

<b>Title of Report:</b>	PCCC Issues Log	
<b>Status:</b>	To Note	
<b>Committee:</b>	PCCCs iC	<b>Date :</b> 9/11/2018
<b>Venue:</b>	NWS CCG, 58 Church Street, Weybridge, Surrey KT13 8DP	

<b>Presented by:</b>	Helen Snelling, Head of Primary Care Contracting Surrey Heartlands CCGs	
<b>Executive Lead sign off:</b>	Rachael Graham, Deputy Director of Contracts Non Acute and Primary Care	Date: 30/10/2018
<b>Author(s):</b>	G.Langlois-Pearson, Primary Care Contracts Manager	

**Governance:**

<b>Conflict of Interest:</b> The Author considers:	None identified	
<b>Previous Reporting:</b> (relevant committees/ forums this paper has previously been presented to)	N/A	
<b>Freedom of Information:</b> The Author considers:	Open – no exemption applies	

**Executive Summary:**

<p>Issue 017: <b>DocMan</b> update to note                  Issue 020: <b>NHS PS Leases</b> update to note</p> <p>NOTE: Please note the Corporate Risks Team is supporting PCCC Risks/Issues Team to revise the risks and issues logs to a new format to ensure that all Primary Care risks and issues are captured accurately.</p>
---

**Implications:**

What is the <b>health impact/ outcome</b> and is this in line with the <b>CCG's strategic objectives</b> ?	<ul style="list-style-type: none"> <li>• Objective 1: Achieving a sustainable system</li> <li>• Objective 2: Development of collaborative working</li> <li>• Objective 3: Developing Integrated Care at a local level</li> <li>• Objective 4: Primary Care development</li> <li>• Objective 5: Safe, effective care providing the best possible health and care outcomes and patient experience</li> </ul>
What is the <b>financial/ resource</b> required?	N/A

What <b>legislation, policy or other guidance</b> is relevant?	NHSE directive/policy
Is an <b>Equality Analysis</b> required?	N/A
Any <b>Patient and Public Engagement/</b> consultation required?	N/A
Potential <b>risk(s)</b> ? (including reputational)	Refer to Issues Log Attached

**Recommendation(s):**

To note and discuss the individual issues highlighted

NOTE: Please note the Corporate Risks Team is supporting PCCC Risks/Issues Team to revise the risks and issues logs to a new format to ensure that all Primary Care risks and issues are captured accurately.

**Next Steps:**

Continue to address the issues identified

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	Progress	Latest Update				Escalation Action	Escalation Outcome				
											Issue	Issue Effect (Impact)	Impact on Primary Care			Priority for PCCC	RAG Score	Issue Response	Update			Current RAG	Date of Last Update	Last Update By	Review Date
I-007	NWS, G&W	04-Aug-16	Snelling, Helen	Open	Graham, Rachel		All	All	All	Yes	All Practices are having issues with PCSE (Capita) regarding Superannuation, health records collection and delivery, and communication difficulties.	Extra cost of constant escalation from Practices, CCG and NHSE to PCSE(Capita) to provide their agreed service on a timely basis.  Risk to patients if practices do not receive their files in timely manner.	3 - High	3 - High	9	Communication to be sent to all Practices to advise that we have become aware that some errors have occurred in the calculation of superannuation payments due to errors in the date held on the system; GPs may wish to assure themselves that their payments are accurate.  Identify a contact at PCSE that GPs can be directed to should they identify issues.  Work with NHSE to seek assurance from PCSE re timeline for remedy and an Action Plan for all matters	Ongoing	1 - Analysis Underway	On going conversation and review with PCSE	Red	28-Sep-18	Snelling, Helen	12-Oct-18	Escalated to PCCC	Please refer to standing agenda item for updates.
I-011	NWS, G&W	16-Dec-16	Singh, Manddeep	Open	Fuller, Claire		All	All	All	Yes	<b>NON-Reimbursables:</b> Lack of information shared between NHSPS, NHSE regarding service charges. <b>Reimbursables:</b> Lack of information shared between NHSPS, NHSE regarding rent charges.	Financially destabilising practices / NHSPS (18 practices affected)	3 - High	3 - High	9	CCG facilitating co-ordination of financial position for each NHSPS occupied building through monthly meetings with them.	Ongoing	1 - Analysis Underway	Payments have been reinstated for practices where there are no issues. Non reimbursables pending true up and backing data. One practice (NWS) agreed percentages and waiting final letter from NHSPS	Amber	28-Sep-18	Fuller, Claire	12-Oct-18	Escalated to PCCC	
I-013	NWS, G&W	07-Apr-17	Thorburn, Karen	Open	Mallinder, Nikki		All	All	All	Yes	GPFV	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.	3 - High	2 - Medium	6	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.  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.	Ongoing	1 - Analysis Underway	Quarterly update 03/10/2018: Verbal update to be provided at October PCCC - proposal to provide future updates via Primary C&D paper and close this issue?	Green	28-Sep-18	Mallinder, Nikki	12-Oct-18	Escalated to PCCC	
I-017	NWS	01-Nov-17	Mallinder, Nikki	Open	Mallinder, Nikki		All	All	GMS	Yes	Docman (Workforce Manager) Contract held nationally by NHS Digital Pilot practices to review most affected practices	6 NW Surrey Practices have received duplicate letters (as many as 8,000 in one case)	2 - Medium	2 - Medium	4	Weekly conference call to hold provider to account to fix the issue for named practices April - risk review Links with quality team	Ongoing	2 - Reviewing Options	Docman CAS Alert, and we have now submitted Phase 2 data to NHSE, several practices have been extended across Surrey Heartlands until 4th October, we continue to monitor and support these practices and have informed NHSE. Docman10 Pilots have completed well, we are now starting to book the roll-out across NW Surrey, then the plan is to deploy in G&W.	Amber	28-Sep-18	Mallinder, Nikki	09-Nov-18	Escalated to PCCC	
I-020	NWS, G&W	01-Feb-18	Fuller, Claire	Open	Mallinder, Nikki		All	All	GMS	Yes	NHSPS Leases 18 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	Risk of practices no resolution between practices and NHSPS landlord May destabilize GP practices	2 - Medium	2 - Medium	4	NHSE/CCG supporting practices to negotiate new leases with NHSPS landlords	Ongoing	2 - Reviewing Options	No movement on leases Weekly exec to exec meetings have been reinstated to address all issues including leases.	Amber	28-Sep-18	Mallinder, Nikki	09-Nov-18	Escalated to PCCC	

ISSUES				
Impact		Priority		
		1 Low	2 Medium	3 High
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

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 PCCC	1 - Analysis Underway
Closed	1 - Rare	1 - Negligible	2 - Medium	2 - Medium	Avoid	No	Escalated to OMG	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 an Issue	4 - Solution in Delivery
	4 - Likely	4 - Major			Transfer		Escalated to CPN	5 - Implemented Final Solution
	5 - Almost Certain	5 - Catastrophic						6 - Pending Closure