

This report provides a summary of achievement against a number quality indicators for all NWL Practices

Data has been gathered from the following sources:

GP Patient Survey - 02-01-2018 to 06-04-2018 published August 2018

Complaints - future.nhs.uk publication May 2018

Child Safeguarding Training - Self Declaration December 2017

Adult Safeguarding - TBD

Prevent Training - Self Declaration December 2017

Series Incidents - TBD

Learning Disability Health Checks - NHS Digital Q4 publication

Infection Control - Self Declaration December 2017

CQC Rating - future.nhs.uk publication as at 06/08/2018

Data Notes and Assumptions

** GP Patient survey - Good includes very good and fairly good - Poor includes very poor and fairly poor.

***GP Patient survey - Where # of responses is under 5 rates have not been calculated

**** Where result is reported as "0%" this means "0%" not "nil return"

Indicators highlighted in red:

Adult Safeguarding data currently not returned to NHSE

Significant event analysis data currently not returned to NHSE

Serious untoward incident Data currently not returned to NHSE

Primary Care Quality Dashboard - Hammersmith & Fulham CCG - Sept 2018

Quality Standards				Reporting Frequency/Period Covered/Key for CQC Rating	London Average	Primary Care Network						Primary Care Network							
Level 1: Standards which should be deemed essential for every practice to deliver	Level 2: Standards which should be deemed an addition to level 1 and should be a progression from the 2essential "expectations"	Level 3: Standards which should be deemed "of the highest quality" and reflecting best practice	Below Level 1			Data for indicator was not submitted	E85005	E85077	E85624	E85659	E85748	Y02906	E85048	Y02589	E85042	E85055	E85020	E85003	
						The Surgery, Dr Dasgupta & Partners	Shepherds Bush Medical Centre	Dr Uppal & Partn, Parkview Ctr For H&W	Dr Rk Kukar, Parkview Ctr For H&W	The Medical Centre, Dr Kukar	Canberra Old Oak Surgery	Dr Canisius & Dr Hasan, Parkview Cfh&W	Hammersmith & Fulham Centres For Health	The New Surgery	The Bush Doctors	Brook Green Medical Centre	North End Medical Centre		
Access	The GP Patient Survey	Overall experience of making an appointment	Good	Annually-08/2018	69%	62%	80%	65%	60%	61%	48%	48%	86%	65%	69%	73%	59%		
			Poor		14%	14%	9%	18%	21%	22%	34%	35%	3%	15%	7%	12%	21%		
		% patients enabled for ONLINE	Feb 18 London Summary				40%	43%	41%	26%	28%	34%	21%	33%	24%	23%	39%	47%	
Patient Experience of Care	The GP Patient Survey 02/01/2018 to 6/4/2018	Overall experience of GP surgery	Good	Annually-08/2017	81%	76%	87%	62%	77%	70%	67%	74%	82%	81%	85%	98%	84%		
			Poor		7%	10%	5%	10%	14%	10%	14%	15%	4%	9%	3%	1%	7%		
		Surveys Sent					396	412	426	401	424	417	420	417	420	428	425	430	
		Responses Received					77	81	93	63	58	72	77	66	119	76	93	78	
		Response Rate					30%	19%	20%	22%	16%	14%	17%	18%	16%	28%	18%	22%	18%
		List Size - May 2018					3371	3442	6831	1897	6814	5957	6808	8446	5616	12055	14127	19698	
Safeguarding	Safeguarding Training	Children Safeguarding Training Level 1*	SelfDec Dec17																
		Children Safeguarding Training Level 2*	SelfDec Dec17																
		Children Safeguarding Training Level 3*	SelfDec Dec17																
		Adult's Safeguarding Training																	
		PREVENT Training	SelfDec Dec17																
		Serious Incidents (SI)	Incidents reported on STEIS																
Clinical Effectiveness	Health Improvement	% of Patients (14+) who had Learning Disability annual health Checks - Mar18			38%	57%	80%	100%	90%	89%	100%		78%	45%	0%	37%			
		Infection Control Compliance	SelfDec Dec17																
	Organisational Effectiveness	CQC rating as at 6 August 2018	Overall																
			Caring																
			Effective																
			Responsive																
			Safe																
Well-Led																			
		Significant Event Analysis	Number of events reported																

CQC Key: Outstanding (Blue), Good (Green), Improve Req (Yellow), Inadequate (Red), Not Inspected (Grey)

Primary Care Quality Dashboard - Hammersmith & Fulham CCG - Sept 2018

Quality Standards				Reporting Frequency/Period Covered/Key for CQC Rating	London Average	Primary Care Network												
Level 1: Standards which should be deemed essential for every practice to deliver	Level 2: Standards which should be deemed an addition to level 1 and should be a progression from the 2essential "expectations"	Level 3: Standards which should be deemed "of the highest quality" and reflecting best practice	Below Level 1			Data for indicator was not submitted	E85636	E85032	E85016	E85033	E85074	E85125	E85008	E85029	E85038	E85124	E85649	E85672
						Park Medical Centre	Ashchurch Surgery	Richford Gate Medical Centre	Hammersmith Surgery	Brook Green Surgery	Sterndale Surgery	The Surgery, 82 Lillie Road	The Medical Centre, Dr Jefferies & Partn	The Surgery, Dr Mangwana & Partners	Lillie Road Health Centre	Fulham Cross Medical Centre	Salisbury Surgery	
Access	The GP Patient Survey	Overall experience of making an appointment	Good	Annually-08/2018	69%	58%	76%	61%	65%	75%	49%	77%	46%	68%	65%	80%	94%	
			Poor		14%	17%	15%	16%	18%	16%	25%	11%	29%	11%	13%	6%	1%	
		% patients enabled for ONLINE	Feb 18 London Summary			19%	7%	22%	40%	27%	44%	21%	7%	8%	4%	16%	19%	
Patient Experience of Care	The GP Patient Survey 02/01/2018 to 6/4/2018	Overall experience of GP surgery	Good	Annually-08/2017	81%	82%	84%	86%	84%	79%	69%	90%	70%	69%	83%	86%	91%	
			Poor		7%	2%	6%	8%	6%	8%	12%	7%	17%	17%	6%	5%	2%	
		Surveys Sent			341	371	388	410	410	380	386	423	418	413	404	385		
		Responses Received			101	105	92	112	112	101	113	71	99	62	70	74		
		Response Rate		30%	30%	28%	24%	27%	27%	27%	29%	17%	24%	15%	17%	19%		
		List Size - May 2018			9766	4968	10623	10336	4834	4645	7767	13642	5189	26515	3015	1185		
Complaints - 1 Apr 2016 - 31 Mar 2017	Per 1000 Population		2.5	1.0		0.0	0.8		0.3	3.6	0.8	0.2	0.0	0.8				
	Number of complaints reported		24	5		0	4		2	49	4	4	0	1				
Safeguarding	Safeguarding Training	Children Safeguarding Training Level 1*	SelfDec	Dec17														
		Children Safeguarding Training Level 2*	SelfDec	Dec17														
		Children Safeguarding Training Level 3*	SelfDec	Dec17														
		Adult's Safeguarding Training																
		PREVENT Training	SelfDec	Dec17														
	Serious Incidents (SI)	Incidents reported on STEIS																
Clinical Effectiveness	Health Improvement	% of Patients (14+) who had Learning Disability annual health Checks - Mar18			55%	47%	70%	71%	14%				40%		0%	50%		
		Infection Control Compliance	SelfDec	Dec17														
	Organisational Effectiveness	CQC rating as at 6 August 2018	Overall															
			Caring															
			Effective															
			Responsive															
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Well-Led																		
Significant Event Analysis	Number of events reported																	

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Primary Care Quality Dashboard - Hammersmith & Fulham CCG - Sept 2018

Quality Standards				Reporting Frequency/Period Covered/Key for CQC Rating	London Average	Primary Care Network					
Level 1: Standards which should be deemed essential for every practice to deliver	Level 2: Standards which should be deemed an addition to level 1 and should be a progression from the 2 essential "expectations"	Level 3: Standards which should be deemed "of the highest quality" and reflecting best practice	Below Level 1			Data for indicator was not submitted	E85025	E85110	E85118	E85128	E85685
						Cassidy Road Medical Centre	The Surgery, Dr Das & Partners	The Fulham Medical Centre	Sands End Health Clinic	The Lilyville Surgery	Ashville Surgery
Access	The GP Patient Survey	Overall experience of making an appointment	Good	Annually-08/2018	69%	80%	81%	54%	68%	73%	69%
			Poor		14%	3%	7%	20%	14%	14%	17%
		% patients enabled for ONLINE	Feb 18 London Summary				34%	#N/A	34%	38%	42%
Patient Experience of Care	The GP Patient Survey 02/01/2018 to 6/4/2018	Overall experience of GP surgery	Good	Annually-08/2017	81%	82%	79%	83%	86%	86%	81%
			Poor		7%	9%	6%	5%	8%	5%	8%
		Surveys Sent		423	407	389	422	361	380		
		Responses Received		67	64	98	98	99	88		
		Response Rate	30%	16%	16%	25%	23%	27%	23%		
		List Size - May 2018		5716		6998	12215	8605	11842		
Safeguarding	Safeguarding Training	Children Safeguarding Training Level 1*	SelfDec Dec17								
		Children Safeguarding Training Level 2*	SelfDec Dec17								
		Children Safeguarding Training Level 3*	SelfDec Dec17								
		Adult's Safeguarding Training									
		PREVENT Training	SelfDec Dec17								
		Serious Incidents (SI)	Incidents reported on STEIS								
Clinical Effectiveness	Health Improvement	% of Patients (14+) who had Learning Disability annual health Checks - Mar18			60%		73%	75%	75%	33%	
		Infection Control Compliance	SelfDec Dec17								
	Organisational Effectiveness	CQC rating as at 6 August 2018	Overall								
			Caring								
			Effective								
			Responsive								
			Safe								
Well-Led											
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