

# **NHS Hammersmith & Fulham CCG Primary Care Data Analysis**

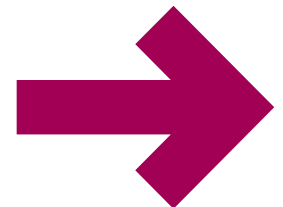
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18<sup>th</sup> August 2014



# Purpose of this report

- To present Hammersmith & Fulham H&WBB with an overview of Primary Medical Services:
  1. General Practice Outcome Standards (GPOS) and General Practice High Level Indicators (GPHLI)
  2. National GP Patient Survey (GPPS)
  3. Quality and Outcomes Framework (QOF)

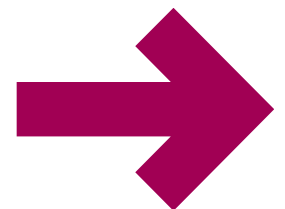


# GLOSSARY OF TERMS

**The General Practice Outcome Standards (GPOS) and General Practice High Level Indicators (GPHLI)** represent the minimum patients can expect to receive from general practice and form part of a suite of products designed to support and improve primary care in London, covering areas such as screening, diagnosis and patient experience.

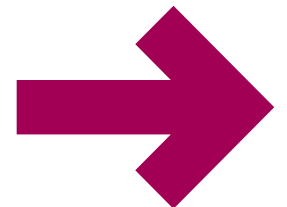
**The GP Patient Survey** is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice.

**The Quality and Outcomes Framework (QOF)** is the annual reward and incentive programme detailing GP practice achievement results. QOF was introduced as part of the GP contract in 2004. QOF awards surgeries achievement points for managing some of the most common chronic diseases e.g. asthma, diabetes; how well the practice is organised; how patients view their experience at the surgery; the amount of extra services offered such as child health and maternity service



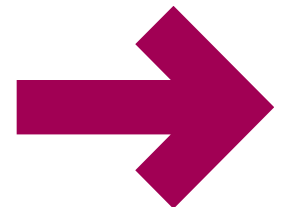
## GPOS and GPHLI

- General Practice Outcomes Standards (GPOS)  
Headlines for Hammersmith and Fulham
- Indicator Specific Practice level charts



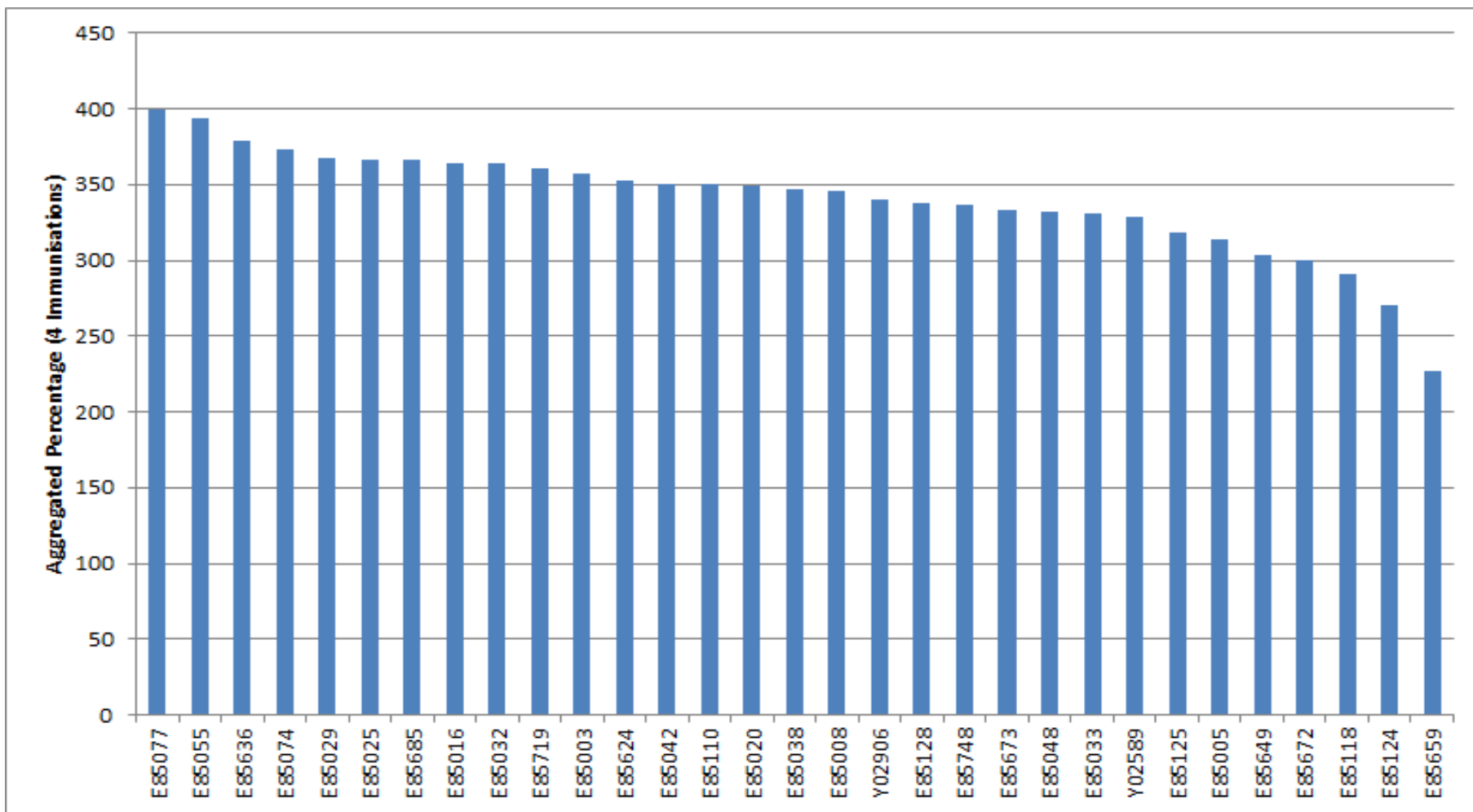
# GPOS headlines for NHS Hammersmith & Fulham CCG: Percentage of GP practices in each achievement category

- **August 2014:**
  - 31 Practices
  - 0 practices higher achieving (0%)
  - 5 practices achieving (16%)
  - 14 practices approaching review (45%)
  - 12 practices review identified (39%)
- **December 2013:**
  - 31 Practices
  - 0 practices higher achieving (0%)
  - 4 practices achieving (13%),
  - 19 practices approaching review (61%)
  - 8 practices review identified (26%)
- **Significant changes:**
  - The proportion of achieving practices has **increased** from December 2013 (13%) to August 2014 (16%)
  - Review Identified practices has increased from 26% to 39%.



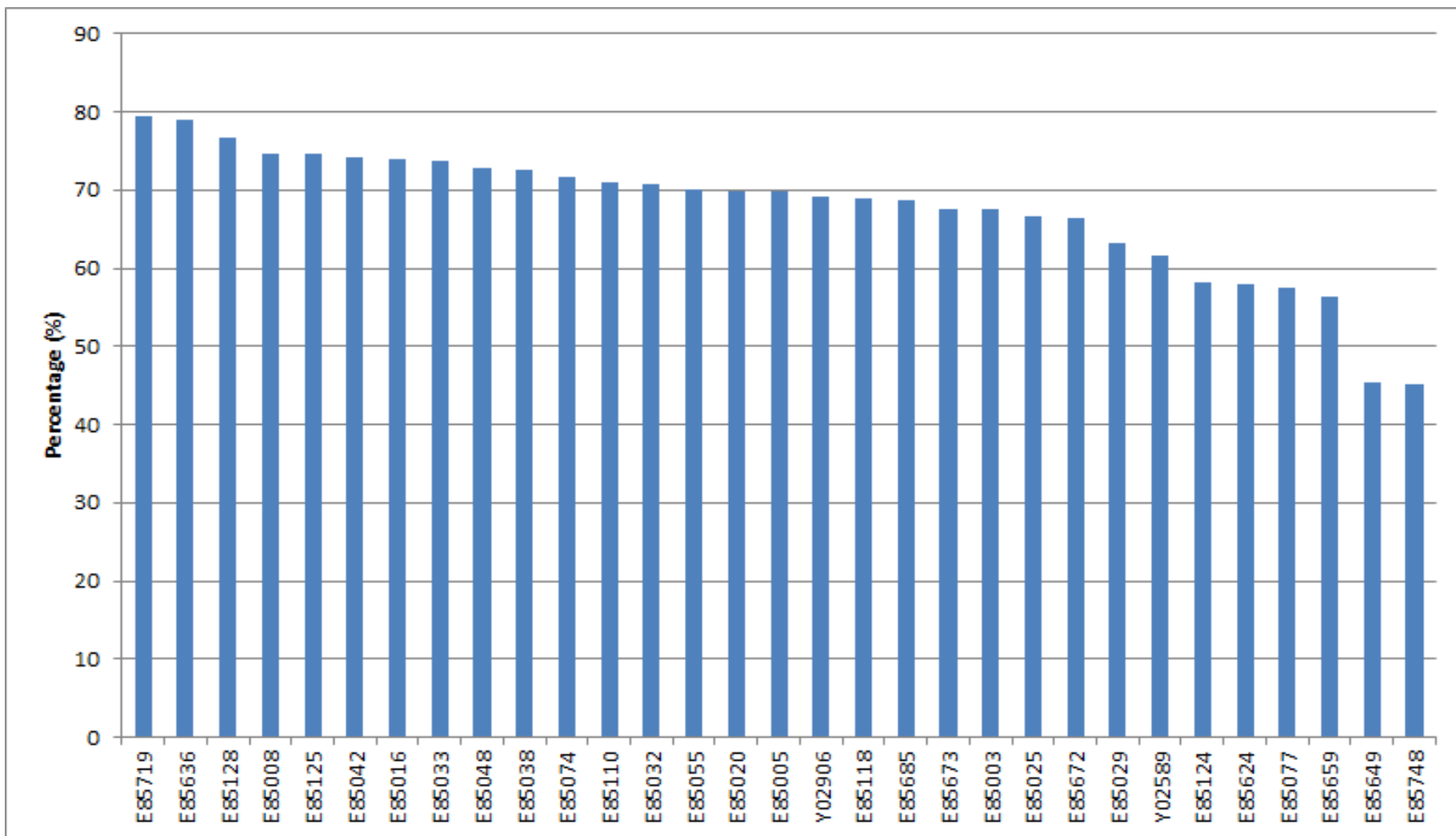
# GPOS: Childhood Immunisation Practice Level, NHS Hammersmith & Fulham CCG Practices, Q4 2011/12

The aggregated percentages of a range of completion rates of immunisations for children by ages 1 and 2.



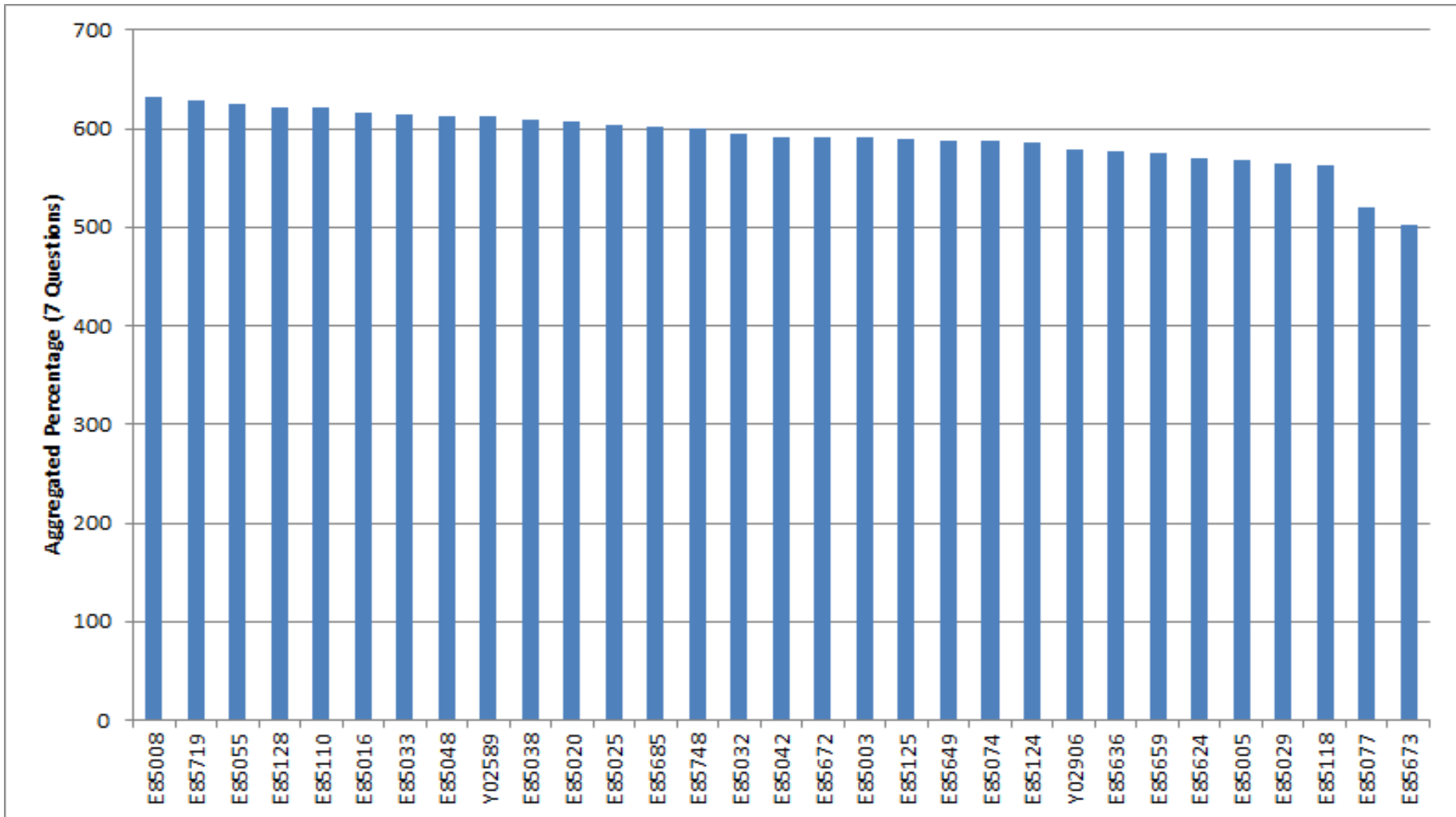
# GPOS: Cervical Cytology Practice Level, NHS Hammersmith & Fulham CCG Practices, Q2 2013/14

The percentage of women aged from 25 to 64 whose notes record that a cervical smear has been performed in the past five years.



# GPOS: Patient Satisfaction (Quality) Practice Level, NHS Hammersmith & Fulham CCG Practices, Q4 2013/14

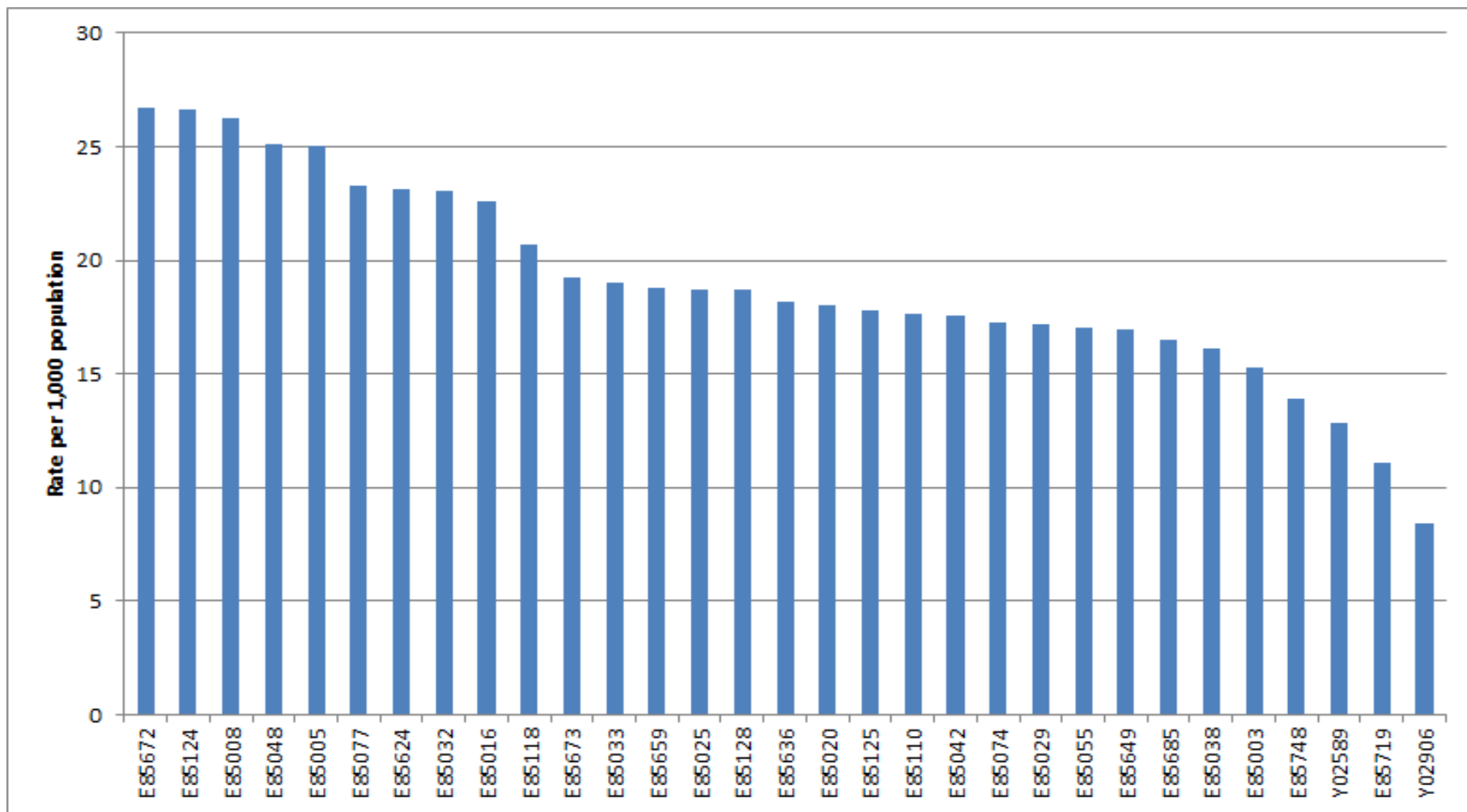
The aggregated percentage of patients gave positive answers to selected questions in the GP survey about their satisfaction with overall care received.





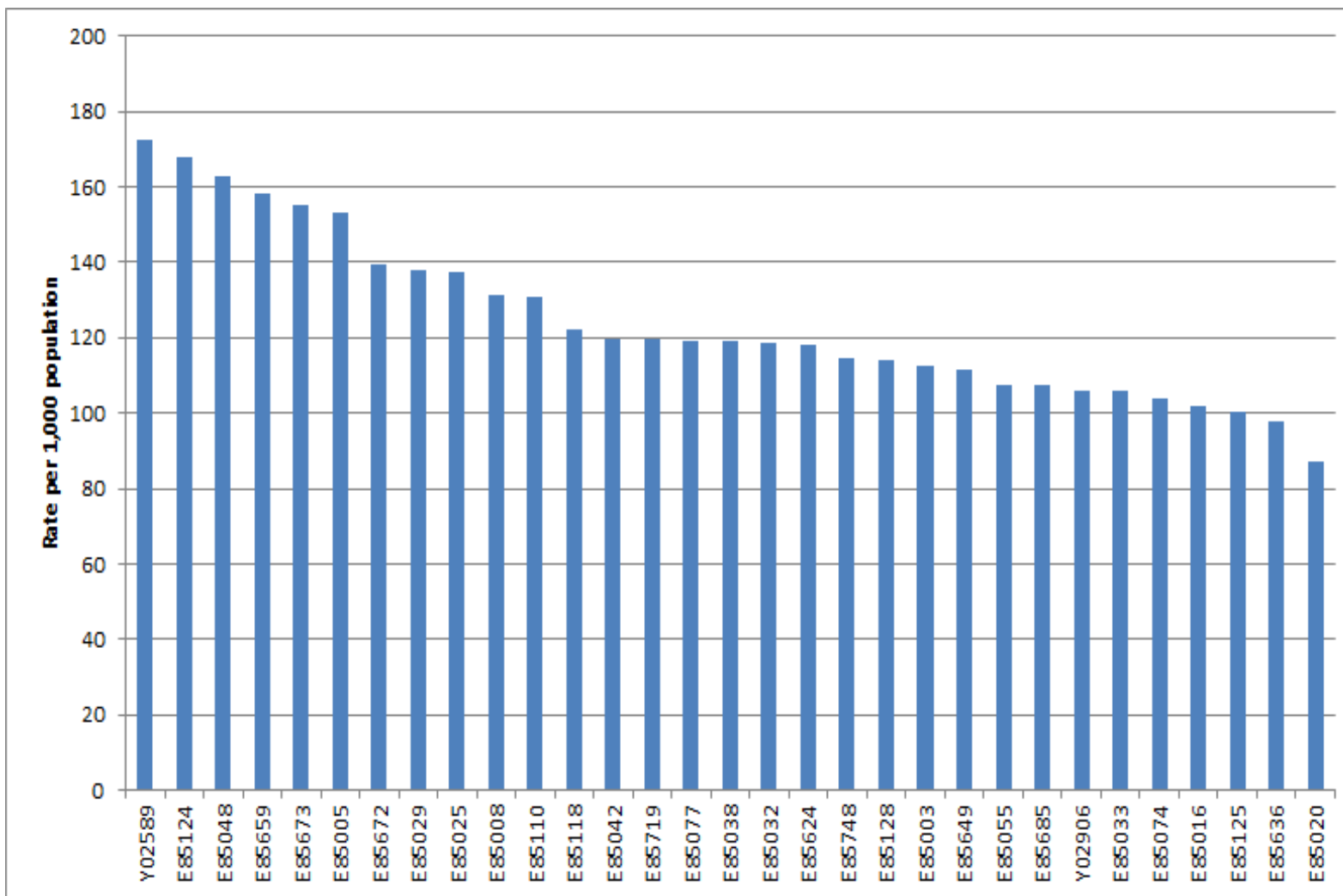
# GPOS: Emergency Admissions Practice Level, NHS Hammersmith & Fulham CCG Practices, Q3 2013/14

Rate of emergency hospital admissions for selected long term conditions as a proportion of total number of patients per GP practice.



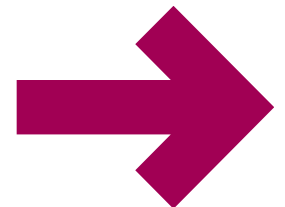
# GPOS: A&E Attendances Practice Level, NHS Hammersmith & Fulham CCG Practices, Q3 2013/14

The rate of A&E attendances per 1000 patients on GP practice register

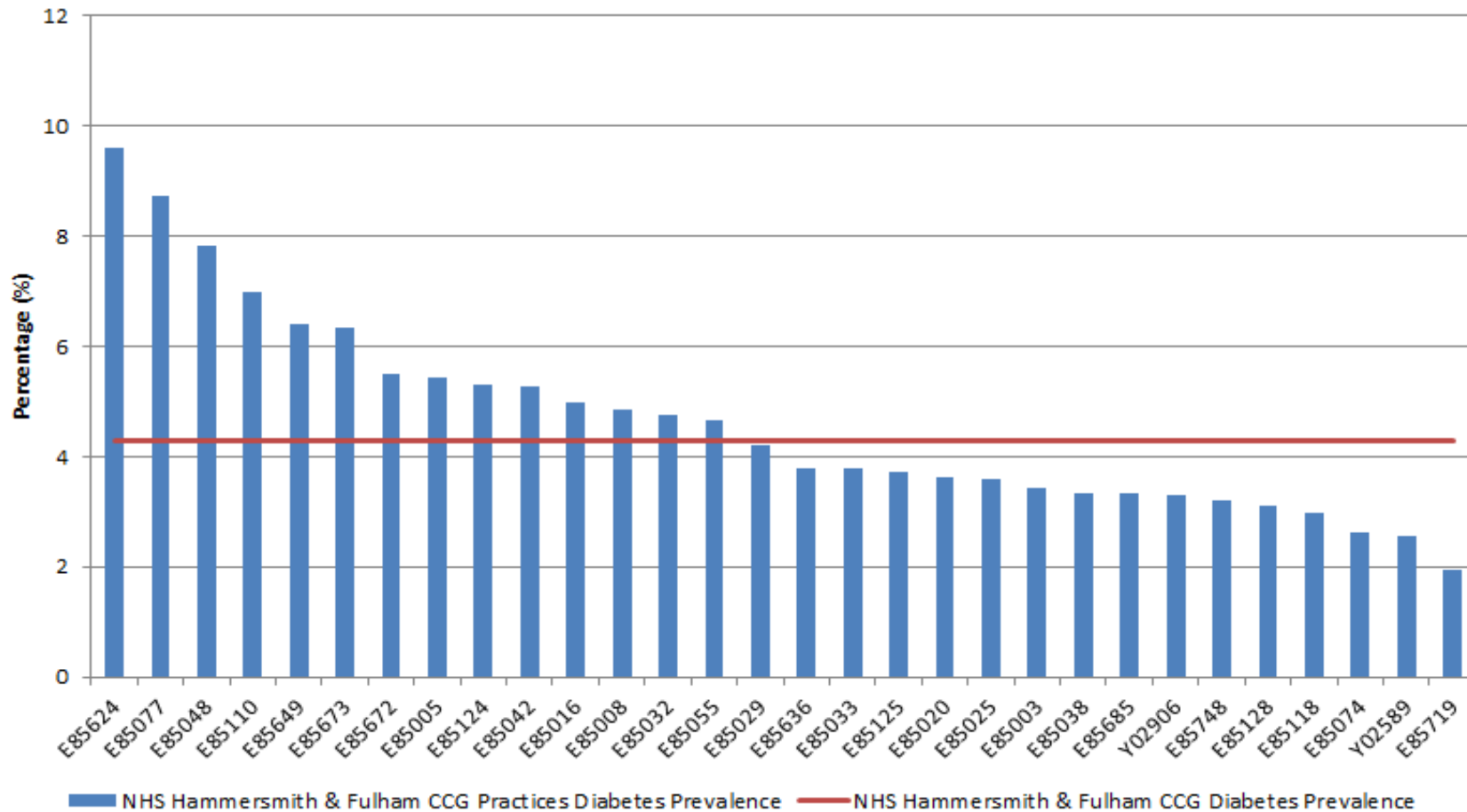


# Diabetes in NHS Hammersmith & Fulham CCG

- Prevalence of Diabetes
- Diabetes Care Processes

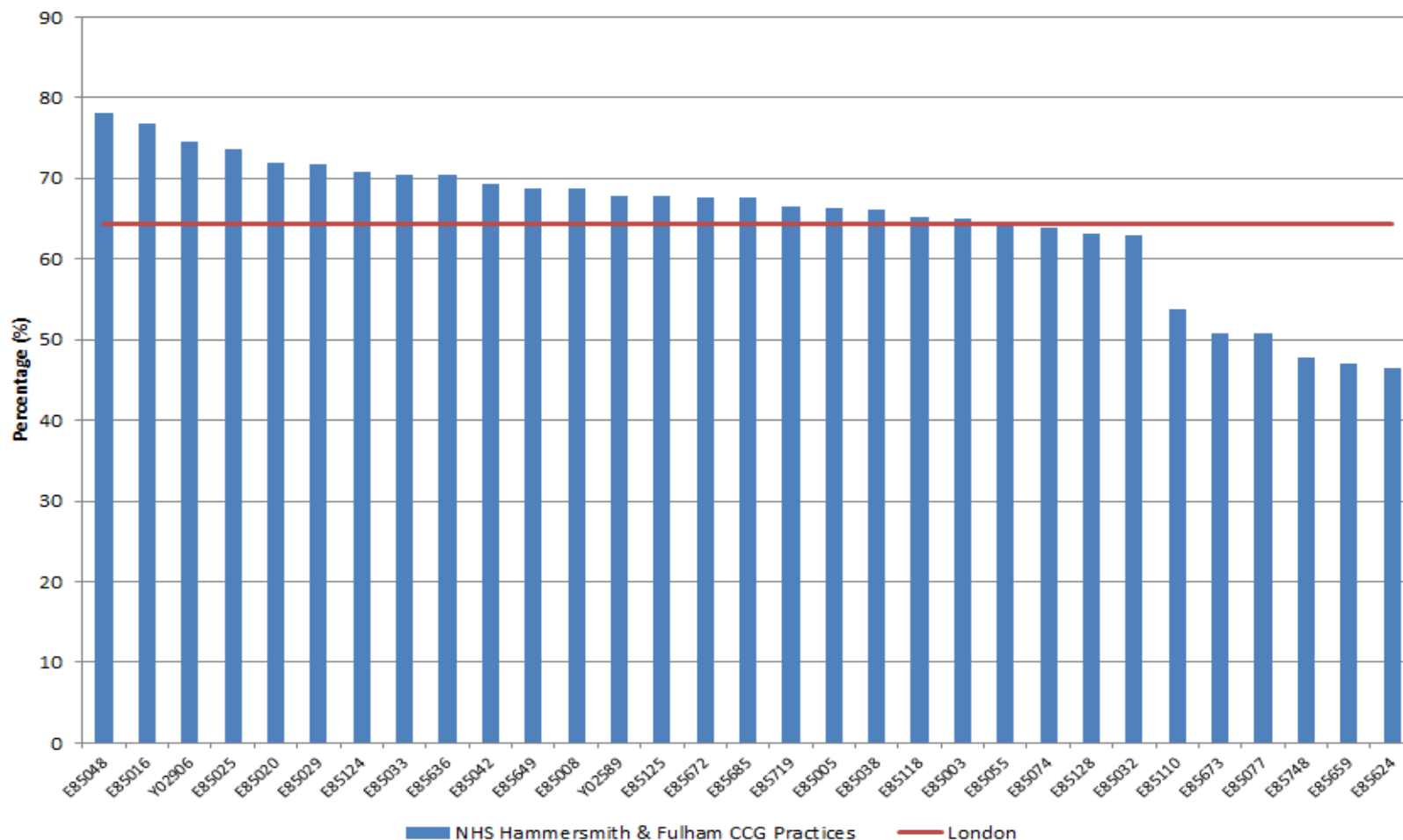


# Diabetes Prevalence (17+) Practice level, NHS Hammersmith & Fulham CCG Practices, QOF 2012/13



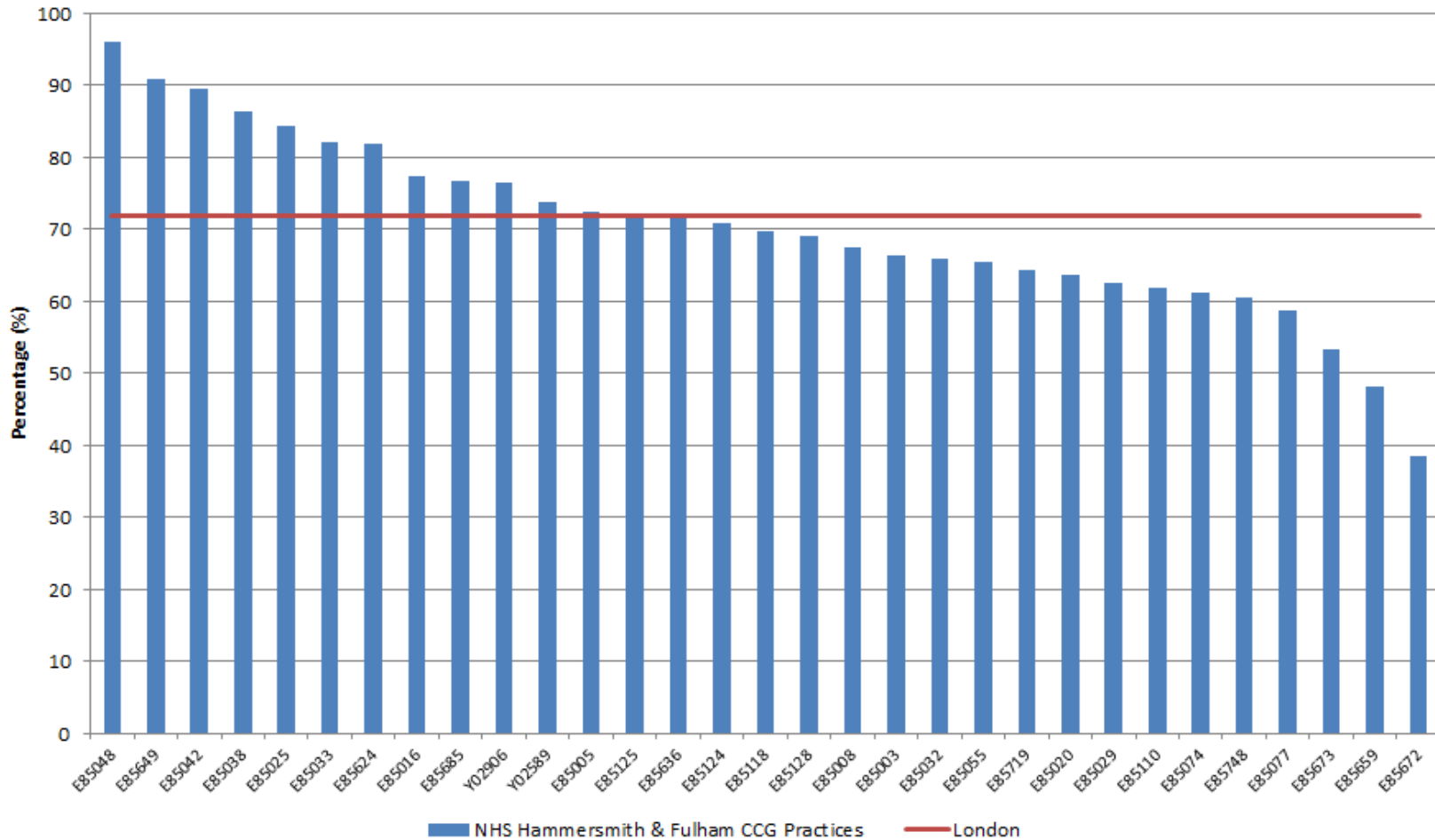
# Diabetes Care Processes – Cholesterol Measurement

The percentage of patients with diabetes in whom the last IFCC-HbA1c is 59 mmol/mol or less in the preceding 15 months by NHS Hammersmith & Fulham CCG Practices



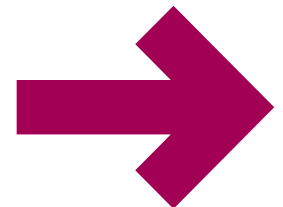
# Diabetes Care Processes – Blood Pressure Measurement

The percentage of patients with diabetes in whom the last blood pressure is 140/80 or less by NHS Hammersmith & Fulham CCG Practices



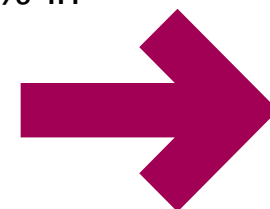
# GP Patient Survey

- Summary
- NHS Hammersmith and Fulham CCG Comparison with London & England
- Survey question breakdown by NHS Hammersmith and Fulham CCG practices



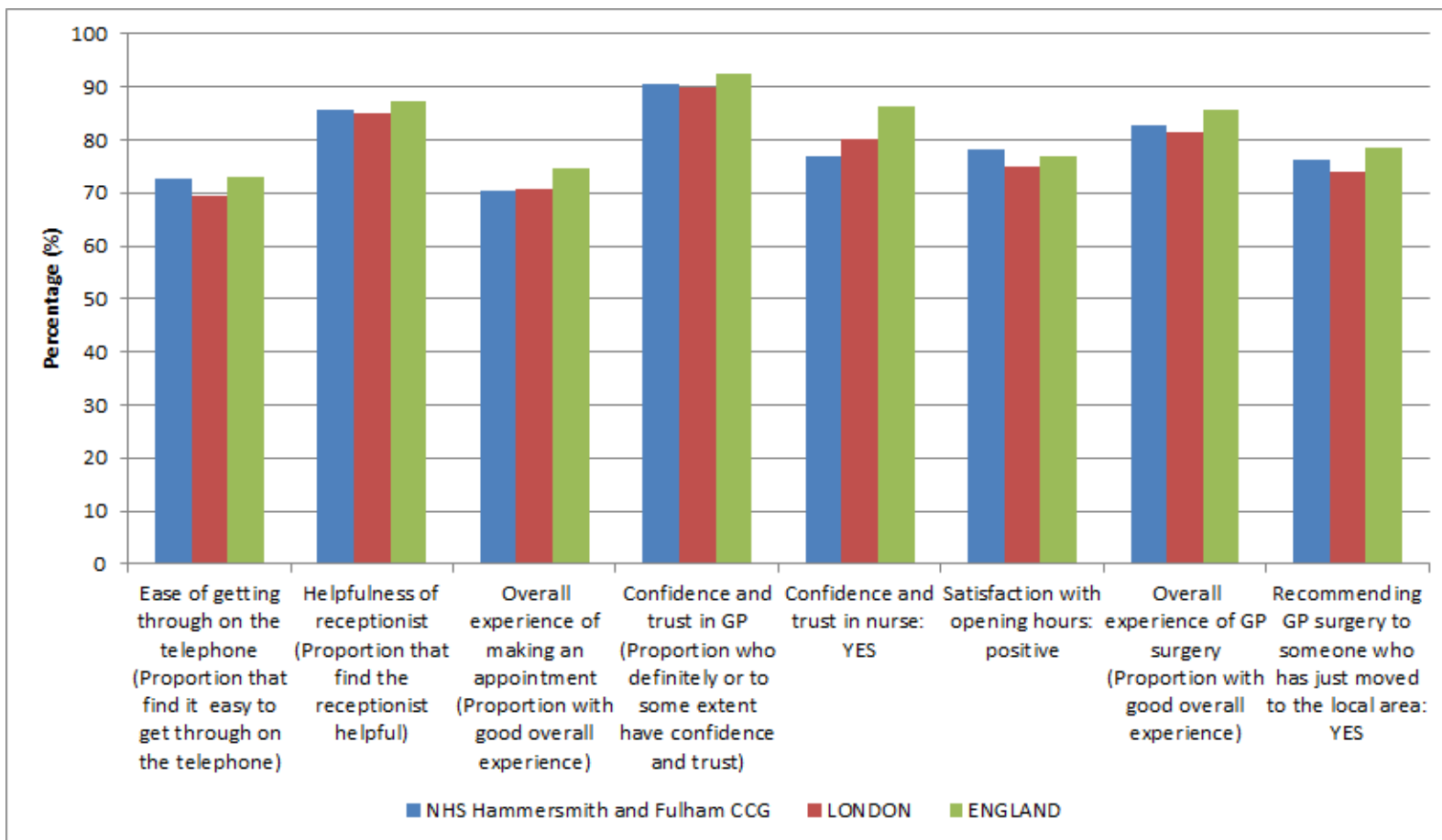
## GP Patient Survey July 2013-March 2014: Headlines for NHS Hammersmith and Fulham CCG

- Across 8 selected questions which were analysed, NHS Hammersmith and Fulham CCG response was **higher** than both the London and England average for the % of patients who were satisfied with the opening times of their surgery. The % of patients in NHS Hammersmith and Fulham CCG (78.1%) who were satisfied with their surgery opening hours was higher than in London (74.9%) and England (76.9%).
- The largest variation between NHS Hammersmith & Fulham CCG and London occurred for the % of patients who found it easy to get through on the telephone (72.6% in NHS Hammersmith and Fulham CCG compared with 69.3 % in London)
- The largest variation between NHS Hammersmith & Fulham CCG and England occurred for the % of patients who had trust in their Nurse (77% in NHS Hammersmith and Fulham CCG compared with 86.2 % in England)
- The % of patients who had trust in their nurse varied from 34.7% to 92.7% in NHS Hammersmith and Fulham CCG.

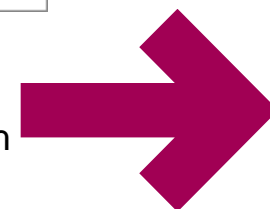




# GP Patient Survey Confidence and Trust in GP, NHS Hammersmith & Fulham CCG Practices, July 2013-March 2014

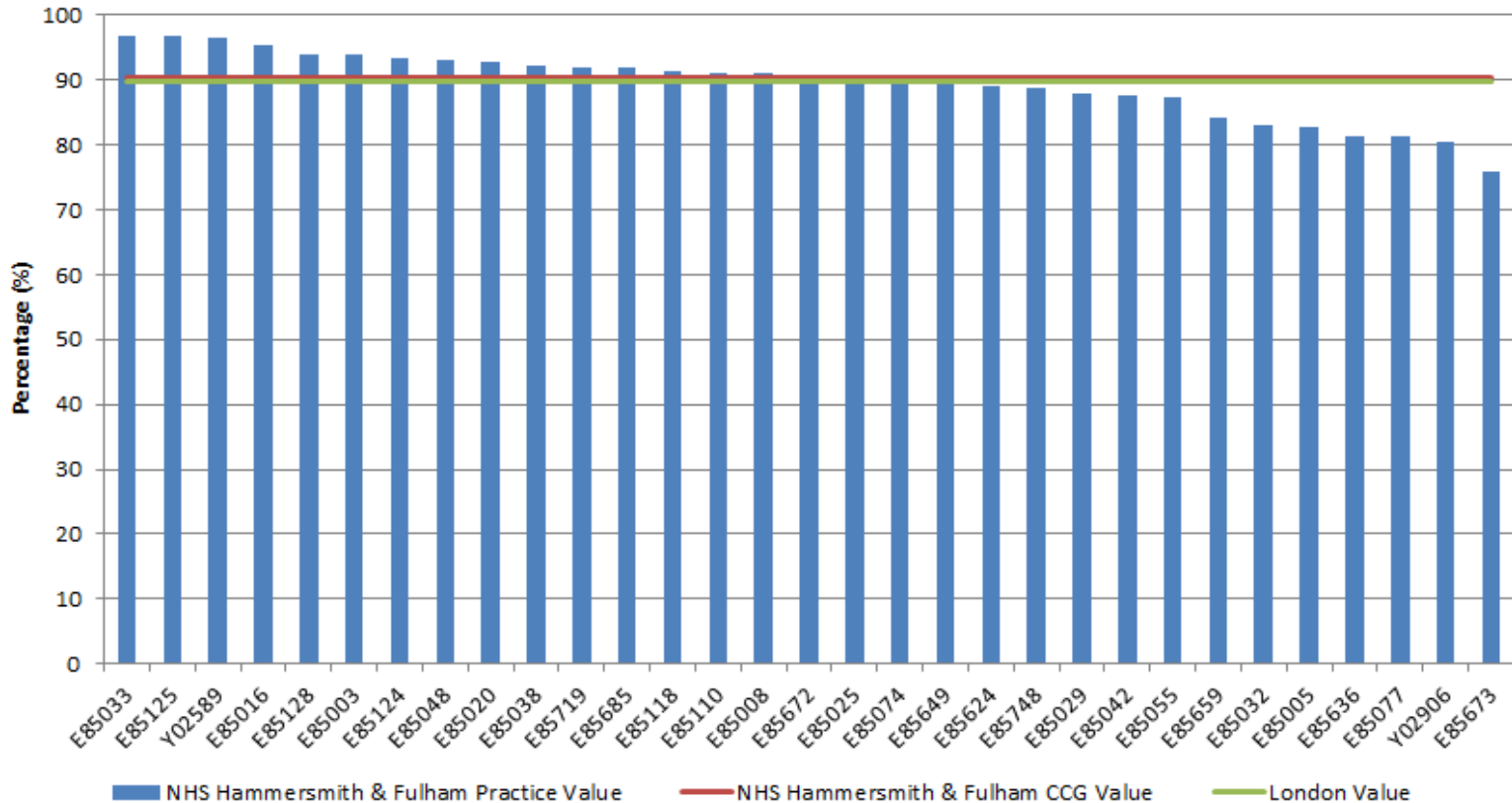


- The % of patients in NHS Hammersmith & Fulham CCG who had confidence and trust in their nurse (77%) was lower than in London (80%) and England (86.2%).
- The % of patients in NHS Hammersmith and Fulham CCG (78.1%) who were satisfied with their surgery opening hours was higher than in London (74.9%) and England (76.9%).

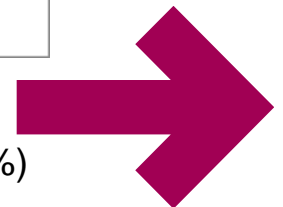


# GP Patient Survey Confidence and Trust in GP, NHS Hammersmith & Fulham CCG Practices, July 2013-March 2014

**Proportion of patients who definitely or to some extent have confidence and trust in their GP**

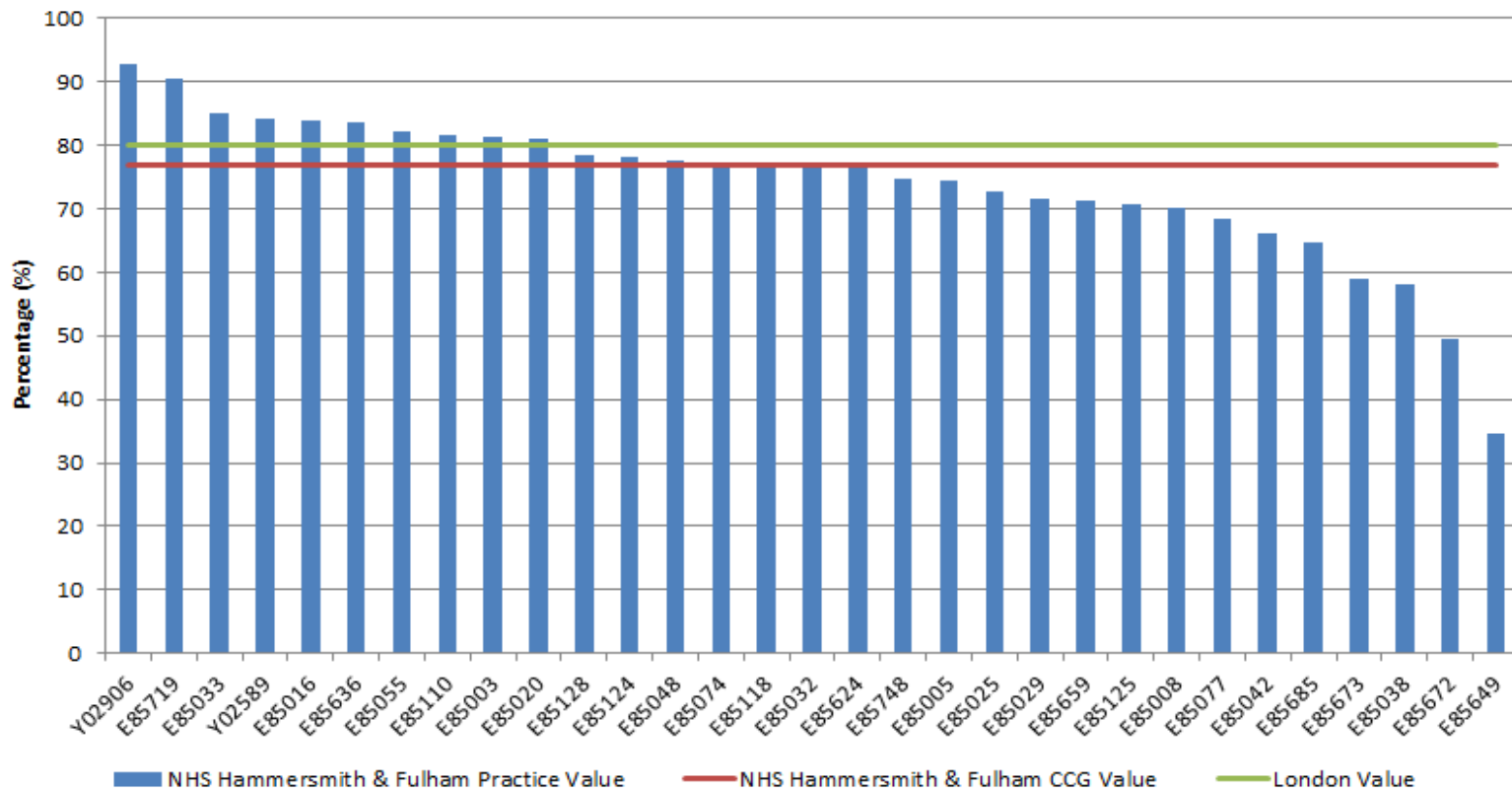


- 13 Practices had scores below the NHS Hammersmith & Fulham CCG average of (90.4%)  
[www.england.nhs.uk](http://www.england.nhs.uk)

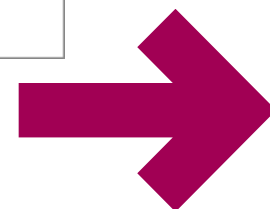


GP Patient Survey Confidence and Trust in Nurse, NHS Hammersmith & Fulham CCG Practices, July 2013-March 2014

**Proportion of patients who definitely or to some extent have confidence and trust in their Nurse**

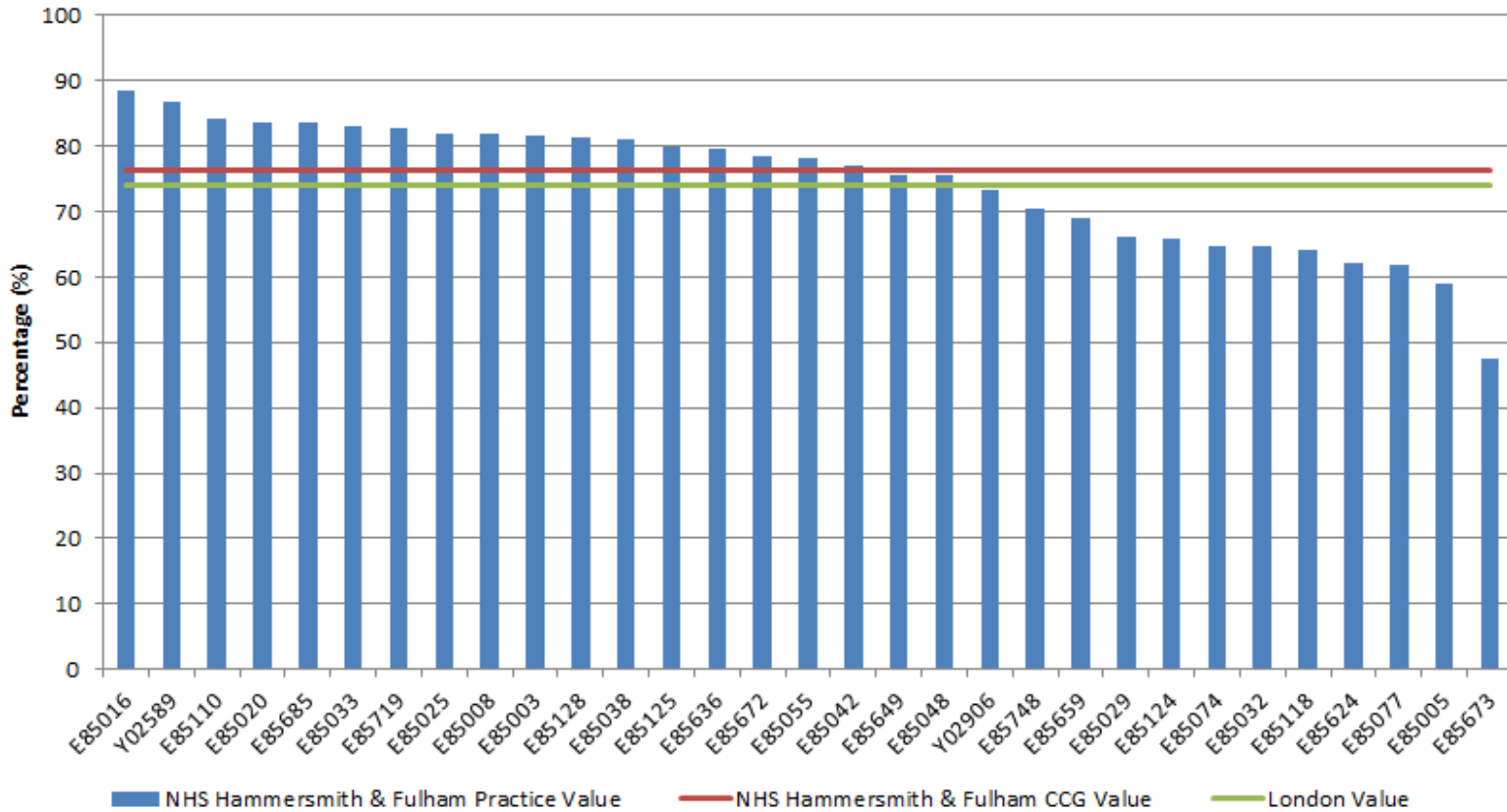


- 17 Practices had scores below the NHS Hammersmith & Fulham CCG average of (77%)  
[www.england.nhs.uk](http://www.england.nhs.uk)

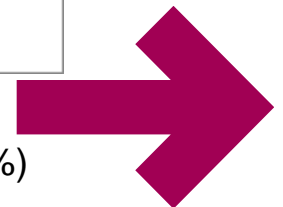


# Recommending GP Surgery to someone who has just moved to the local area, NHS Hammersmith & Fulham CCG Practices, July 2013-March 2014

**Proportion of patients who stated they would recommend their GP surgery to someone who has recently moved to the local area**

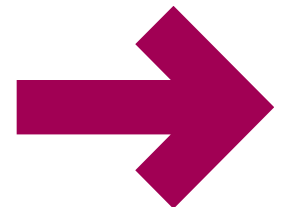


- 14 Practices had scores below the NHS Hammersmith & Fulham CCG average of (76.4%)
- [www.england.nhs.uk](http://www.england.nhs.uk)



# QOF

- Regional / National Summary
- Hammersmith & Fulham CCG Practice Summary



# QOF – Regional Summary

Quality and Outcomes Framework 2012/13	High Level Summary						
	No. of Practices	Domain				QOF Points Total (%)	Exception Rate (%)
		Clinical (%)	Organisational (%)	Patient Experience (%)	Additional Services (%)		
National	8,020	95.4	97.3	98.7	97.0	96.1	4.1
NORTH OF ENGLAND	2,421	95.6	98.1	98.9	97.4	96.4	4.1
MIDLANDS AND EAST OF ENGLAND	2,358	95.2	97.5	99.1	97.5	96.0	4.1
LONDON	1,447	94.0	95.2	96.8	93.9	94.4	3.6
SOUTH OF ENGLAND	1,794	96.6	97.8	99.6	98.1	97.1	4.4



# QOF – H&F CCG Practice Summary

	No. of Practices	Practice List Size	Domain				QOF Points Total (%)	Exception Rate (%)
			Clinical (%)	Organisational (%)	Patient Experience (%)	Additional Services (%)		
<b>National</b>	8,020	-	95.4	97.3	98.7	97.0	96.1	4.1
<b>LONDON</b>	1,447		94.0	95.2	96.8	93.9	94.4	3.6
<b>HAMMERSMITH AND FULHAM</b>	31		90.7	88.8	87.1	82.3	89.7	4.0
BROOK GREEN MEDICAL CENTRE		12,174	90.6	100.0	100.0	95.9	94.1	5.1
CANBERRA CENTRE FOR HEALTH		3,046	95.5	100.0	100.0	100.0	99.1	5.1
CASSIDY MEDICAL CENTRE		4,310	99.3	96.9	100.0	95.5	98.8	5.4
DR B DAS		2,398	92.7	23.6	0.0	30.6	70.0	2.6
DR B MANGWANA		4,711	98.2	92.1	100.0	99.7	97.1	2.2
DR C ELLIOTT		5,029	98.6	100.0	100.0	93.6	99.3	6.5
DR D O'GALLAGHER		8,440	99.6	100.0	100.0	100.0	99.8	6.4
DR GC LAWLEY		7,901	97.9	97.2	100.0	100.0	97.9	3.3
DR GS UPPAL		6,589	95.9	100.0	100.0	80.8	-	.
DR J HARROP-GRIFFITHS		7,815	96.9	100.0	100.0	99.8	98.5	4.5
DR J JOLLY		4,955	96.9	100.0	100.0	93.3	97.6	3.3
DR K WINAYAK		5,826	89.3	96.9	100.0	91.5	91.9	3.6
DR L SLATER		4,408	88.0	94.1	100.0	100.0	91.3	3.0
DR MAL EVANS		8,198	90.6	100.0	100.0	86.1	93.1	2.2
DR PFR FERNANDES		9,777	96.0	100.0	100.0	96.9	97.8	3.0
DR R DANDAPAT		3,613	99.1	100.0	100.0	79.9	99.1	6.9
DR RK & DR R KUKAR		1,706	54.5	100.0	100.0	59.5	69.6	1.8
DR RK KUKAR		6,826	78.6	100.0	100.0	68.8	84.8	1.8
DR RN MUTHIAH		1,480	78.1	23.6	0.0	24.2	59.8	3.3
DR S DASGUPTA		3,445	97.2	100.0	100.0	95.6	98.8	4.3
DR SAMJI & PARTNERS		12,162	94.1	100.0	100.0	90.4	95.7	2.6
DR SF ARAS		10,883	96.4	23.6	0.0	47.7	72.6	4.0
DR SM JEFFERIES		14,845	99.0	100.0	100.0	90.8	98.9	5.2
FULHAM CROSS MEDICAL CENTRE		2,147	81.9	98.0	100.0	75.0	88.9	1.7
HAMMERSMITH & FULHAM CENTRE FOR HEALTH		5,681	97.1	95.3	100.0	91.8	96.8	5.3
LILLIE ROAD PRACTICE		3,397	97.9	100.0	100.0	86.2	98.3	8.4
NORTH END MEDICAL CENTRE		16,791	92.9	97.2	100.0	85.4	94.5	5.5
RICHFORD GATE MEDICAL PRACTICE		10,258	90.4	94.1	100.0	96.5	92.5	4.0
SHEPHERDS BUSH MEDICAL CENTRE		3,542	76.3	98.0	100.0	76.3	83.4	2.6
THE FULHAM MEDICAL CENTRE		7,361	99.2	100.0	100.0	100.0	99.5	2.4
THE OLD OAK SURGERY		3,860	53.3	23.6	0.0	19.0	43.4	3.3

