

Agenda item: 12

Paper no: 10

Title of Report:	Issues Log	
Status:	To approve/note	
Committee:	PCCC Part 1 CIC – March 2020	Date: 13/03/2020
Venue:	NW Surrey CCG offices	

Presented by:	Helen Snelling, Head of Primary Care Contracting Surrey Heartlands CCGs	
Executive Director Lead sign off:	Rachael Graham, Deputy Director of Contracts Non Acute and Primary Care	Date: 05/03/2020
Author(s):	Paul Coppini – Primary Care Contracts Manager	

Governance:

Conflict of Interest: The Author considers:	None identified	✓
	CONFLICT(S) NOTED Name(s) of individuals with conflict: Mitigating Action(s):	
Previous Reporting: (relevant committees/ forums this paper has previously been presented to)	N/A Committee name: Meeting date: Outcome:	
Freedom of Information: The Author considers:	Open – no exemption applies. Part I paper suitable for publication.	✓
	RESTRICTED – Part II paper	N/A

Executive Summary:

<p>Completion of Surrey Heartlands issues (inc East Surrey CCG). Current changes to the paper since PCCC in November:</p> <p>Issue 007: To note update. Issue 011a: Ongoing. Issue 011b: Ongoing Issue 013: Ongoing. Issue 020: To note update.</p>

Implications:

What is the health impact/ outcome and	<ul style="list-style-type: none"> Objective 1: Achieving a sustainable system Objective 2: Development of collaborative working
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Working together across Surrey Heartlands

East Surrey CCG | Guildford and Waverley CCG | North West Surrey CCG | Surrey Downs CCG

is this in line with the CCG's strategic objectives ?	<ul style="list-style-type: none"> • Objective 3: Developing Integrated Care at a local level • Objective 4: Primary Care development • Objective 5: Safe, effective care providing the best possible health and care outcomes and patient experience • Objective 6: Commissioning a safe and sustainable Children's service
What is the financial/resource required?	None
What legislation, policy or other guidance is relevant?	NHS England directive and policy.
Is an Equality Analysis required?	Not required.
Any Patient and Public Engagement/consultation required?	Not required.
Potential risk(s) ? (including reputational)	Refer to attached Issues Log.

Recommendation(s):

To note the issues reported. No decisions required on current issues reported.

Next Steps:

Primary Care Teams to continue to monitor and react to issues identified. Issue owners to review and update monthly.

- *This cover should not exceed x2 A4 sides.*
- *Report to be started on the next page and be of a suitable length.*
- *Any guidance on report-writing, please speak to the Governance Team.*

Primary Care Commissioning Committee
Issues Log Summary
Part 1 PCOG February 2020/PCCC March 2020

Executive Summary:

All potential issues are considered by PCOG prior to inclusion in the formal Issues Log. Each identified Issue will be allocated an owner who will be responsible for reviewing and updating the Issue as required. The Issue Log is a standing item on the PCOG and PCCC agendas.

Next steps:

- Summary and revise appropriately.

Summary of Issues to Note:

Issue No	CCG	Issue Description	Current Status/Recommendation to PCCC
I-007	SH	PCSE service delivery concerns.	To note update.
I-011a	SH	NHSE/NHSPS Non-Reimbursable service/rent charges.	Ongoing.
I-011b	SH	NHSE/NHSPS Reimbursable service/rent charges.	Ongoing.
I-013	SH	GP Workforce	Ongoing.
I-020	SH	NHSPS Leases	To note update.

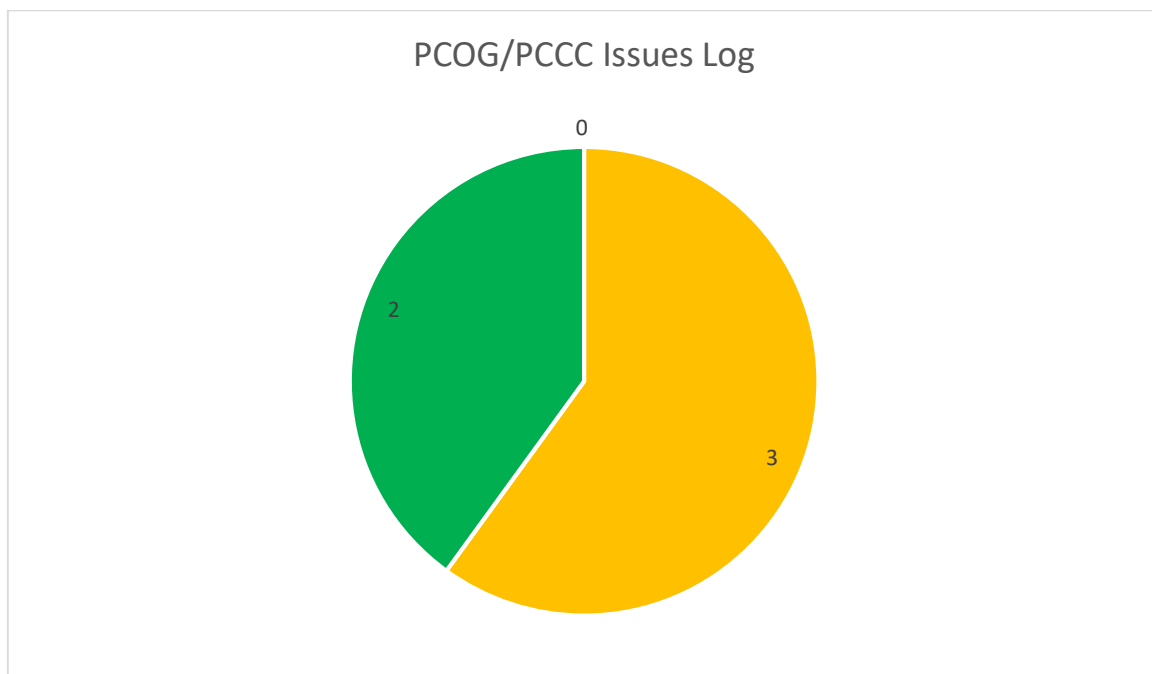
		ISSUES		
		Priority		
		1 Low	2 Medium	3 High
Impact	1 Low	1	2	3
	2 Medium	2	4	6
	3 High	3	6	9

Impact on Primary Care:	1 Low, 2 Medium, 3 High
Priority for PCCC:	1 Low, 2 Medium, 3 High
Progress:	1 - Analysis Underway 2 - Reviewing Options 3 - Solution Identified 4 - Solution in Delivery 5 - Implemented Final Solution 6 - Pending Closure

Appendices:

Primary Care Co-Commissioning Issues Log - Committees In Common Part 1
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Additional Information:



Primary Care Co-commissioning Issues Log - Committees In Common (Part 1)

Issue ID	CCG	Date Raised	Raised by	Status	Issue Owner	Date Closed	GP Practice	Locality	Contract	Financial Impact?	Issue Description			Target Date for Resolution/Completion	Progress	Latest Update				Escalation Action	Escalation Outcome		
											Issue	Issue Effect (Impact)	Impact on Primary Care			Priority for PCCC	Original RAG Score	Update	Current RAG			Date of Last Update	Last Update By
I-007	SH	04-Aug-16	Snelling, Helen	Open	Graham, Rachel		All	All	All	Yes	<p>PCSE Capita All practices are having issues with PCSE (Capita) regarding Superannuation, health records and delivery, and communication difficulties</p> <p>Extra cost of constant escalation from Practices, CCG and NHSE to PCSE (Capita) to provide their agreed service on a timely basis.</p> <p>Delays to practice payments.</p> <p>Risk to patients if practices do not receive their files in timely manner.</p>	3 - High	2 - Medium	6	ongoing	1 - Analysis Underway	<p>Service delivery has improved. PCSE provided checklist for CCG and practices to ensure queries are dealt with efficiently. Reduced priority score to low. Monthly escalation meetings with PCSE and continue to review outstanding issues.</p> <p>Weekly/fortnightly calls with PCSE have now been in existence since February 2019 to address escalation cases. At this time there was a total of 72 cases. A formal approach for escalating enquiries that had not received attention (> 2 months) was agreed and communicated to practices, together with a reminder of the PCSE contact points available. During the year communication between PCSE, the CCG, and practices has been maintained. Case resolution has been steady and consistent throughout this period. Case escalation now occurs immediately by email, and contact calls take place on a monthly basis. There are currently 13 outstanding cases, the majority of which are new enquiries.</p> <p>Accordingly it is proposed to close this issue.</p>	Green	21-Feb-20	Snelling, Helen	13-Mar-20	Escalated to PCCC	Please refer to standing agenda item for updates.
I-011a	SH	16-Dec-16	Andy Law	Open	Fuller, Claire		All	All	All	Yes	<p>NON-Reimbursables: Lack of information shared between NHSPS, NHSE regarding service charges.</p> <p>Financially destabilising practices / NHSPS (18 practices affected)</p>	3 - High	3 - High	9	Ongoing	1 - Analysis Underway	<p>True up figures not yet received for a number of practices with some significant outstanding issues, but we are finding issues with the figures reported. Lack of information re: non reimbursable cost continues</p> <p>True up figures received end December 2019. Finance team are doing reconciliation alongside re-imburseables</p>	Amber	17-Feb-20	Andy Law	13-Mar-20	Escalated to PCCC	
I-011b	SH	16-Dec-16	Andy Law	Open	Fuller, Claire		All	All	All	Yes	<p>Reimbursables: Lack of information shared between NHSPS, NHSE regarding rent charges.</p> <p>Financially destabilising practices / NHSPS (18 practices affected)</p>	3 - High	3 - High	9	Ongoing	1 - Analysis Underway	<p>2019/20 rental values have been agreed between NHSPS & Practices for all bar 4 GP practices. Where agreement has been reached, the CCG has made payment to practices to enable onward payment to NHSPS. There are still issues remaining relating to prior years, for which the CCG is working with NHSPS and practices to resolve.</p> <p>True up figures received end December 2019. Finance team are doing reconciliation alongside non re-imburseables</p>	Amber	17-Feb-20	Andy Law	13-Mar-20	Escalated to PCCC	
I-013	SH	07-Apr-17	Thorburn, Karen	Open	Mallinder, Nikki		All	All	All	Yes	<p>Workforce Continuing local and national challenges to recruit GPs to post and enhanced skill set in primary care.</p> <p>Unable to deliver high quality Primary Care and the CCG's Model of Care. Limited ability of Primary Care to transform. Sustainable primary care workforce will not be achieved. Impacts on service delivery.</p>	3 - High	2 - Medium	6	Ongoing	1 - Analysis Underway	<p>07/04/17: PCCC proposed and agreed to move this item to Programme Board and close the item on this log. PCCC has requested quarterly updates.</p> <p>Recruitment/ workforce/ skill mix strategies incorporated into the Primary Care Strategy. CCG has appointed internal Primary Care Workforce Tutor via Health England Kent Surrey & Sussex. Workforce Tutor commenced role and working with locality team to support practices.</p> <p>The (ES) CCG continues to work closely with practices around different skill mix and other ways of reducing pressure on remaining GPs and single hander practices. The introduction of PCNs should help with an increase in different staffing groups.</p>	Green	17-Feb-20	Mallinder, Nikki	13-Mar-20	Escalated to PCCC	
I-020	SH	01-Feb-18	Snelling, Helen	Open	Snelling, Helen		All	All	GMS	Yes	<p>NHSPS Leases GP practices who occupy NHSPS owned properties without leases. NHSPS is working on new leases which are disproportionate to current market rent with regard to high services charges</p> <p>Risk of practices no resolution between practices and NHSPS landlord May destabilize GP practices</p>	2 - Medium	2 - Medium	4	Ongoing	2 - Reviewing Options	<p>NHSE/CCG supporting practices to negotiate new leases with NHSPS landlords</p> <p>On hold - awaiting national guidance on standard lease documentation</p>	Amber	18-Feb-20	Snelling, Helen	13-Mar-20	Escalated to PCCC	

ISSUES				
Impact	Priority	Priority		
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1 Low		1	2	3
2 Medium		2	4	6
3 High		3	6	9

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Status	Probability (Risks)	Impact (Risks)	Impact (Issues)	Priority (Issues)	Risk Responses	Yes/No	Escalation Assessment	Progress (Issues)
Open	0 - Closed	0 - Closed	1 - Low	1 - Low	Accept	Yes	Escalated to JET	1 - Analysis Underway
Closed	1 - Rare	1 - Negligible	2 - Medium	2 - Medium	Avoid	No	Escalated to Corporate	2 - Reviewing Options
	2 - Unlikely	2 - Minor	3 - High	3 - High	Reduce		Escalated to NHSE	3 - Solution Identified
	3 - Possible	3 - Moderate			Share		Escalated to a Risk	4 - Solution in Delivery
	4 - Likely	4 - Major			Transfer		Escalated to CPN	5 - Implemented Final Solution
	5 - Almost Certain	5 - Catastrophic						6 - Pending Closure