

# **NHS Central London (Westminster) CCG Primary Care Data Analysis**

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18<sup>th</sup> August 2014



# Purpose of this report

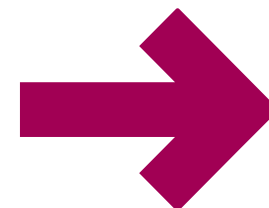
- To present NHS Central London (Westminster) CCG analysis with an overview of Primary Medical Services:
- Primary Medical Services (including)
- General Practice Outcome Standards (GPOS) and General Practice High Level Indicators (GPHLI)
- National GP Patient Survey (GPPS)
- Quality and Outcomes Framework (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.

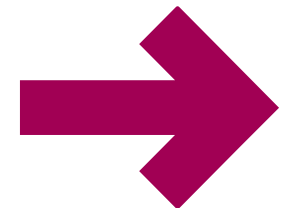
**The GP Patient Survey** is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice.

**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



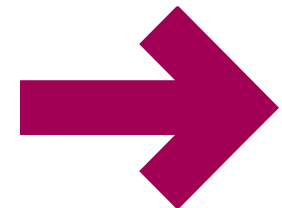
# Primary Care

## Primary Medical Services



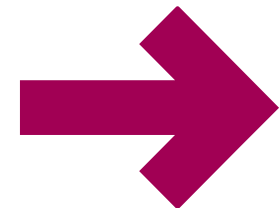
# GPOS and GPHLI

- Area Team Breakdown
- GPOS Summary Map
- GPHLI Summary Map
- Indicator Specific Practice level charts
- CHD Trigger Practice Table



# GPOS headlines for NHS Central London (Westminster) CCG: Percentage of GP practices in each achievement category

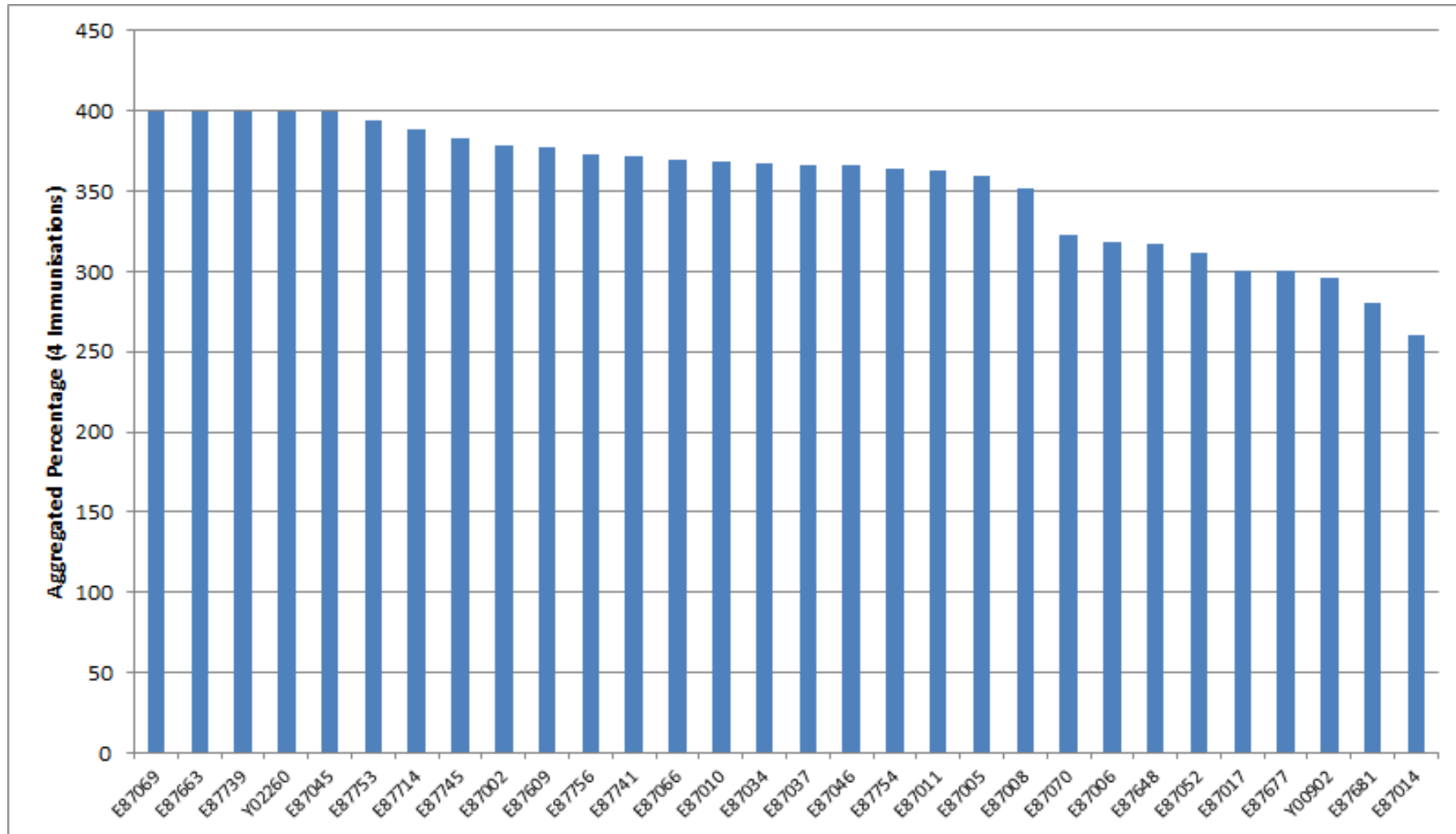
- **August 2014:**
  - 39 Practices
  - 0 practices higher achieving (0%)
  - 7 practices achieving (18%)
  - 13 practices approaching review (33%)
  - 19 practices review identified (49%)
- **December 2013:**
  - 37 Practices
  - 1 practice higher achieving (3%)
  - 5 practices achieving (14%)
  - 11 practices approaching review (30%)
  - 20 practices review identified (54%)
- **Significant changes:**
  - The number of practices has decreased by 2 since December 2013
  - The proportion of achieving practices has increased from December 2013 (14%) to August 2014 (18%)



# GPOS: Childhood Immunisation Practice Level, NHS Central London (Westminster) CCG Practices, Q4 2011/12



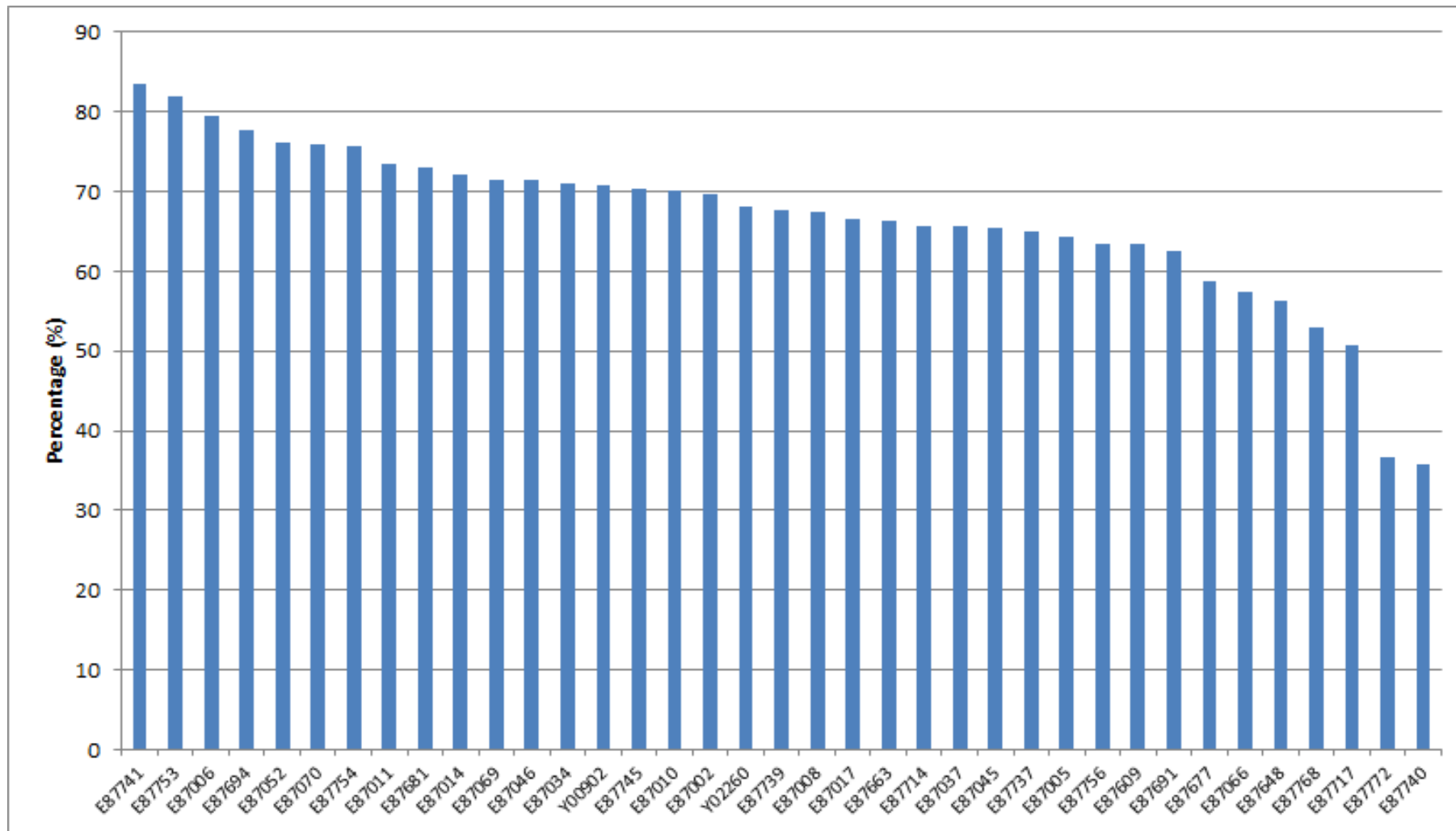
The aggregated percentages of a range of completion rates of immunisations for children by ages 1 and 2.



# GPOS: Cervical Cytology Practice Level, NHS Central London (Westminster) 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.

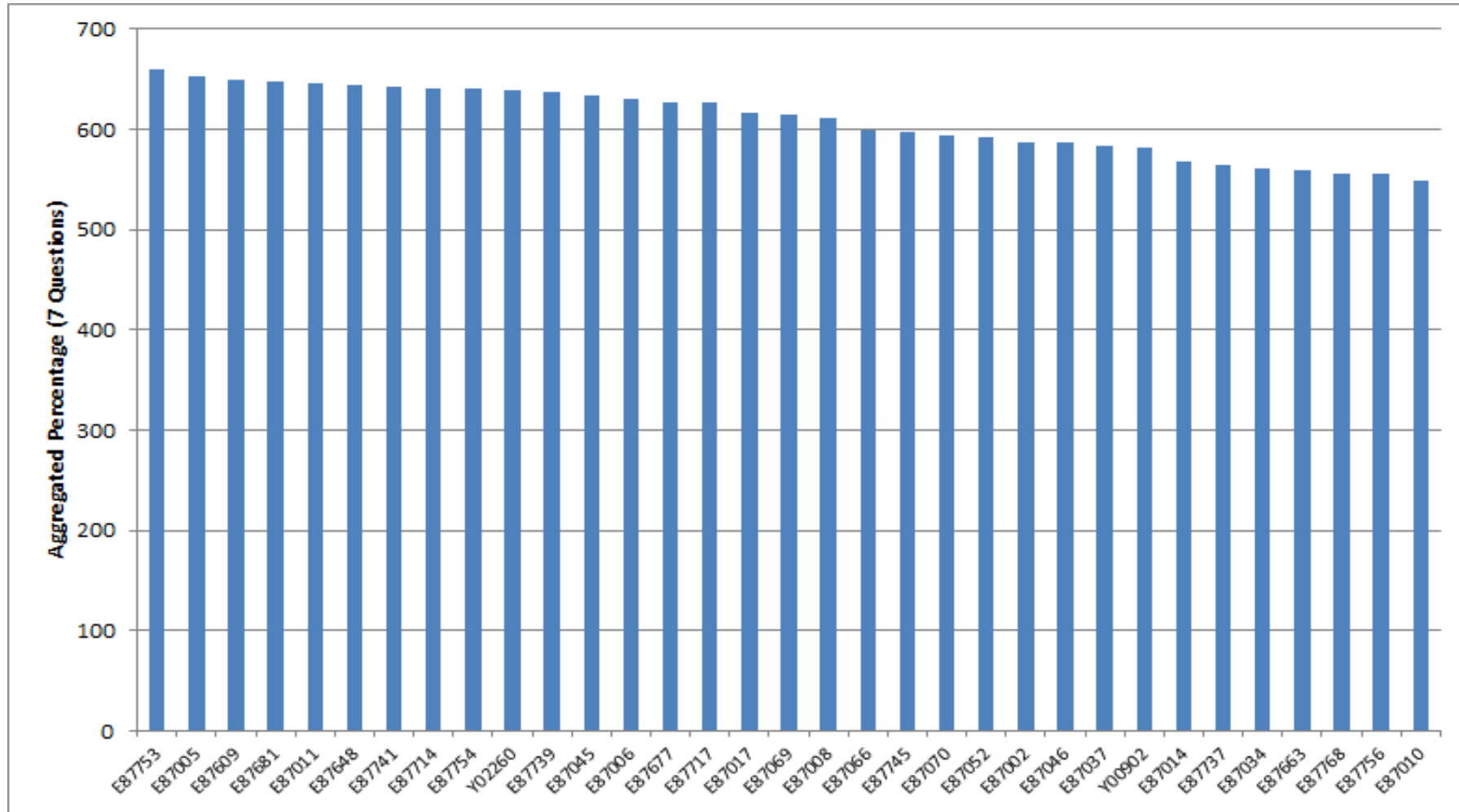




# GPOS: Patient Satisfaction (Quality) Practice Level, NHS Central London (Westminster) CCG Practices, Q4 2013/14



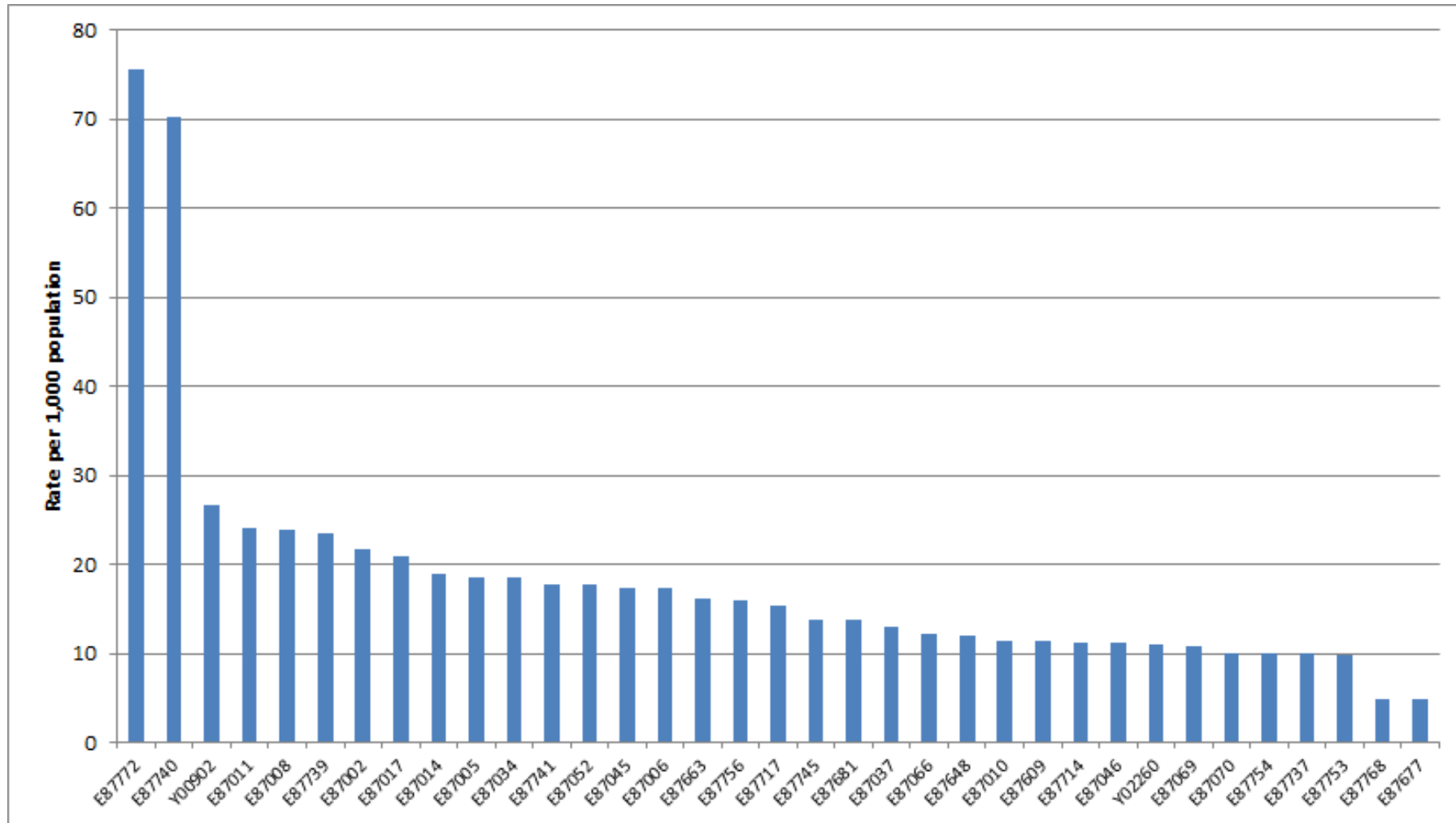
The aggregated percentage of patients gave positive answers to selected questions in the GP survey about their satisfaction with overall care received.



# GPOS: Emergency Admissions Practice Level, NHS Central London (Westminster) 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.

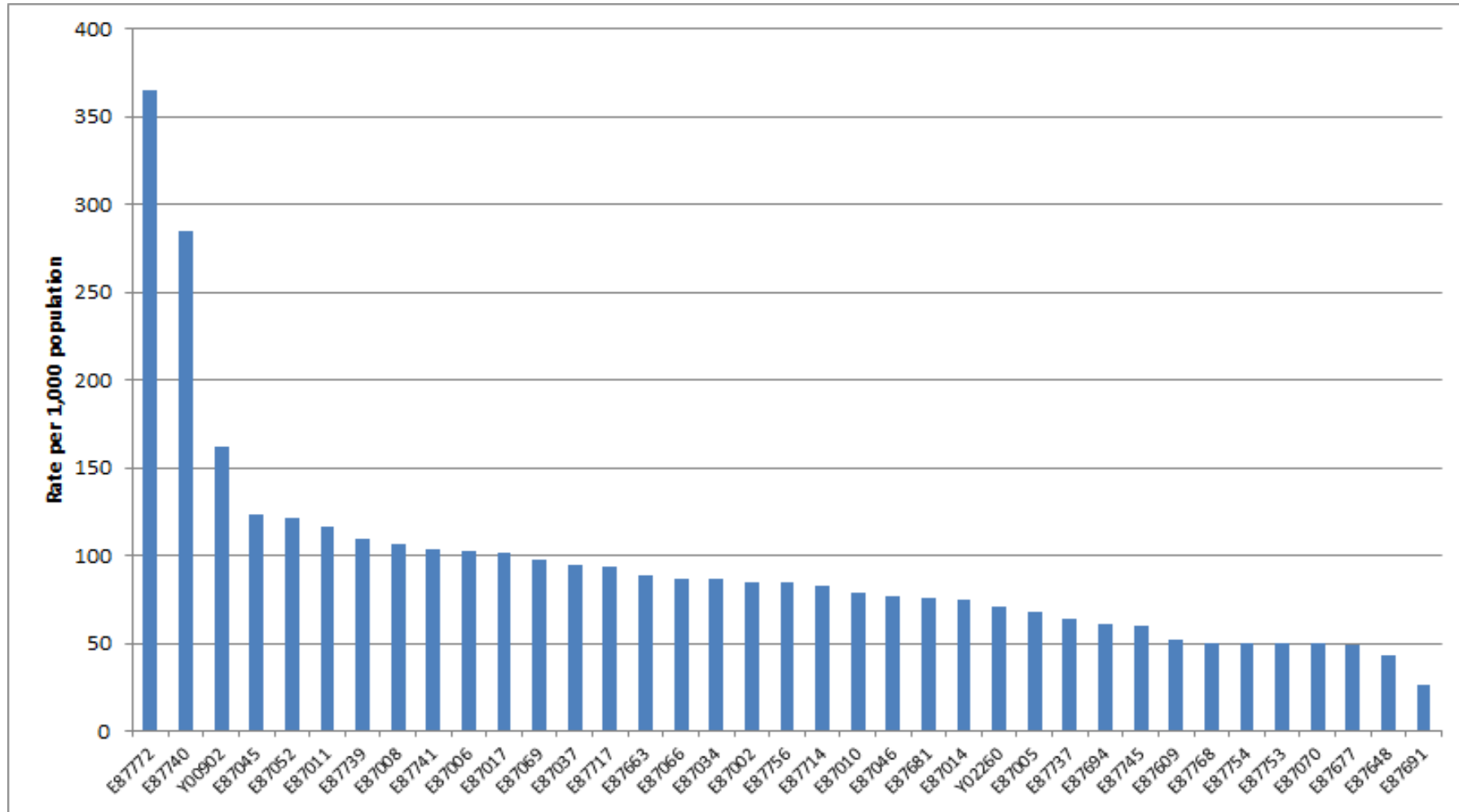


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# GPOS: A&E Attendances Practice Level, NHS Central London (Westminster) CCG Practices, Q3 2013/14

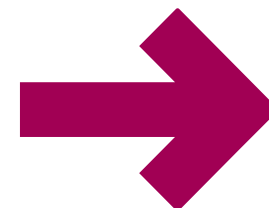


The rate of A&E attendances per 1000 patients on GP practice register

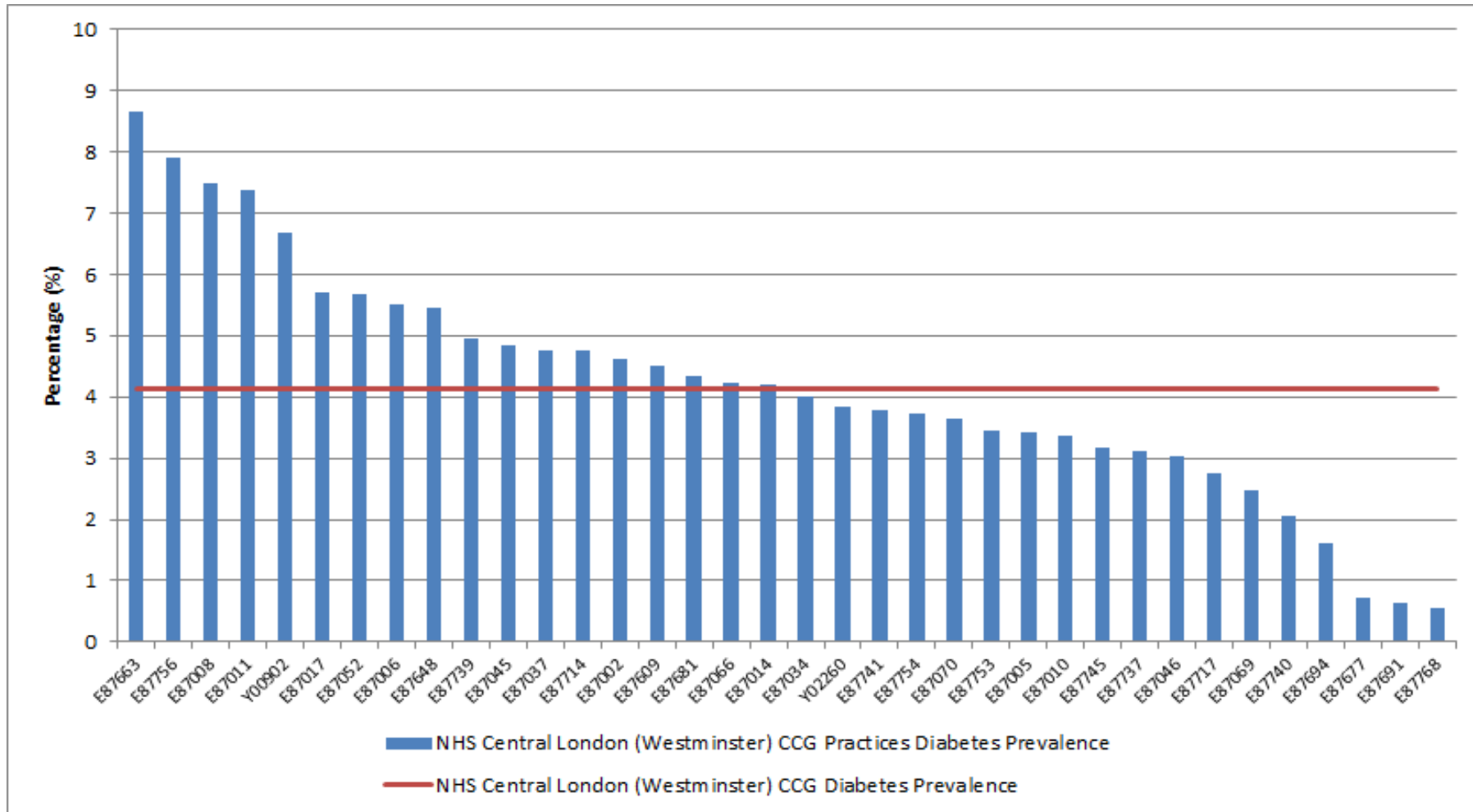


## Diabetes in NHS Central London (Westminster) CCG

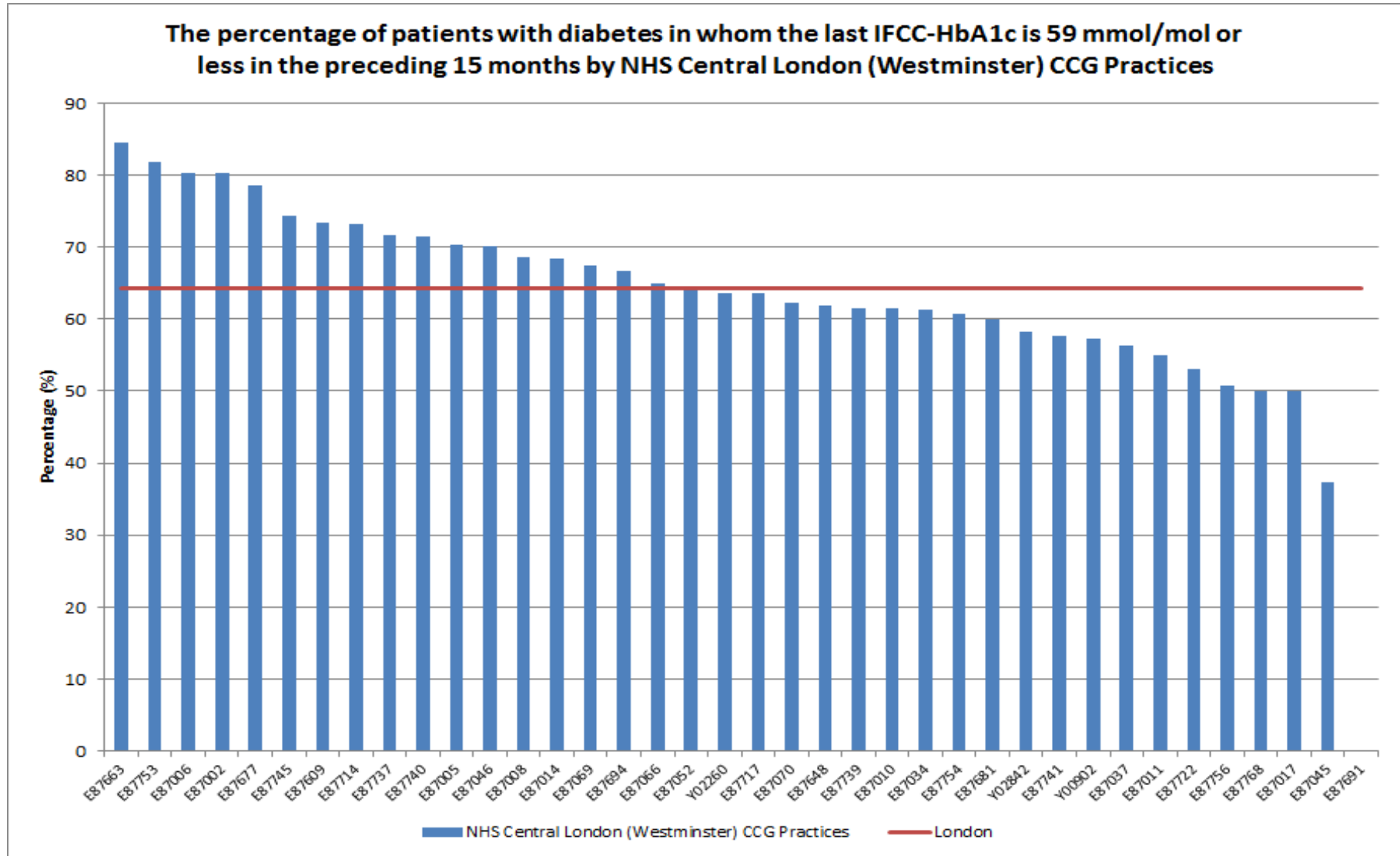
- Prevalence of Diabetes
- Diabetes Care Processes



**Diabetes Prevalence (17+) Practice level, NHS Central London (Westminster) CCG Practices, QOF 2012/13**

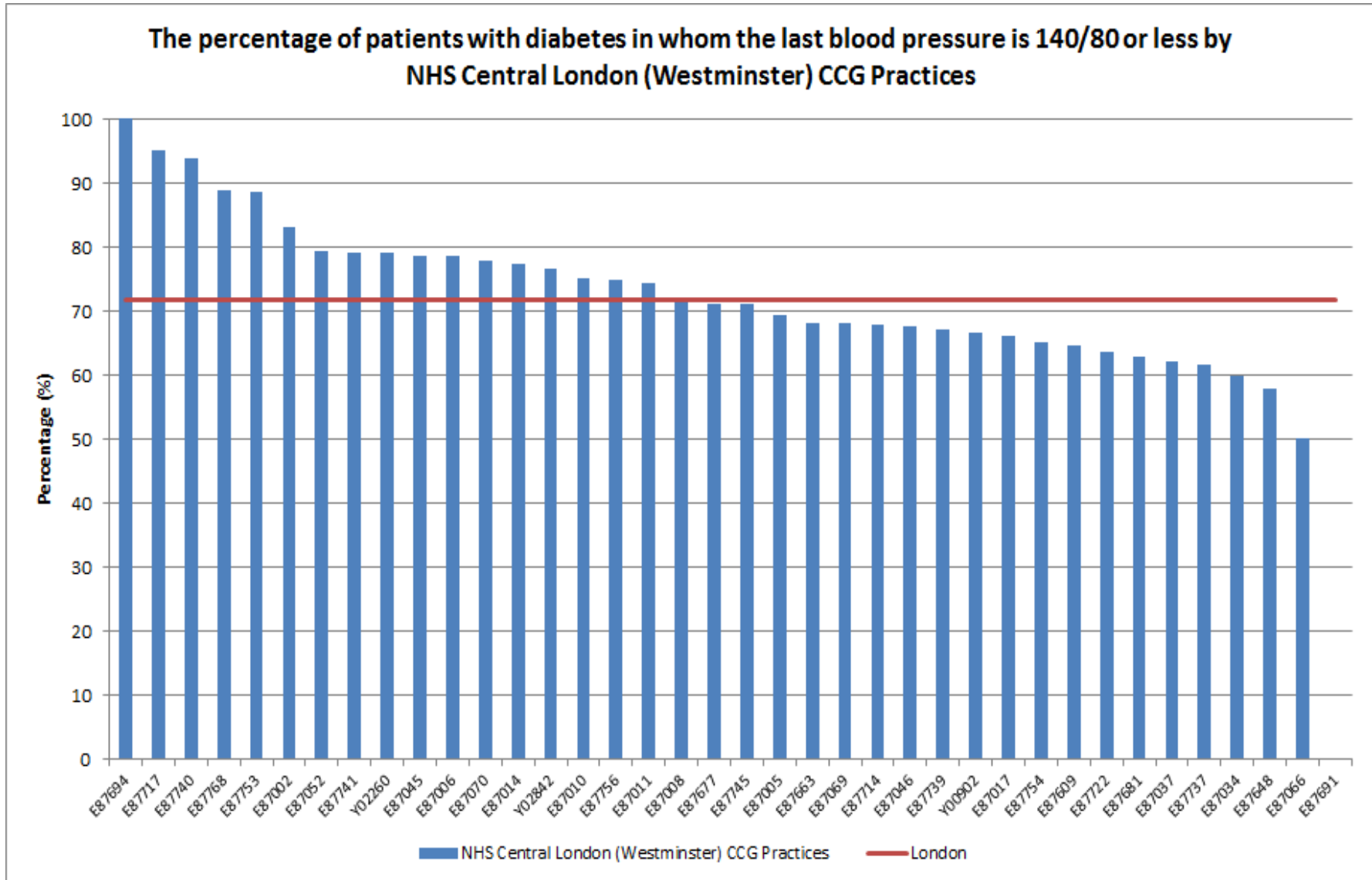


# Diabetes Care Processes – Cholesterol Measurement



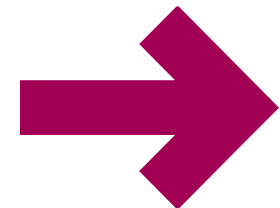
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# Diabetes Care Processes – Blood Pressure Measurement



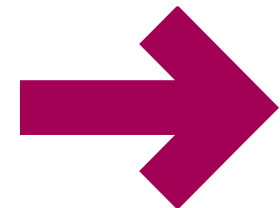
# GP Patient Survey

- Summary
- NHS Central London (Westminster) CCG Comparison with London & England
- Survey question breakdown by NHS Central London (Westminster) CCG practices

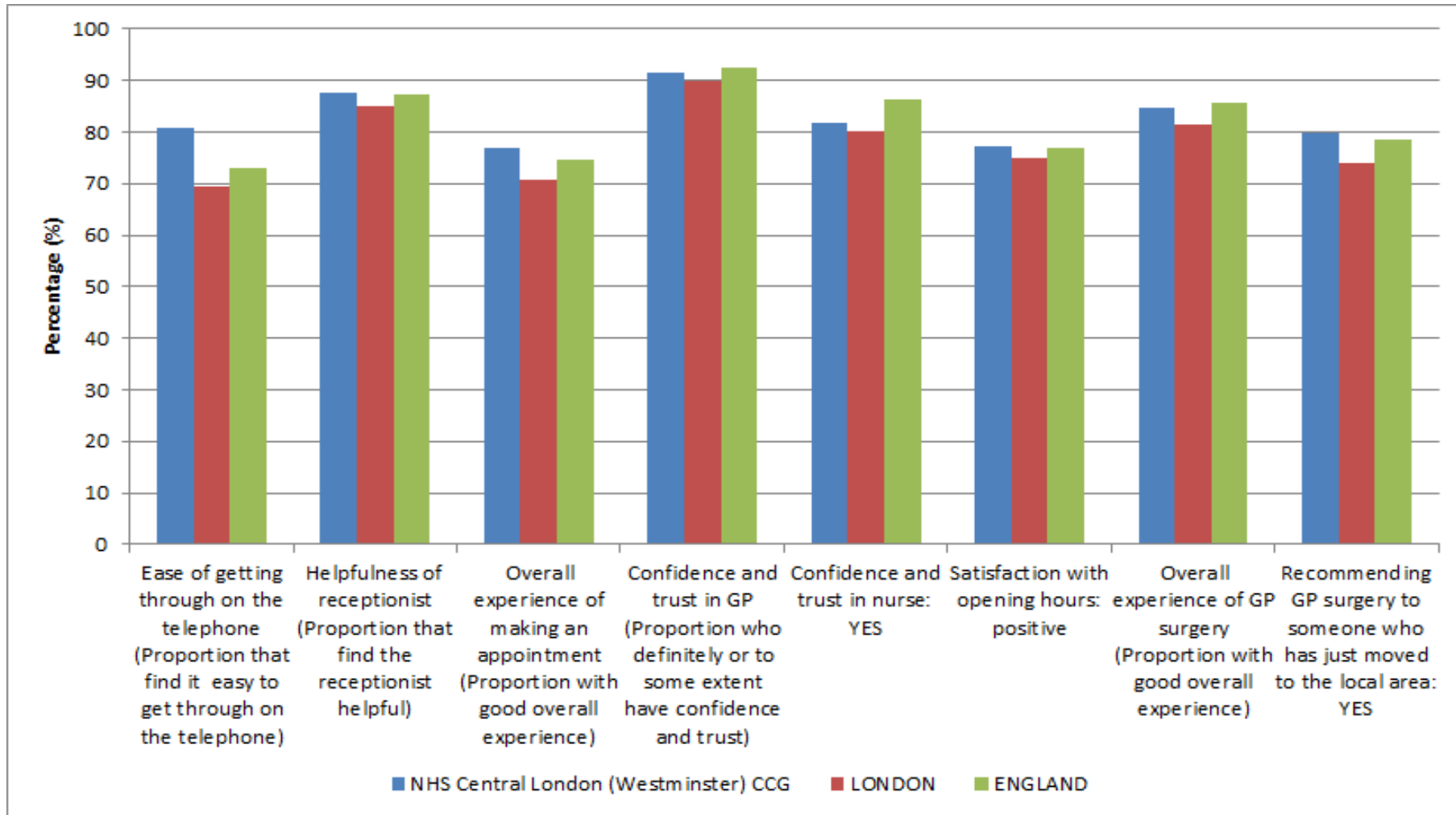




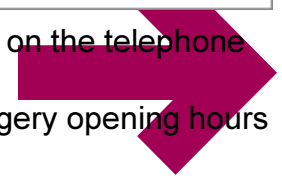
- Across 8 selected questions which were analysed, the question which had the **lowest** number of practices who had significantly worse scores than the CCG average was the proportion of patients who found the receptionist helpful. The score for NHS Central London (Westminster) CCG in relation to this question was 87.5%, compared with 85.1% for London and 87.3% for England.
- The largest variation between NHS Central London (Westminster) CCG and London occurred for the % of patients who found it easy to get through on the telephone (80.7% in NHS Central London (Westminster) CCG compared with 69.3 % in London)
- The % of patients who had trust in their nurse varied from 41.1% to 93.4% in NHS Central London (Westminster) CCG.



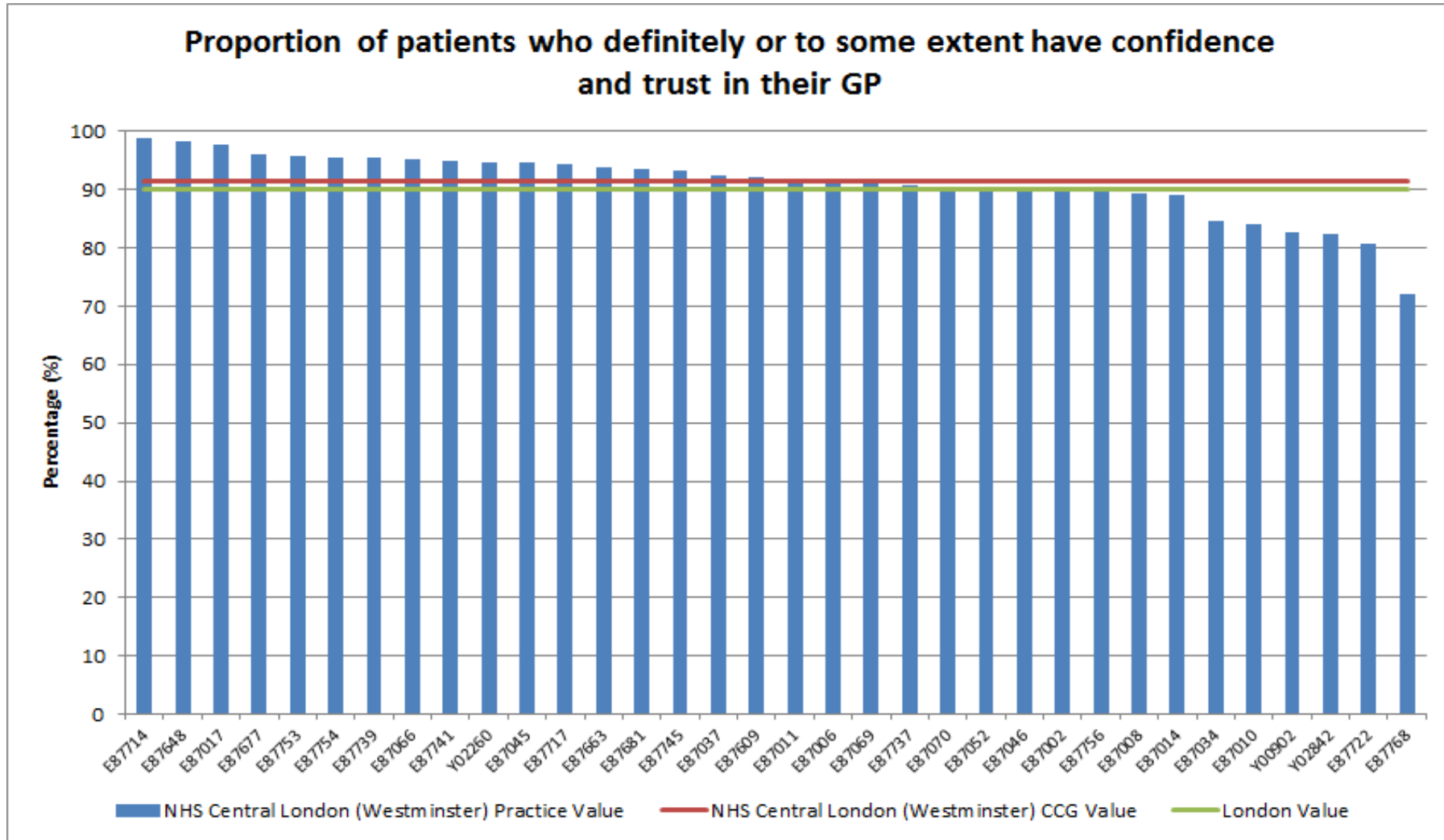
# GP Patient Survey Confidence and Trust in GP, NHS Central London (Westminster) CCG Practices, July 2013-March 2014



- The % of patients in NHS Central London (Westminster) CCG (80.7%) who found it easy to get through on the telephone was higher than in London (69.3%) and England (72.9%)
- The % of patients in NHS Central London (Westminster) CCG (77.2%) who were satisfied with their surgery opening hours was higher than in London (74.9%) and England (76.9%).  
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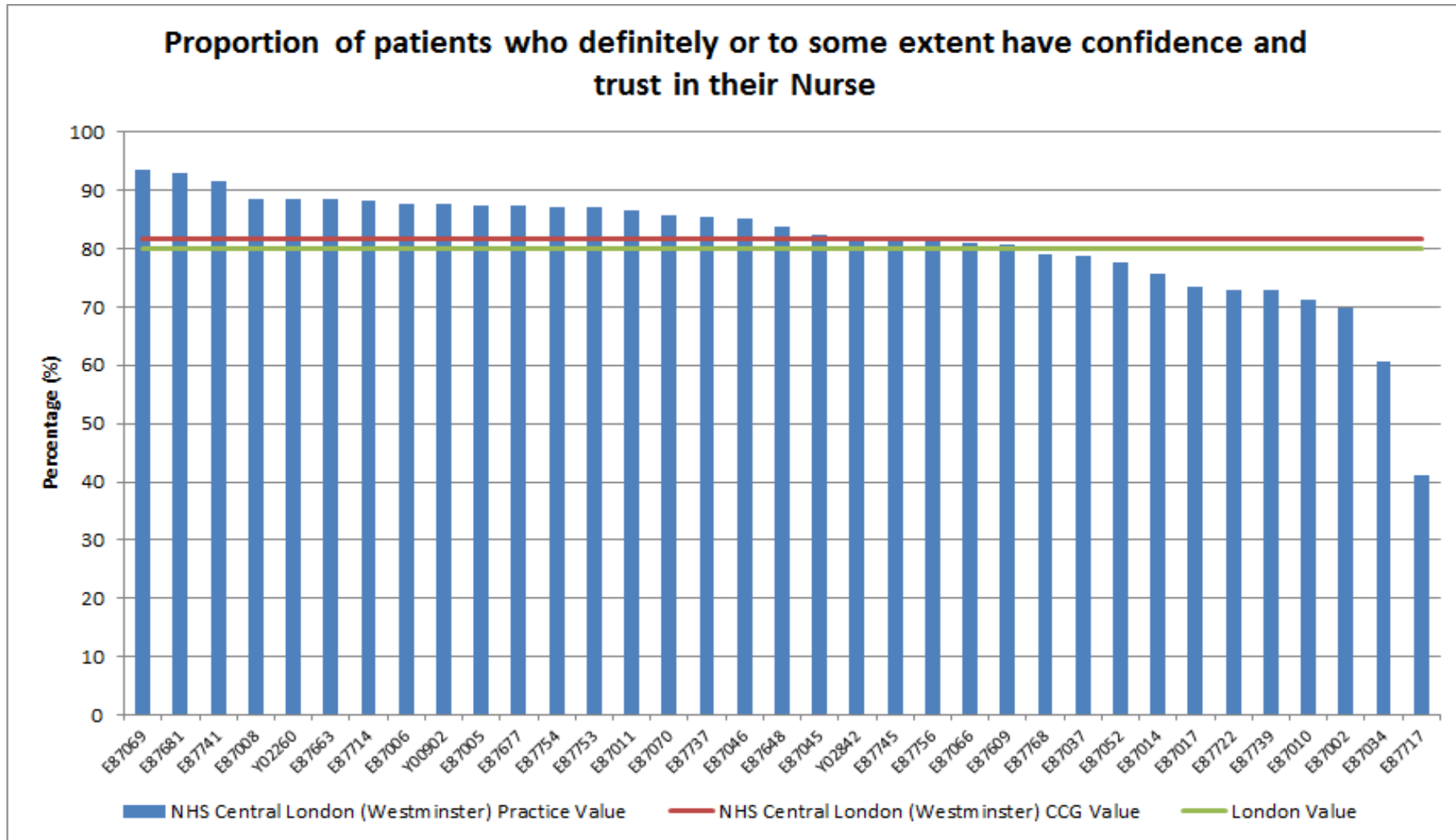


GP Patient Survey Confidence and Trust in GP, NHS Central London (Westminster) CCG Practices, July 2013-March 2014



- 15 Practices had scores below the NHS Central London (Westminster) CCG average of (91.4%) [www.england.nhs.uk](http://www.england.nhs.uk)

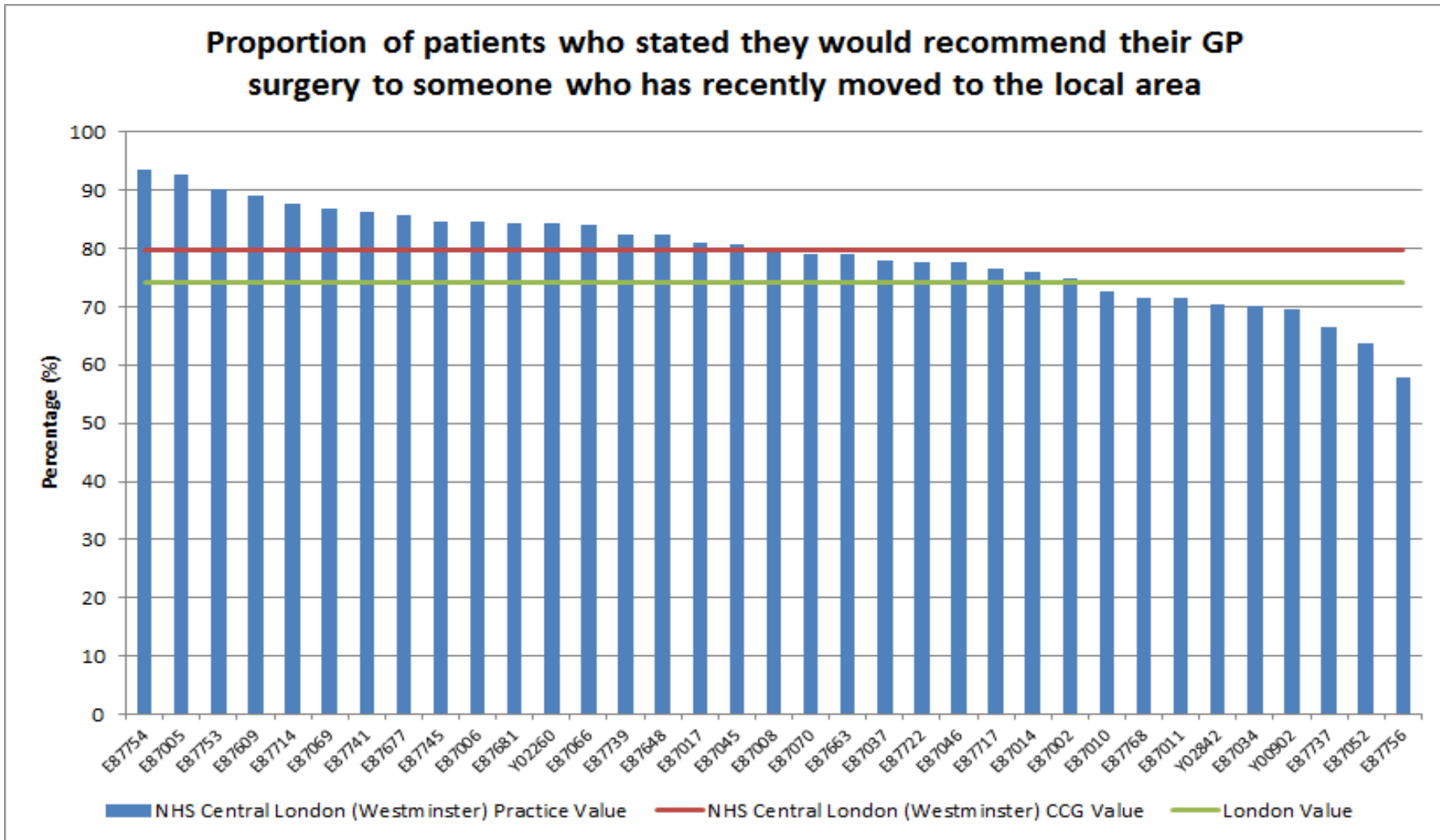
GP Patient Survey Confidence and Trust in Nurse, NHS Central London (Westminster) CCG Practices, July 2013-March 2014



- 15 Practices had scores below the NHS Central London (Westminster) CCG average of (81.8%)

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Recommending GP Surgery to someone who has just moved to the local area, NHS Central London (Westminster) CCG Practices, July 2013-March 2014

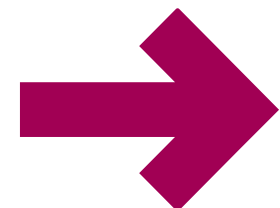


- 18 Practices had scores below the NHS Central London (Westminster) CCG average of (79.8%)

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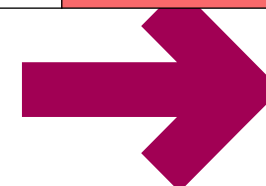
## QOF

- Regional / National Summary
- London CCG Summary
- NHS Central London (Westminster) CCG Practice Summary
- Disease Prevalence Rates
- Disease Prevalence Trends



# 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 – NHS Central London (Westminster) CCG Practice Summary

Practice Name	Practice List Size	Domain				QOF Points Total (%)	Exception Rate (%)
		Clinical (%)	Organisational (%)	Patient Experience (%)	Additional Services (%)		
<b>National</b>	8020	95.4	97.3	98.7	97.0	96.1	4.1
<b>London</b>	1447	94.0	95.2	96.8	93.9	94.4	3.6
<b>CENTRAL LONDON (WESTMINSTER)</b>	36	89.1	91.4	94.4	89.5	89.9	4.0
CAVENDISH HEALTH CENTRE	5519	95.9	100.0	100.0	97.2	97.4	5.4
COVENT GARDEN MEDICAL CENTRE	2573	77.2	96.9	100.0	82.6	84.6	3.4
DR ABOUZEKRY	2759	99.6	100.0	100.0	100.0	100.0	4.8
DR AHMED(G)	3029	92.6	89.8	100.0	95.5	93.7	5.4
DR EVANS(TIMOTHY)	278	70.6	49.0	100.0	100.0	74.7	2.1
DR MAHER SHAKARCHI'S PRACTICE	3483	96.2	100.0	100.0	88.0	96.9	2.6
DR VICTORIA MUIR'S PRACTICE	5797	100.0	100.0	100.0	100.0	100.0	3.0
DR WISEMAN(P)	240	24.9	23.6	0.0	40.9	35.5	0.0
DRS AMAKYE & WONG	3699	97.7	100.0	100.0	100.0	99.3	1.9
FITZROVIA MEDICAL CENTRE	6739	81.2	94.1	100.0	88.2	85.9	3.5
IMPERIAL COLLEGE HEALTH CENTRE	12509	98.0	93.7	100.0	99.2	97.3	1.4
KING'S COLLEGE HEALTH CENTRE	8284	58.3	97.2	100.0	77.9	86.6	3.0
LANARK MEDICAL CENTRE	3536	75.8	71.9	100.0	95.5	77.1	4.5
LISSON GROVE HEALTH CENTRE	7531	97.6	100.0	100.0	100.0	98.4	2.5
LITTLE VENICE MEDICAL CENTRE	4497	97.5	100.0	100.0	100.0	99.2	3.9
MARYLEBONE HEALTH CENTRE	8224	89.3	96.9	100.0	100.0	92.3	6.4
MILLBANK MEDICAL CENTRE	6119	88.2	100.0	100.0	99.0	92.3	3.8
NORTH WEST MEDICAL CENTRE	2507	85.1	80.3	100.0	88.4	86.0	7.3
PADDINGTON GREEN HEALTH CENTRE	8486	99.2	100.0	100.0	99.9	99.5	8.2
SOHO SQUARE GENERAL PRACTICE	3984	88.8	54.5	0.0	82.0	77.6	5.1
SOHO SQUARE SURGERY	2341	96.1	100.0	100.0	96.8	98.1	4.1
ST JOHN'S WOOD MEDICAL PRACTICE	10863	99.5	89.2	100.0	100.0	97.2	2.1
THE BELGRAVIA SURGERY	6076	98.2	100.0	100.0	91.8	98.4	4.6
THE CONNAUGHT SQUARE PRACTICE	5983	89.1	90.0	100.0	80.4	89.8	3.6
THE DOCTOR HICKEY SURGERY	1424	93.2	96.9	100.0	47.7	92.9	14.6
THE MAIDA VALE MEDICAL CENTRE	6614	97.3	98.0	100.0	94.9	97.7	2.2
THE MARVEN MEDICAL CENTRE	5043	83.5	100.0	100.0	86.1	88.9	4.0
THE MAYFAIR MEDICAL CENTRE	1948	80.2	85.0	100.0	71.6	83.7	4.2
THE MEDICAL CENTRE	3572	98.9	100.0	100.0	100.0	99.3	2.7
THE NEWTON MEDICAL CENTRE	7101	90.6	96.9	100.0	100.0	92.9	1.9
THE RANDOLPH SURGERY	6784	99.0	100.0	100.0	100.0	99.3	3.5
THE SURGERY	1522	86.1	94.5	100.0	43.4	88.9	2.1
THE WELLINGTON HEALTH CENTRE	6220	94.1	100.0	100.0	100.0	96.6	2.5
THE WESTBOURNE GREEN SURGERY	3860	90.8	97.2	100.0	93.8	93.1	9.1
VICTORIA MEDICAL CENTRE	12580	100.0	100.0	100.0	100.0	100.0	3.8
WESTMINSTER AND PIMLICO HEALTH CENTRE	8643	97.1	93.3	100.0	79.3	96.0	2.8