



Hampshire and Isle of Wight  
Partnership of Clinical Commissioning Groups

# *Aiming for Outstanding in Primary Care*

*A quality resource for the  
neighbourhood teams*

*Fareham and Gosport & South Eastern  
Hampshire CCGs*

# How to showcase the difference you make for your patients



This presentation alongside the *Guidance Supporting Practices to Achieve CQC Outstanding* paper (attached) is designed to provide an outline framework for neighbourhood opportunities for “back office sharing”

In South Eastern Hampshire and Fareham and Gosport CCGs, the current state of care in General Practice CQC ratings is:

- **Fareham and Gosport CCG (100% practices rated GOOD)**
- **South Eastern Hampshire CCG (100% practices rated GOOD)** including 2 reports in the “system”- not yet published.

The Transformation Teams, with the support of Practice Managers, aim to create a presentation template that can be used by practices to highlight how they make a difference for their patients and demonstrate Outstanding qualities to CQC

# *Contents*

- **CQC ratings-** how other practices have achieved an outstanding rating in each of the key domains
  - CARING
  - EFFECTIVE
  - RESPONSIVE
  - SAFE
  - WELL-LED
- **Examples:** practices that are rated overall outstanding by CQC
- **Opportunities to work at scale:** ideas on how the locality can work together to achieve elements highlighted by best practice

# *Caring*

**Practices have been rated outstanding for caring have the following in common:**

- Understanding the needs of carers
- Demonstrating links with the voluntary services
- Identifying and responding to additional carers needs:
- Understanding the needs for emotional support provision
- Coordinating and implementing in house individual and support groups for registered patients requiring emotional support
- Meeting community isolation with a positive and proactive approach and identifying links with community professionals to deliver support
- Delivering compassionate, patient centred care by overcoming obstacles with creativity

Practical examples on pages 4-10 of the *“Guidance Supporting Practices to Achieve CQC Outstanding”*

# Effective

## **Practices have been rated outstanding for effective have the following in common:**

- Proactively delivering services to improve patient outcomes
- Identify effective ways of working together to provide patient care closer to home
- Demonstrating links with other community and external agencies to provide effective care services
- Providing positive outcomes for patients through working well together.
- Identifying a strong commitment to staff development
- Demonstrating a strategic vision for encouraging staff training and education
- Committing to supporting staff to achieve excellence
- Understanding the health needs of their local population and linking with charities, voluntary and local services to provide effective care
- Taking health and wellbeing services to the patients in other locations and supporting patients to receive care effectively
- Proactively identifying new ways of providing care and treatment to improve patient outcomes

Practical examples on pages 11-17 of the *“Guidance Supporting Practices to Achieve CQC Outstanding”*

# *Responsive*

**Practices have been rated outstanding for responsive have the following in common:**

- Understanding the response needs of the local population
- Engaging with technology to provide effective access to care and treatment
- Participating with local community and emergency services to improve access to care for vulnerable groups
- Improving access to care and treatment for the diverse population

Practical examples on pages 18-23 of the *“Guidance Supporting Practices to Achieve CQC Outstanding”*

# Safe

**Practices have been rated outstanding for safe have the following in common:**

- Implementing initiatives to improve patient safety for the local population
- Embedding an open safe culture to reduce risk of harm
- Identifying training needs and implementing training to promote safe staff practice
- Improving the patient safety focus to reduce significant/ adverse events
- Embedding a culture of reporting and learning from adverse incidents

Practical examples on pages 24-26 of the *“Guidance Supporting Practices to Achieve CQC Outstanding”*

# *Well Led*

**Practices have been rated outstanding for well led have the following in common:**

- Demonstrating inclusive leadership with staff and voluntary groups
- Engaging with volunteers and groups to improve services

Practical examples on pages 27-28 of the *“Guidance Supporting Practices to Achieve CQC Outstanding”*



# CQC Rated Overall Outstanding

## Practice Examples

### Jubilee Street Practice

Safe	
Effective	
Caring	
Responsive	
Well-led	

We carried out an announced comprehensive inspection at Jubilee Street Practice on 19 July 2016. **Overall the practice is rated as outstanding.** Our key findings across all the areas we inspected were as follows:

- There was a clear effective leadership structure and staff felt supported by management. The practice proactively sought feedback from staff and patients, which it acted on.
- The practice actively engaged with external organisations such as the carer's society and local schools to engage patients promote healthy living and promote primary care services.
- The practice had an effective approach to staff appraisals, which included a system of 360 degree and peer review.
- There was an open and transparent approach to safety and a comprehensive effective system in place for reporting, recording and sharing learning from significant events both internally and externally with local practices and the Clinical Commissioning Group (CCG).
- Risks to patients were assessed and well managed.
- Staff assessed patients' needs and delivered care in line with current evidence -based guidance. Staff had been trained to provide them with the skills, knowledge and experience to deliver effective care and treatment.
- Patients said they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment.
- Information about services and how to complain was available and easy to understand. Improvements were made to the quality of care as a result of complaints and concerns and was shared internally and externally to the practice.
- Patients said they found it easy to make an appointment with a named GP and there was continuity of care, with urgent and non-urgent appointments available the same day.

# CQC Rated Overall Outstanding

## Practice Examples

### Frome Medical Practice

Safe	☆
Effective	☆
Caring	●
Responsive	☆
Well-led	☆

We carried out an announced comprehensive inspection at Frome Medical Practice on the 10 and 11 June 2015.

**Overall the practice is rated as outstanding.** Specifically, we found the practice to be outstanding for providing safe, responsive, effective services and for being well led. They were also outstanding for providing services for all the population groups. They were good at providing caring services to patients. Our key findings across all the areas we inspected were as follows:

- Staff understood and fulfilled their responsibilities to raise concerns and report incidents and near misses. All opportunities for learning from internal and external incidents were maximised.
- The practice used innovative and proactive methods to improve patient outcomes, working with other local providers to share best practice. For example, the practice had a hub team to reduce hospital admissions, which worked well to provide support to high risk patients and working in collaboration with the multi-disciplinary teams.
- Patients said they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment. Information was provided to help patients understand the care available to them.
- The practice worked closely with other organisations and with the local community in planning how services were provided to ensure that they meet patient's needs.
- The practice implemented suggestions for improvements and made changes to the way it delivered services as a consequence of feedback from patients and from the Patient Participation Group (PPG).
- The practice had good facilities and was well equipped to treat patients and meet their needs. Information about how to complain was available and easy to understand

# CQC Rated Overall Outstanding

## Practice Examples

### St Pauls Way Medical Centre

Safe	
Effective	
Caring	
Responsive	
Well-led	

We carried out an announced comprehensive inspection at St Paul's Way Medical Centre on 9 October 2017.

**Overall the practice is rated as outstanding.** Our key findings across all the areas we inspected were as follows:

- This was the first inspection of the practice since their relocation to new, improved premises earlier in the year.
- The practice had a clear vision which had quality and safety as its top priority. The strategy to deliver this vision had been produced with stakeholders and was regularly reviewed and discussed with staff.
- The practice had strong, visible clinical and managerial leadership and governance arrangements and used innovative and proactive methods to improve patient outcomes, working with four other network practices and local providers to share best practice and develop integrated care.
- In response to the significant clinical and social challenges the practice employs a higher than average ratio of GP's to patients (1:1700) and nurses.
- The practice helped to promote and manage many population specific services and health education events targeted at young mums, young adults and ethnic minority groups. It encouraged social prescribing and acted as a hub to various support groups, for example, helping patients with depression, promoting recognition and management of minor ailments to young and new patients. These services improved patient self-management (which helped reduce waiting times and improve access to healthcare).
- The results showed good patient uptake, which in turn has provided positive feedback for the practice, especially in terms of patient trust in the practice.
- To benefit the whole practice population and bespoke to the practice, a patient Health Champion programme was developed. This involved the practice training patients to volunteer and support other patients to improve individual understanding and control over their healthcare needs and led to improved patient satisfaction. The practice offered a seven-week training course and had trained 56 Health

# CQC Rated Overall Outstanding

## Practice Examples

### Orchard Court Surgery

Safe	
Effective	
Caring	
Responsive	
Well-led	

We carried out an announced comprehensive inspection at Orchard Court Surgery (Drs Charlton, Russell, Stevens & Stone) on 2 March 2015. **Overall the practice is rated as outstanding.** Specifically, we found the practice to be outstanding for safe, caring, responsive and for being well led. It was also outstanding for providing services for all the population groups. It was good for providing effective services. Our key findings across all the areas we inspected were as follows:

- There were comprehensive systems in place to keep people safe, which took account of current best practice. The whole team was engaged in reviewing and improving safety. There was an open culture in which all safety concerns raised by staff and patients who used services were highly valued as integral to learning and improvement.
- The practice was proactive to anticipating and managing risks.
- The team was making use of clinical audit tools, intelligence monitoring tools, appraisals, clinical supervision and staff meetings to assess the performance of the practice and its staff.
- Staff recognised and respected the totality of patients' needs. They always took account of patients' personal, cultural, social and religious needs.
- The practice implemented suggestions for improvements and made changes to the way it delivered services because of feedback from patients and from the Patient Participation Group (PPG).
- The practice had good facilities and was well equipped to treat patients and meet their needs. Information about how to complain was available and easy to understand.
- Patients could access appointments and services in a way and at a time to suit them.
- The involvement of other organisations and the local community was integral to how services for patients were planned.

# *Opportunities to Work at Scale*

## **Safe**

- Learning lessons when things go wrong
  - Quarterly report highlighting the significant event themes on QUASAR to be shared at the locality meeting as a standing agenda item. Information can include SHFT data to demonstrate integration/sharing of learning across the Extended Primary Care Team
- Reliable Systems, processes and practices
  - Coordinate staff training across the locality including SHFT staff

## **Well Led**

- Engaging People
  - Locality communication and engagement plan which can link to the SHFT plan
- Leadership and Culture
  - Bi-annual locality staff recognition award for the Extended Primary Care Team