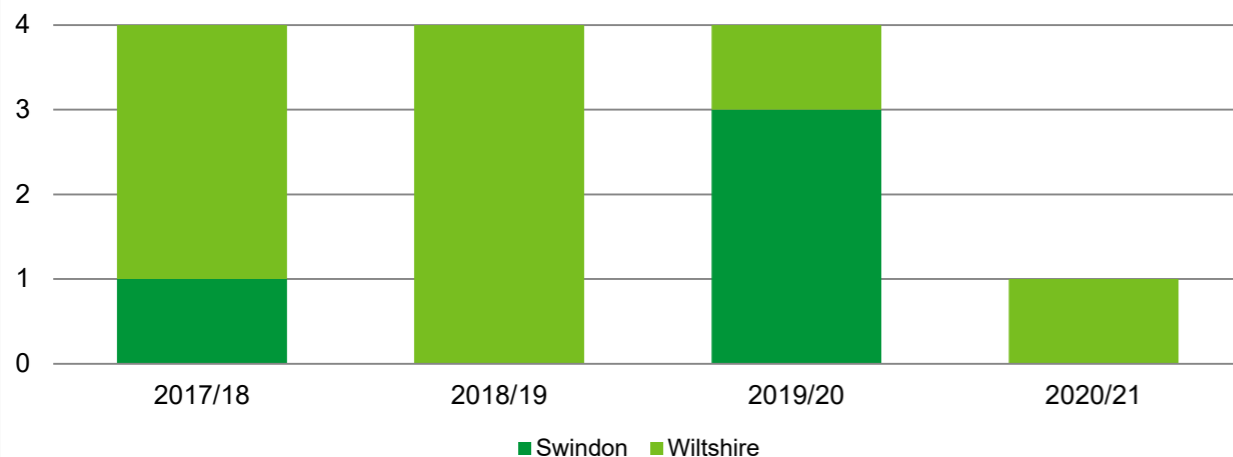
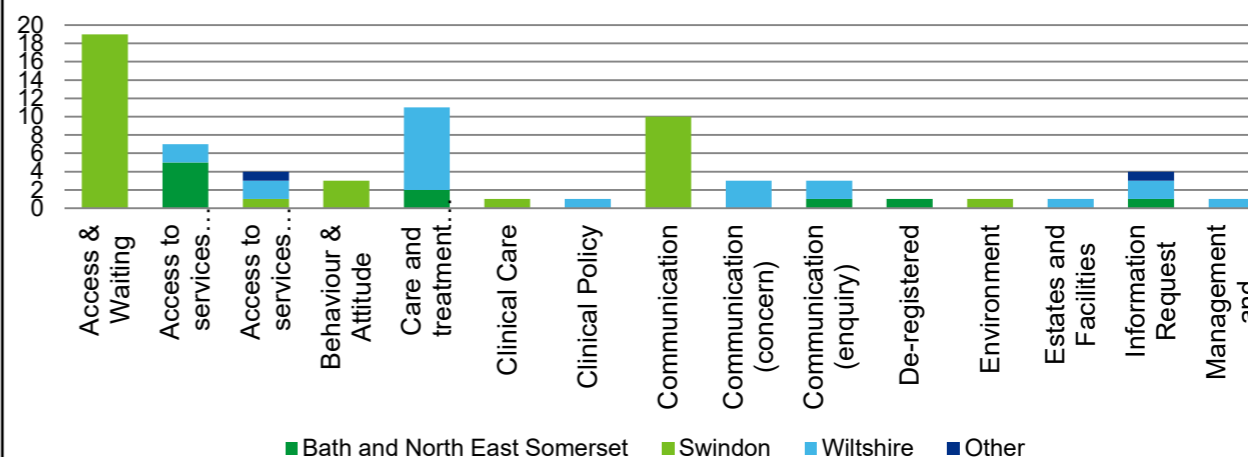


Primary Care Quality Update – December 2020

Serious Incidents Reported by Locality



Patient Experience



Update

- The Quality Team continues to offer ongoing support to all practices across BSW
- All practices are supported by the CCG to investigate Serious Incidents when they occur. There is variation between the three localities in the use and rate of reporting mechanisms. There has been a reduction in incident reporting due to the pandemic
- Top themes for concerns received from surgeries are around Access to services, care and treatment and Communication. The team are working with all providers to improve outcomes
- One formal complaint was received regarding provision of ear wax removal at Heart of Bath Surgery which is not a commissioned service. The GP can refer for micro suction in secondary care which is criteria based access
- The Quality team continue to support Care Homes with the use of pulse oximetry and Restore 2

Priorities

- Creation of Governance Toolkit available for use by all surgeries on GP Team Net. Expected rollout January 2021
- Incident training roll out. Expected January 2021
- Creation of flow chart to support practices to raise Safeguarding alerts, NRLS Incidents, Patient Complaints and GP Feedback. Expected to be shared early 2021
- Ongoing support to practices responding to CQC inspection outcomes.
- Establishing the first Quality and Risk Review Group across BSW.
- Continued development of the Primary Care dashboard
- Support for strengthened governance models across practices.
- Promoting Freedom to Speak Up and positive safety culture.