Our comprehensive induction pack is for new starters
- The Time to Change initiative
- The compilation of information on local gyms
- The healthy eating workshop organised for staff
- The level of senior commitment from the CCG team

Patient Reference Group

There was a regular Patient Reference Group meeting held at the beginning of December. This is a key local group who provide us with feedback on local services and support us in providing engagement opportunities across the committee. The PRG also acts as a local community sharing resource where members can network and share information about what they are doing and how people can get involved. The December meeting was a very energising meeting. There were presentations from the CCG on GP at Hand and an engagement session on primary care investment. One of the community grant projects presented on the Magic Table, an interactive activity for people with dementia.

London Healthy Workplace Charter Awards Ceremony

On 13 November the CCG received its certificate at "Achievement" level of the London Healthy Workplace Charter. This is very positive for the CCG and demonstrates our commitment to ensure that staff have a healthy environment in which to work. The CCG received some very positive feedback from the scheme verifiers who were impressed with a number of initiatives that we have in place for supporting staff.

Primary care out of hospital and outcomes workshop

At the end of November the primary care team and the engagement team ran a workshop at St Paul's church for patients and the public on out of hospital services and outcomes. The participants provided a great deal of useful feedback to help inform the out of hospitals services review. This type of engagement is part of our commitment to ensuring that we engage with stakeholders on an on going basis.

Assessment results: Patient and Community Engagement Indicator

In November the CCG received the results of our NHS England assessment on patient and community engagement. We received an overall 'Green' RAG rating, and scored very highly overall:

- Domain A (involving the public in governance, implementing assurance and improvement systems, and holding providers to account): 3/3 – 'Outstanding'
- Domain B (demonstrating public involvement in Annual Reports): 3/3 – 'Outstanding'
- Domain C (explaining public involvement in commissioning plans; promoting and publicising public involvement; assessing, planning and taking action to involve; providing support for effective
- Engagement): 3/3 – 'Outstanding'
- Domain D (feeding back and evaluating): 2/3 – 'Good'
- Domain E (advancing equality and reducing health inequality): 2/3 – 'Good'

NHS England commended the CCG on its engagement forward planner and the way in which the Patient Reference Group feeds into the STP processes. They recommended that, although the CCG offers the choice of ensuring information is in easy read and different languages; this could be enhanced by the use of podcasts and video. Also the CCG, on its webpages, provides an offer of ensuring information will be in easy read format or braille or different languages however, it was felt that as these need to be requested this can result in excluding people. NHS England also recommended that the CCG includes details of a named person and contact number on their website for people to talk to who want to attend meetings of the Governing Body in public.

Janet Cree
Managing Director
Hammersmith and Fulham Clinical Commissioning Group
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