

The Neaman Practice data pack

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Annex: The Neaman Practice Profile – Public Health

C&H CCG's Primary Care Quality Dashboard (PCQD)

The PCQD is a CCG created consolidated database of 23 indicators, the data for which have been aggregated at practice level to give an overview of the quality of primary care in City and Hackney.

The CCG rebases data for each indicator against the C&H benchmark to give an overall quality score for each practice. Neaman's overall PCQD score is 77.4, above the C&H average of 76.1. Neaman is above the National and London benchmarks when aggregated across all 23 indicators.

The table below shows Neaman's performance against each indicator.

No.	Indicator	Data Source	Interpretation	Neaman	C&H	London	England
1	Satisfaction with the quality of consultation at the GP practice (aggregate of 7 quality Q's)	GP Patient Survey (GPPS)	Higher is better	639.5	609.4	602.8	627.1
27	% patients that would recommend their GP to friends and family needing the same or similar treatment.	Friends & Family Test	Higher is better	90.8	90.2	86.4	88.4
3	Satisfaction with accessing primary care (aggregate of 3 access Q's)	GPPS	Higher is better	257.0	245.7	233.5	241.6
28	% LTC patients feeling supported to manage own condition	GPPS	Higher is better	67.8	59.6	57.6	63.1
5	% rating overall experience of GP surgery as very good or fairly good	GPPS	Higher is better	88.2	83.9	80.9	85.2
6	Mental health aggregate measure	QOF (3 Indicators)	Higher is better	271.6	269.0	263.5	267.6
7	Women receiving 6 week post-natal check, % of whom are screened for post natal depression	Clinical Effectiveness Group (CEG)	Higher is better	89.5	97.5	n/a	n/a
33	% SMI patients above threshold level (BMI ≥30; Qrisk ≥20%; alcohol use audit c score of ≥8; non-prescribed drug use; identified as a smoker at review) who have been offered a lifestyle intervention by the practice.	CEG	Higher is better	50.0	68.2	n/a	n/a
9	C&H GP referred first OP attendance (rate per 1000 registered population)	Hospital Episodes Statistics (HES)	Lower is better	292.4	248.2	375.4	393.1
10	Number of new cancer cases treated, % of which are two-week referrals	Public Health England (PHE)	Higher is better	65.4	52.9	47.7	48.4
11	% patients aged from 25 to 64 whose notes record that a cervical smear has been performed in the past five years	QOF	Higher is better	69.8	79.3	78.5	81.4
29	% of children on the universal partnership plus (UPP) register who have an action plan	CEG	Higher is better	100.0	97.4	n/a	n/a
34	Immunisations by 24 months aggregate measure	CEG	Higher is better	367.2	303.6	n/a	n/a
15	% of patients with hypertension in whom the last BP reading (measured in the preceding 9m) is 150/90 mmHg or less	QOF	Higher is better	88.0	90.1	81.4	82.9
16	Heart failure aggregate measure	QOF (3 Indicators)	Higher is better	285.8	291.2	288.5	286.8
30	% patients with any or any combination of the following conditions: CHD, PAD, stroke or TIA, hypertension, diabetes, COPD, CKD, asthma, schizophrenia, bipolar affective disorder or other psychoses who are recorded as current smokers who have a record of an offer of support and treatment within the	QOF	Higher is better	100.0	98.9	96.4	94.3
18	Diabetes aggregate measure	QOF (7 Indicators)	Higher is better	878.3	891.0	1135.1	1160.2
19	% of patients attending A&E that are diverted to PUCC	SUS / CCG	Lower is better	1.0	21.8		
20	A&E attendance (rate per 1000 registered population)	HES	Lower is better	270.8	391.0	350.9	333.8
21	Unplanned admission (rate per 1000 registered population) (excluding maternity)	HES	Lower is better	60.7	77.9	81.2	99.0
31	Benzodiazepines (caps & tabs) ADQ per Benzodiazepine caps & tabs (BNF 4.1 sub-set) COST based STAR PU	CCG Medicines Management Dashboard	Lower is better	0.7	0.6	n/a	0.7
32	Co-Amoxiclav, Cephalosporins and Quinolones % of all antibacterial items	CCG Medicines Management Dashboard	Lower is better	15.8	14.3	n/a	10.2
35	% women receiving their 16w check who have smoking status recorded	CEG	Higher is better	7.7	15.9	n/a	n/a

Better than C&H AVG
Same as C&H AVG
Worse than C&H AVG

Quality Outcomes Framework (QOF)

Total QOF Achievement in the last 3 years:

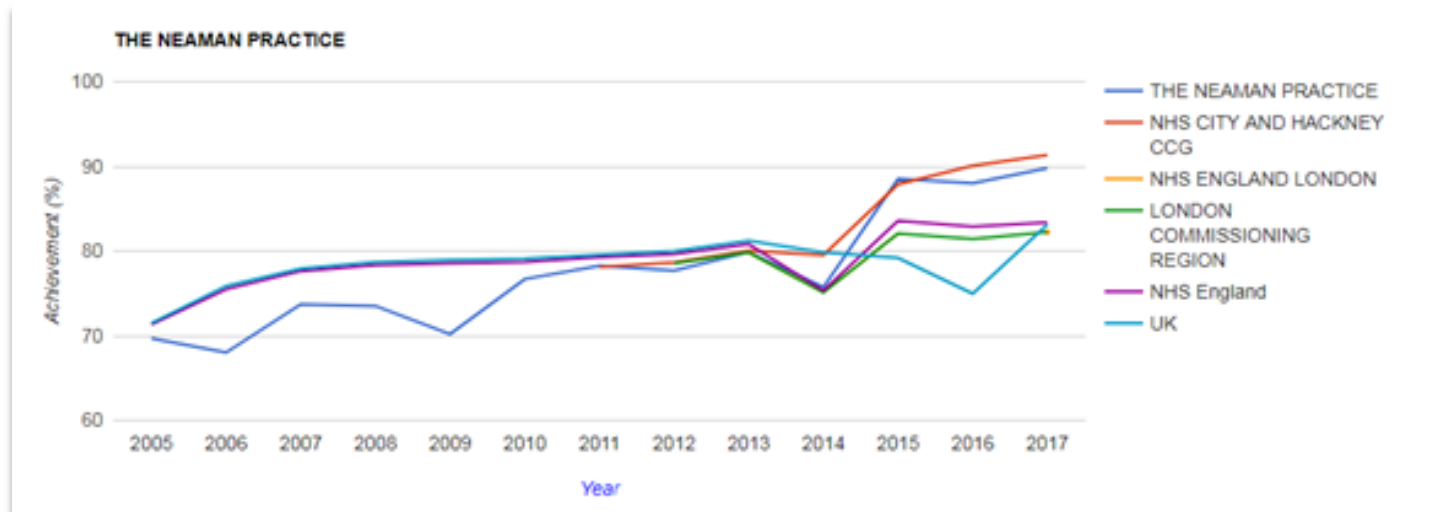
14/15 – 555.03/559 99.3% (Above England average)

15/16 – 549.04/559 98.2% (Above CCG and England average)

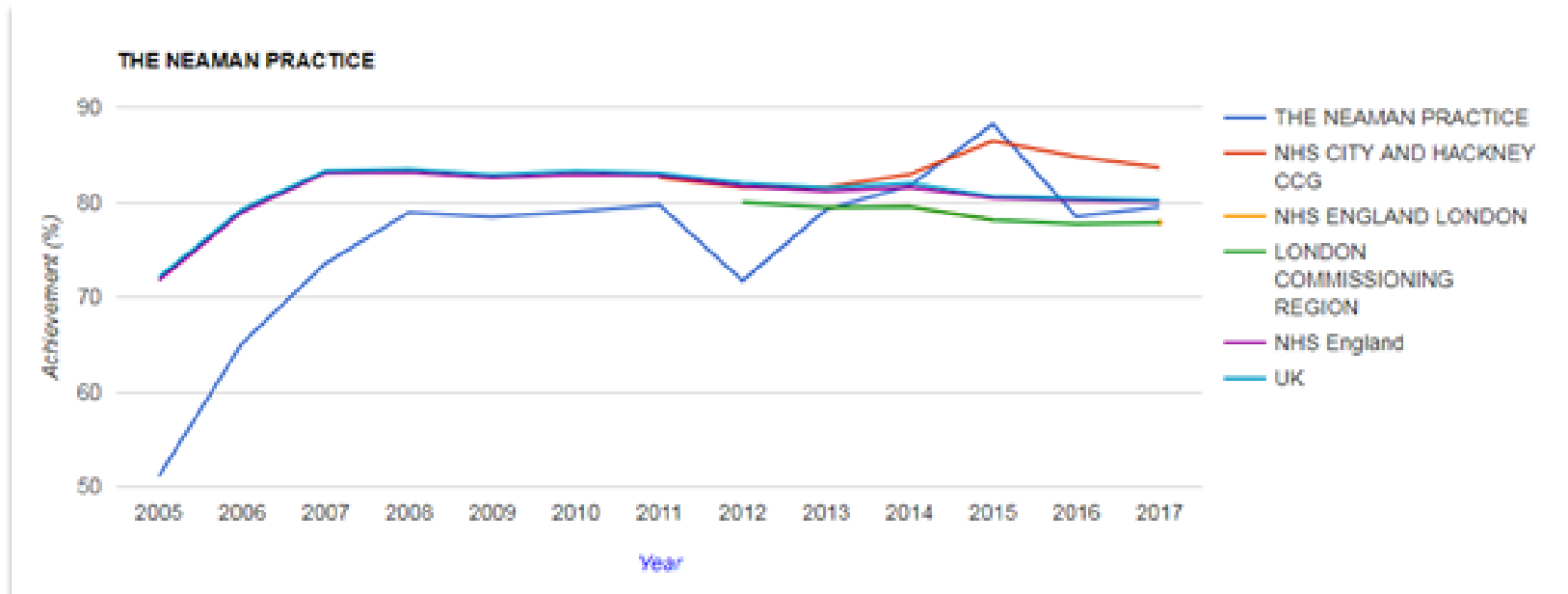
16/17 – 552.84/559 98.9% (Above CCG and England average)

*<http://qof.digital.nhs.uk/search/index.asp>

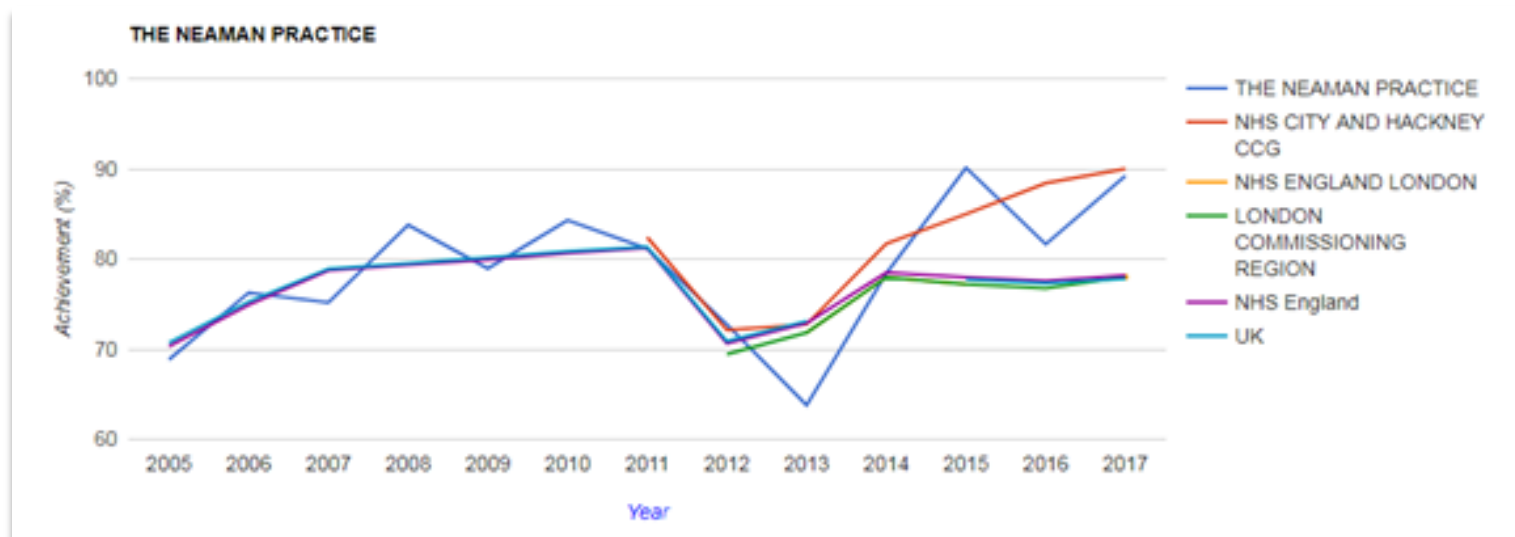
The percentage of patients with hypertension in whom the last blood pressure reading (measured in the preceding 12 months) is 150/90 mmHg or less.



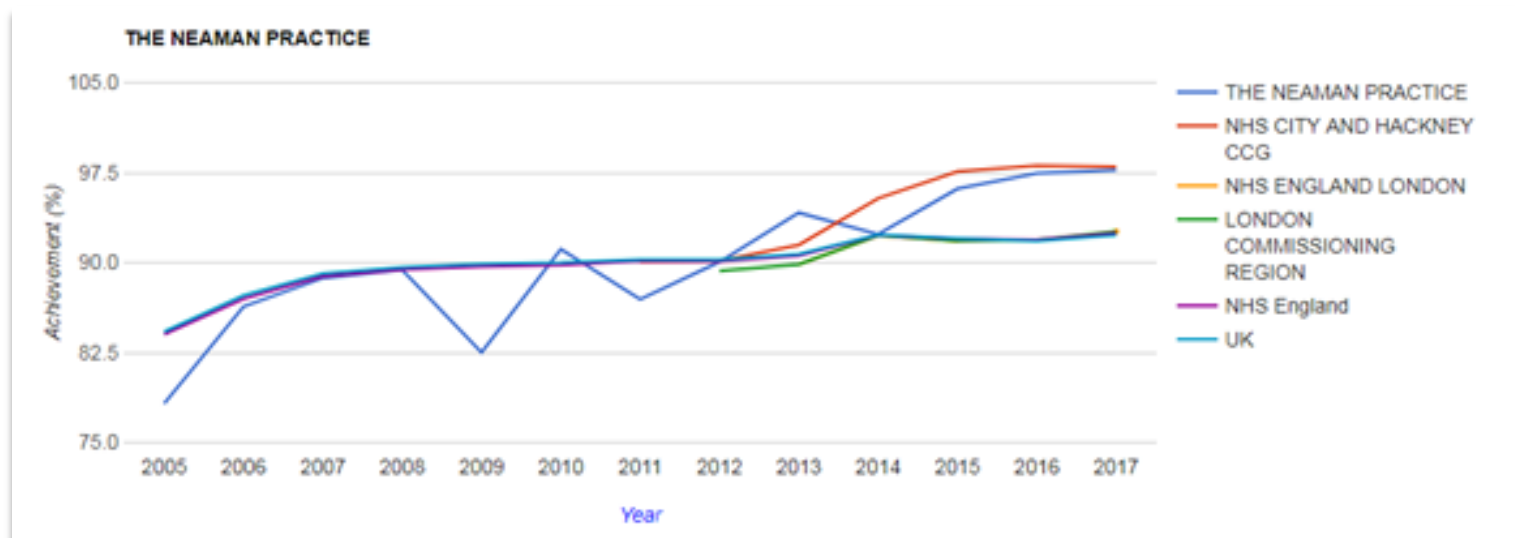
The percentage of patients with diabetes, on the register, whose last measured total cholesterol (measured in the preceding 12 months) is 5 mmol/l or less



The percentage of patients with diabetes, on the register, in whom the last blood pressure reading (measured in the preceding 12 months) is 140/80 mmHg or less.



The percentage of patients with coronary heart disease in whom the last blood pressure reading (measured in the preceding 12 months) is 150/90 mmHg or less



Vaccinations

Flu Performance in the last 3 years:

Summary of Flu Vaccine Uptake (%)				
Year	Target	65 and over	Under 65 (at-risk only)	All Pregnant Women
Jan-17	75	65.4	44.2	38.8
Jan-16	75	63.4	41.1	39.6
Jan-15	75	67.3	44.7	44.8

Pneumococcal Performance 15/16 and 16/17:

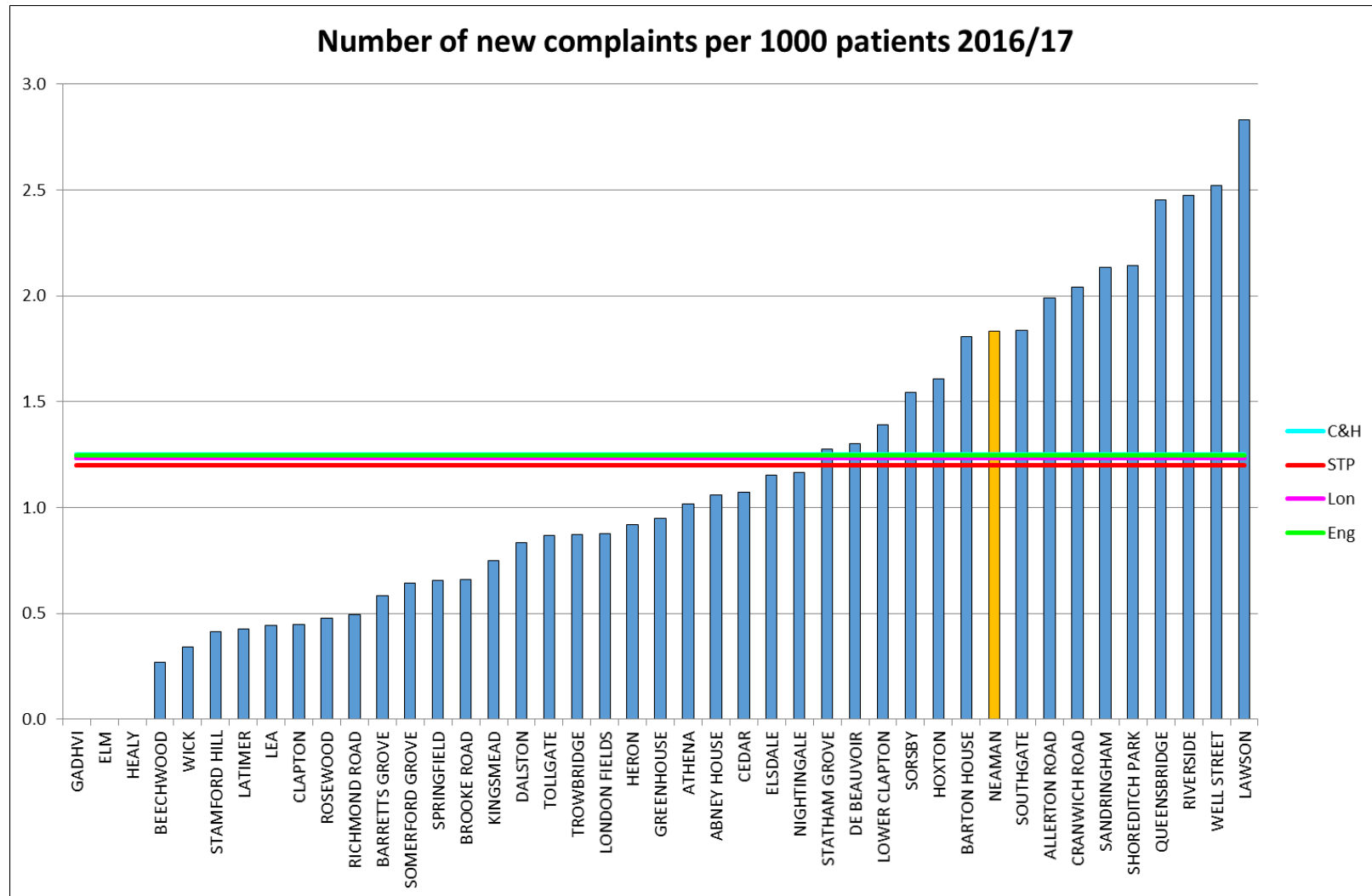
Received the Pneumococcal (PPV) vaccine at any time aged 65 and over (%)			
Year	Target	No of patients	% of patients
2016/17	75	702	63.0
2015/16	75	726	63.4

*Data Extracted from Immfom

Patient Feedback & Complaints

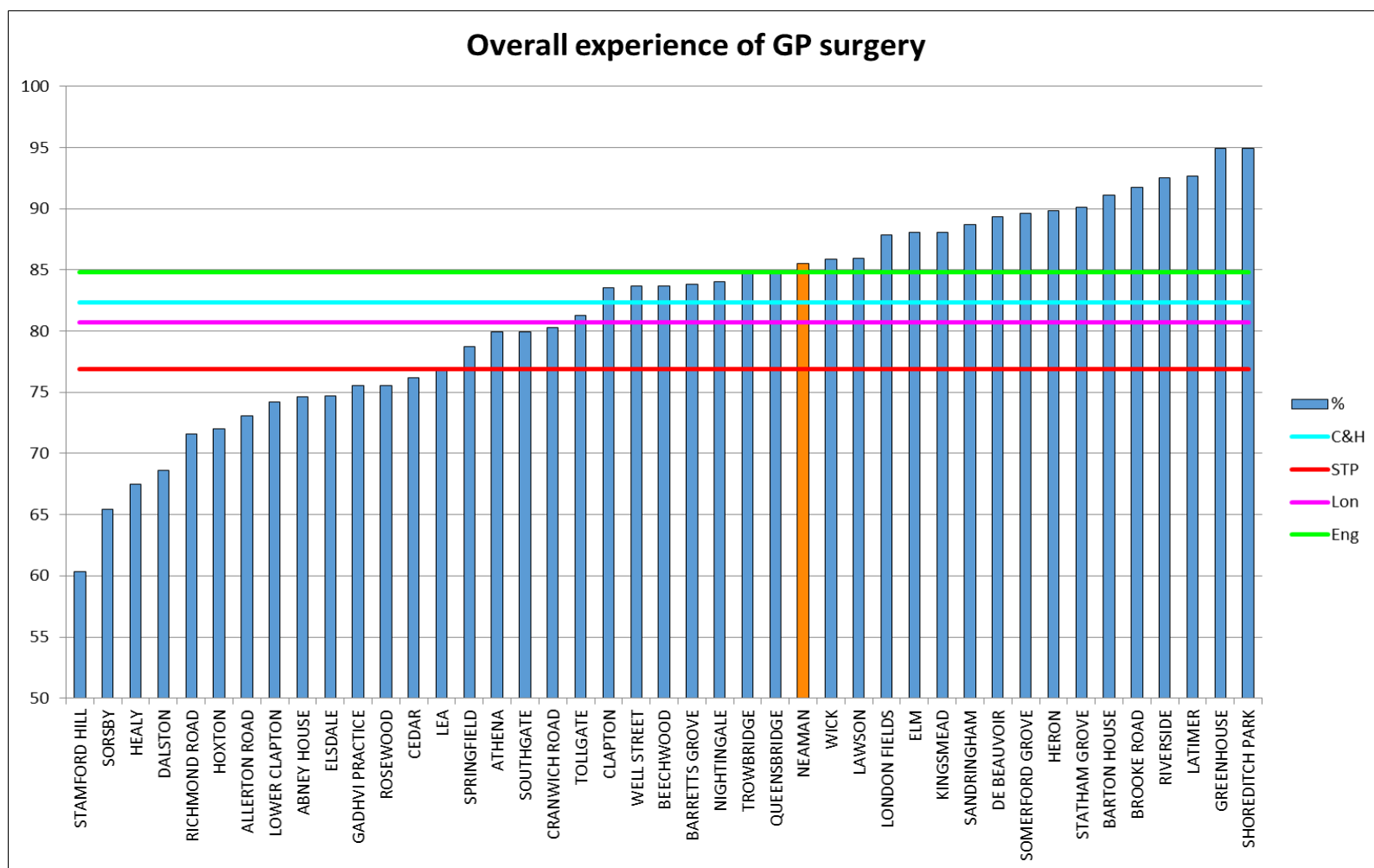
The table below shows the practice's return to NHS Digital outlining the number of complaints received by the practice in 2016/17 and whether they were upheld.

2016/17	
Upheld	9
Partially upheld	3
Not upheld	5
Total	17

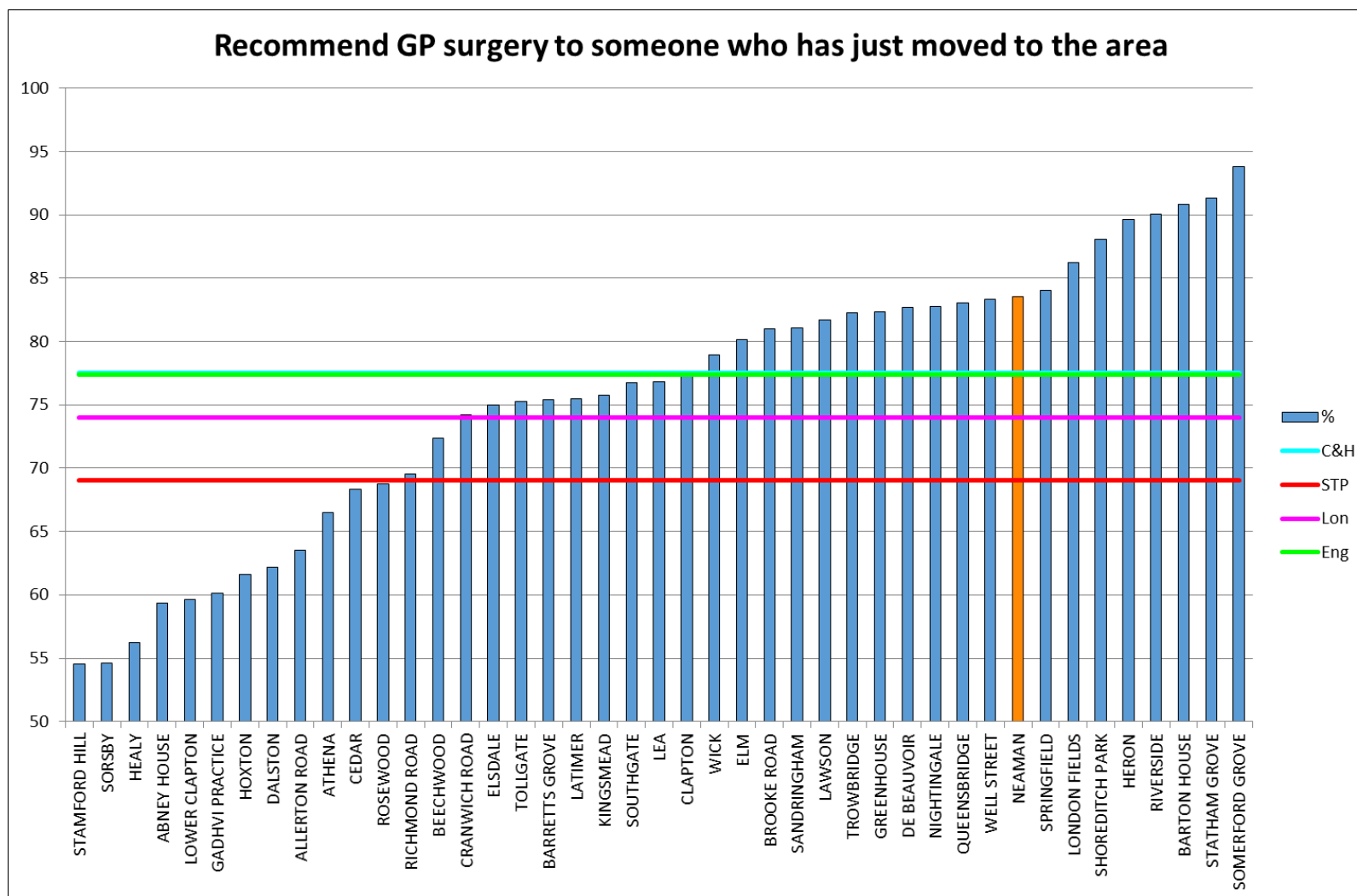


The Neaman Practice 1.83 new complaints per 1000 patients in 2016/17 – higher than the CCG, STP, London, and England.

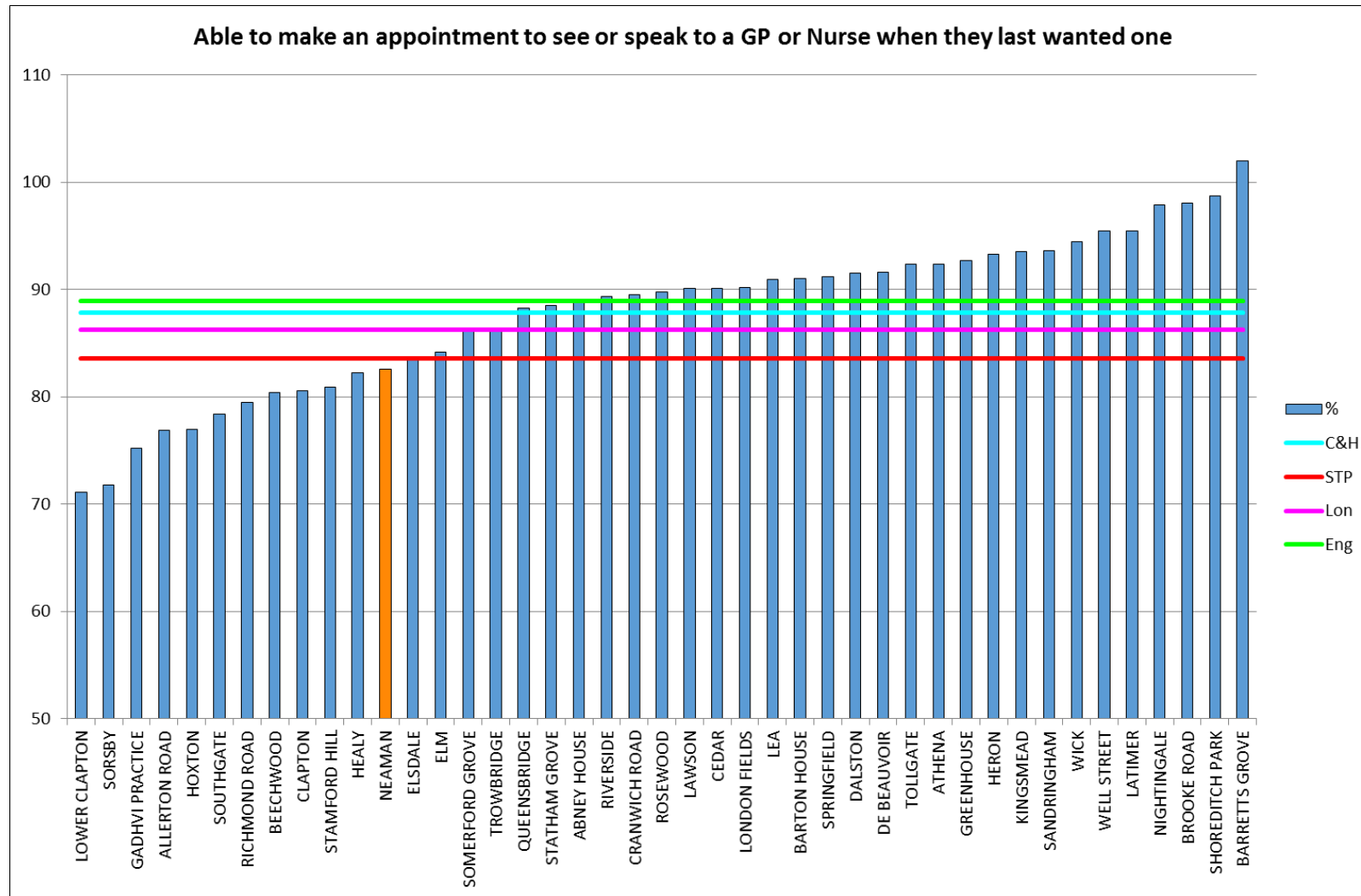
The main source of patient feedback in primary care is the national GP Patient Survey (GPPS). The graphs below show The Neaman Practice results for several key GPPP questions taken from the July 2017 publication. The number of weighted responses for the practice was



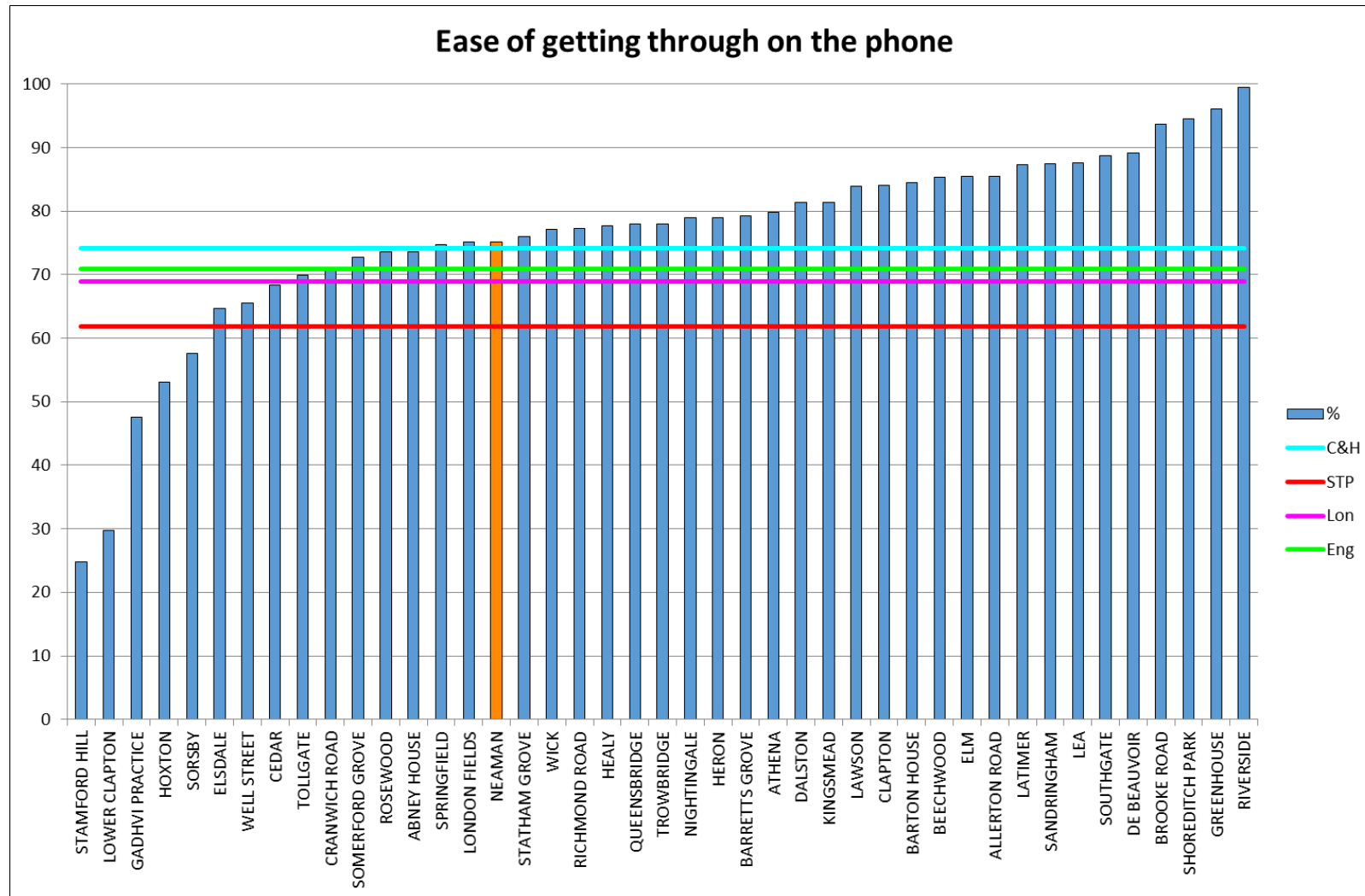
85.5% of registered patients responding to the GPPS described their overall experience of the practice as very good or fairly good. This is higher than the CCG (82.3%), STP (76.9%), London (80.7%) and National (84.8%) averages.



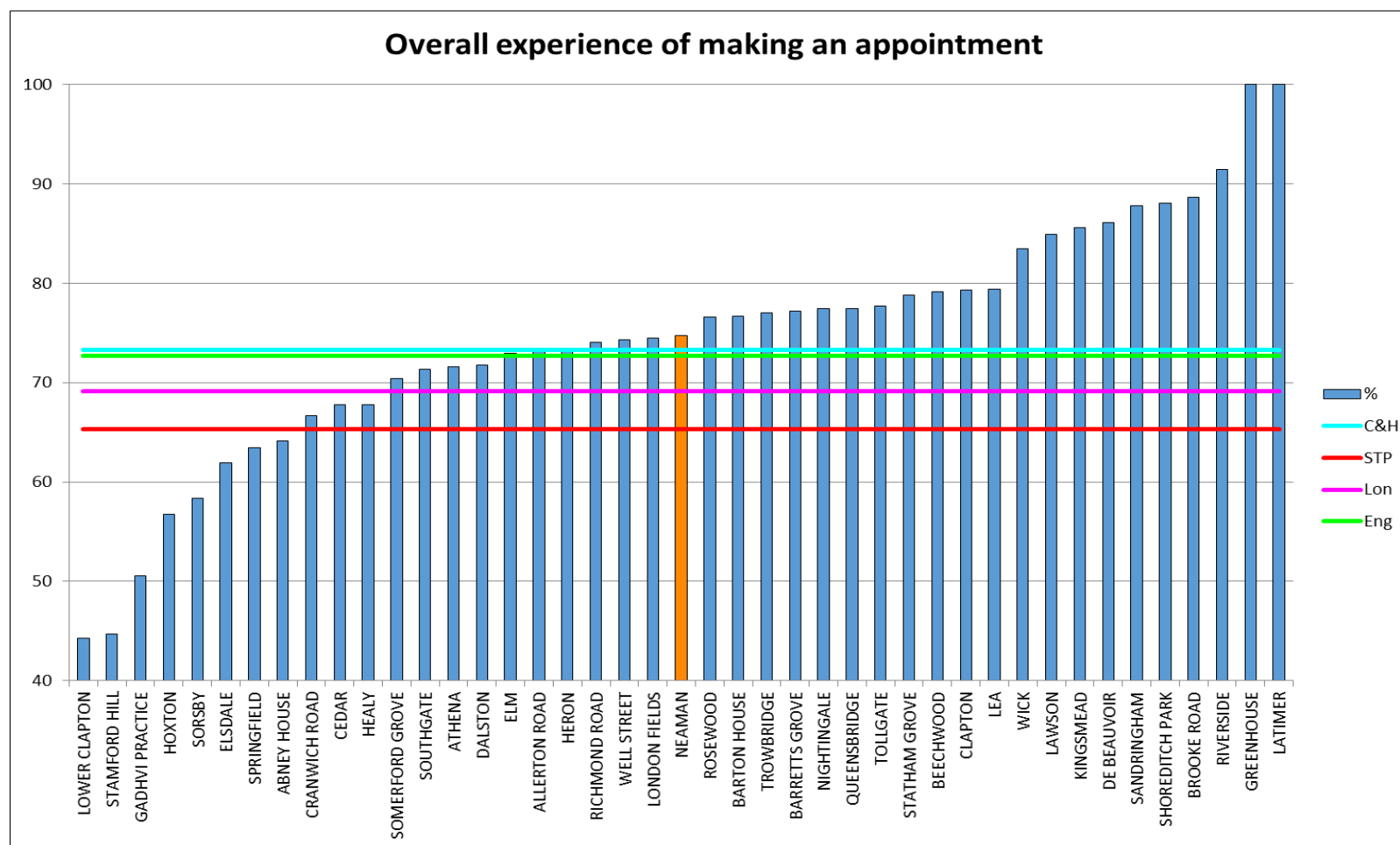
83.5% of registered patients responding to the GPPS would recommend The Neaman Practice to someone who has just moved to the area – Higher than the CCG (77.6%), the STP (69%), London (74%), and England (77.4%).



82.5% of registered patients responding to the GPPS were able to get an appointment to see a GP or Nurse when they last wanted one – Lower than the CCG (87.8%), STP (83.6%), London (86.2%), and England (88.9%).



75.2% of respondents felt that it was easy to get through on the phone – Higher than the CCG (74.2%), STP (61.9%), London (68.9%), and England (70.9%)



74.7% of respondents described their overall experience of making an appointment as good – Higher than the CCG (73.3%), STP (65.3%), London (69.1%), and England (72.7%).

In 2017, the CCG also asked practices to carry out a local patient survey including questions which corresponded to key GPPS questions. The table below shows selected results from that survey.

Describe their overall experience of GP surgery as good	94.9%
Would recommend GP surgery	91.0%
Responded that it was easy to get through on the phone	73.1%
Had a positive experience of making an appointment	91.0%

CQC

Table below shows ratings for each domain of the practices most recent CQC report

The Neaman Practice	
CQC overall rating	Good
Date published	23/01/2017
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well-led	Good
Older people	Good
LTC	Good
Families, children and young people	Good
Working age	Good
Vulnerable	Good
Mental health	Good

Workforce

Data taken from NHS Digital - General and Personal Medical Services England Sept 2017

	Neaman	C&H	London	England
Total Patients	9431	315528	9737168	58674676
Total GPs - Full Time Equivalents	3.8	190	5923.1	33301.7
GPs per 1000 patients	0.4	0.6	0.6	0.6

Catchment Area

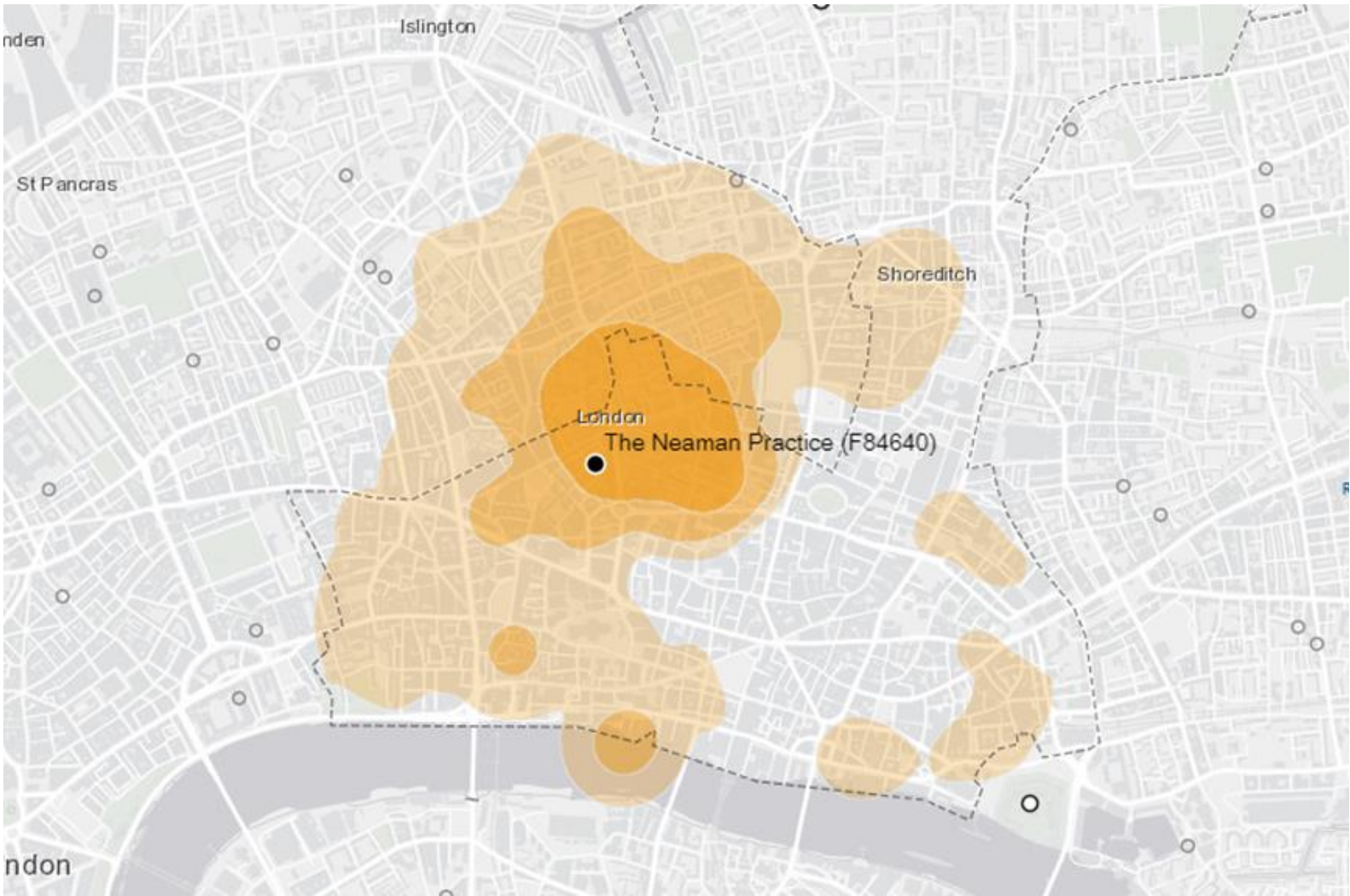
The map below shows the contractual catchment area for The Neaman Practice (marked in blue). The red line shows City of London boundary.



Map 1

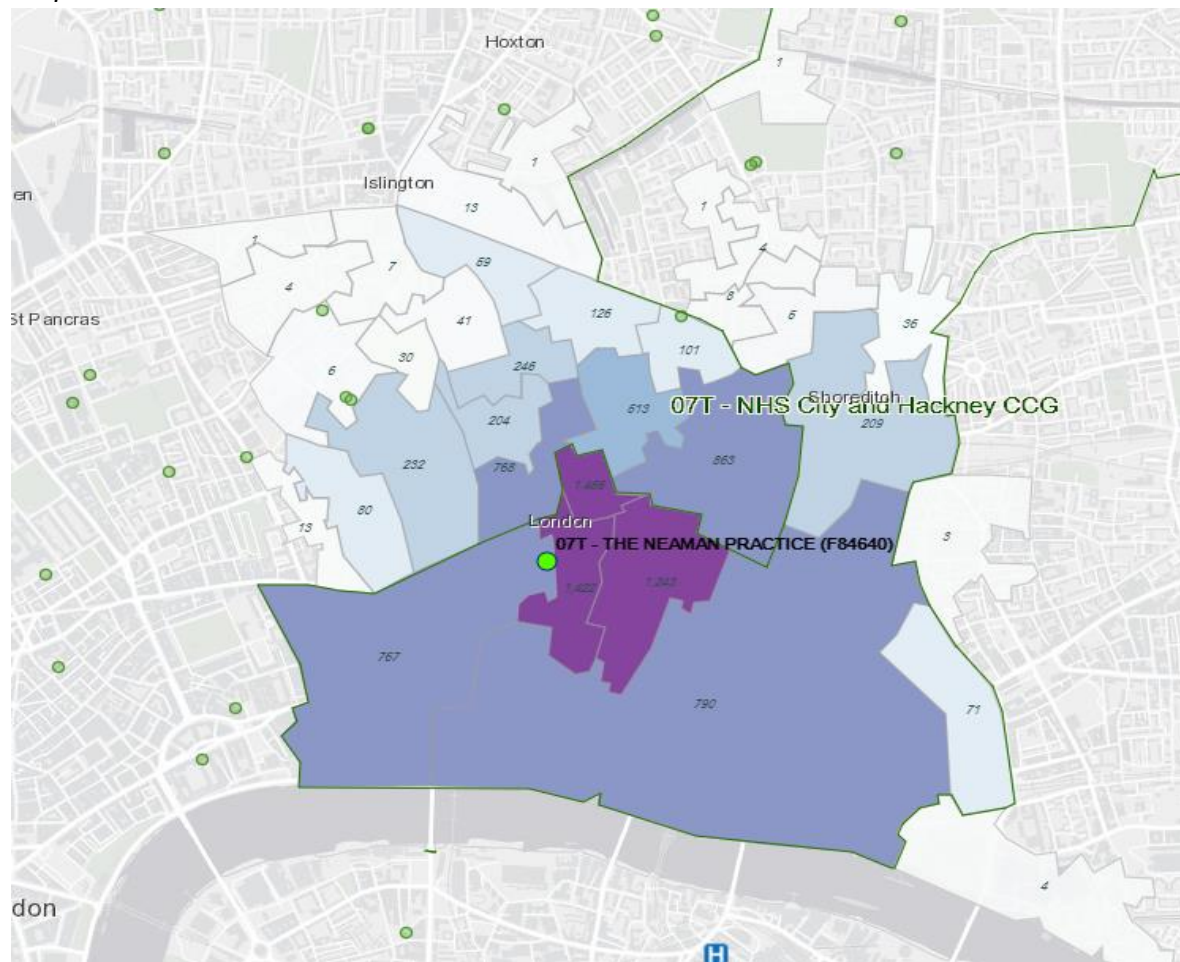
The two maps below shows the distribution of patients at The Neaman Practice by postcode. It is clear from the *Map 1* that quite a reasonable proportion of the patient list are Islington residents. The small circles mark the location of GP practices in neighbouring CCG areas.

Map 1



Map 2 shows the distribution of patients by Lower Layer Super Output Area (LSOA), meaning a geographical area with a minimum population of 1000. The Neaman Practice have a number of registered patients living in LSOAs that are completely or partially outside of their catchment area. 16.1% of CoL residents are registered with Tower Hamlets GPs. On this map, other GP practices are marked green circles

Map 2



Thomas Clark 01/12/2017

Crossing borders

Most Londoners register with a GP in the borough where they live. However, many also travel to a neighbouring borough to access services, especially where they live close to a border. It is important when planning services to be aware of these populations.

This table shows the percentage of residents of each local authority by the NHS area where they register. This ranges from 71% of Westminster residents who are registered with a GP in the borough, to 98% of Newham residents who are registered with a Newham GP.

According to these figures, 94.2% of Hackney residents are registered with a GP in the NHS City & Hackney CCG area, 3.6% with a GP in NHS Islington CCG area, and 0.5-1% in Camden, Haringey and Tower Hamlets. There are smaller numbers of residents registered outside these areas.

Of City of London residents, 73.0% are registered with a GP in NHS City & Hackney CCG area, 16.1% in Tower Hamlets, 6.2% in Camden, 3.0% in Islington and 1.2% in NHS Central London CCG area. There are also small numbers registered outside these areas.

Of people who register with a GP in City & Hackney, 90.3% are Hackney residents, 3.3% live in Islington, 3.0% in Haringey, 1.8% in the City of London, and 0.9% in Tower Hamlets. There are smaller numbers who live outside these areas.

