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# Intelligent Monitoring Report

## **Hartland Way Surgery**

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November 2014

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GP IM is an initial list of 38 indicators that currently cover three of our five key questions - Effective, Responsive and Caring. The indicators used in IM are already included within the location data packs that you can access pre inspection. As with the approach followed in the Hospitals sector the tool draws on existing and established national data sources (e.g. QOF, GP Patient Survey), and each GP practice has been categorised into one of six priority bands for inspection, with Band 1 representing the highest priority.

This report presents CQCs view of the IM indicators for Hartland Way Surgery. The IM methodology identifies indicator scores that are significantly worse than the expected value, which is usually defined as the national average. Indicators are flagged as showing 'no evidence of risk', 'risk' or 'elevated risk' depending on the difference between the indicator score and the expected value. This terminology may change for future releases, given the differences between Primary and Secondary Care, and that practices generally perform well in QOF / GPPS data. An overall score for each practice is calculated, based on the proportion of their indicators that are a risk or elevated risk, and this is used to allocate the practice to a priority band.

The bandings help to inform:

- scheduling decisions
- identify potential risks
- key lines of enquiry

We have published a document setting out the definition and full methodology for each indicator, a paper on the statistical methodology and a Frequently Asked Questions document. If, after consulting these documents, you have any further queries or need more information please email [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) putting the phrase "**GP IM Query**" in the subject line.

Practice Summary















Count of 'Risks and Elevated risks'
















Priority banding for Inspection	Band 6
Number of 'Risks'	1
Number of 'Elevated Risks'	0
Number of 'No evidence of risks'	37
Overall Risk Score	1
Number of Applicable Indicators	38
Percentage Score	1.3%
Maximum Possible Risk Score	76

**Risk** Ratio of reported versus expected prevalence for Chronic Obstructive Pulmonary Disease (COPD) (01/04/2013 to 31/03/2014)











## Tier One Indicators

Domain	ID: Indicator description (time period)	Numerator	Denominator	Observed	Expected	CQC risk	NHS Choices RAG
Effective	GPHLIAC01: The number of Emergency Admissions for 19 Ambulatory Care Sensitive Conditions per 1,000 population. (01/04/13 to 31/03/14)	29	11.77	2.46	13.77	No evidence of risk	
	GPHLIAP: Number of antibacterial prescription items prescribed per Specific Therapeutic group Age-sex Related Prescribing Unit (STAR PU). (01/04/13 to 31/03/14)	2318	9666	0.24	0.28	No evidence of risk	
	GPHLICH01: The ratio of expected to reported prevalence of Coronary Heart Disease (CHD). (01/04/13 to 31/03/14)	149	216.92	0.69	0.72	No evidence of risk	
	GPHLICPD: Ratio of reported versus expected prevalence for Chronic Obstructive Pulmonary Disease (COPD) (01/04/13 to 31/03/14)	37	150.58	0.25	0.61	Risk	
	GPHLICQI: Percentage of Cephalosporins & Quinolones Items as a proportion of antibiotic items prescribed. (01/04/13 to 31/03/14)	126	2312	0.05	0.06	No evidence of risk	
	GPHLIEC01: Emergency cancer admissions per 100 patients on disease register. (01/04/13 to 31/03/14)	11	0.86	12.79	7.45	No evidence of risk	
	GPHLIFV01: The percentage of patients aged over 6 months to under 65 years in the defined influenza clinical risk groups that received the seasonal influenza vaccination. (01/09/13 to 28/02/14)	181	310	0.58	0.52	No evidence of risk	
	GPHLIFV02: The percentage of patients aged 65 and older who have received a seasonal flu vaccination. (01/09/13 to 28/02/14)	677	1010	0.67	0.73	No evidence of risk	
	GPHLIHP: Average daily quantity of Hypnotics prescribed per Specific Therapeutic group Age-sex Related Prescribing Unit (STAR PU). (01/10/13 to 30/06/14)	6994.83	40155	0.17	0.28	No evidence of risk	
	GPHLIINI: Number of Ibuprofen and Naproxen Items prescribed as a percentage of all Non-Steroidal Anti-Inflammatory drugs Items prescribed. (01/04/13 to 31/03/14)	940	1089	0.86	0.71	No evidence of risk	
	GPOSDD01: Dementia diagnosis rate adjusted by the number of patients in residential care homes. (01/04/13 to 31/03/14)	29	73.16	0.4	0.54	No evidence of risk	
	QOFGP102: The percentage of patients with diabetes, on the register, in whom the last IFCC-HbA1c is 64 mmol/mol or less in the preceding 12 months (01/04/13 to 31/03/14)	149	185	0.81	0.78	No evidence of risk	
	QOFGP104: The percentage of patients with diabetes, on the register, with a record of a foot examination and risk classification 1-4 within the preceding 12 months (01/04/13 to 31/03/14)	147	198	0.74	0.88	No evidence of risk	
	QOFGP106: 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 (01/04/13 to 31/03/14)	135	187	0.72	0.79	No evidence of risk	

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Domain	ID: Indicator description (time period)	Numerator	Denominator	Observed	Expected	CQC risk	NHS Choices RAG
	QOFGP110: The percentage of patients with schizophrenia, bipolar affective disorder and other psychoses who have a comprehensive, agreed care plan documented in the record, in the preceding 12 months (01/04/13 to 31/03/14)	19	25	0.76	0.86	No evidence of risk	
	QOFGP111: The percentage of patients with schizophrenia, bipolar affective disorder and other psychoses who have a record of alcohol consumption in the preceding 12 months (01/04/13 to 31/03/14)	20	24	0.83	0.89	No evidence of risk	
	QOFGP150: The percentage of patients with atrial fibrillation, measured within the last 12 months, who are currently treated with anti-coagulation drug therapy or an anti-platelet therapy (01/04/13 to 31/03/14)	17	18	0.94	0.98	No evidence of risk	
	QOFGP155: The percentage of patients with hypertension in whom the last blood pressure reading measured in the preceding 9 months is 150/90mmHg or less (01/04/13 to 31/03/14)	498	670	0.74	0.83	No evidence of risk	
	QOFGP162: The percentage of patients who are current smokers with physical and/or mental health conditions whose notes contain an offer of smoking cessation support and treatment within the preceding 12 months (01/04/13 to 31/03/14)	1016	1049	0.97	0.95	No evidence of risk	
	QOFGP178: The percentage of patients aged 75 or over with a fragility fracture on or after 1 April 2012, who are currently treated with an appropriate bone-sparing agent (01/04/13 to 31/03/14)	13	14	0.93	0.81	No evidence of risk	
	QOFGP182: The percentage of women aged 25 or over and who have not attained the age of 65 whose notes record that a cervical screening test has been performed in the preceding 5 years (01/04/13 to 31/03/14)	844	999	0.84	0.82	No evidence of risk	
	QOFGP27: The percentage of patients diagnosed with dementia whose care has been reviewed in a face-to-face review in the preceding 12 months (01/04/13 to 31/03/14)	16	17	0.94	0.84	No evidence of risk	
	QOFGP33: The percentage of patients with diabetes, on the register, who have a record of an albumin:creatinine ratio test in the preceding 12 months (01/04/13 to 31/03/14)	146	200	0.73	0.86	No evidence of risk	
	QOFGP35: The percentage of patients with diabetes, on the register, whose last measured total cholesterol (measured within the preceding 12 months) is 5 mmol/l or less (01/04/13 to 31/03/14)	143	180	0.79	0.82	No evidence of risk	
	QOFGP36: The percentage of patients with diabetes, on the register, who have had influenza immunisation in the preceding 1 September to 31 March (01/04/13 to 31/03/14)	161	177	0.91	0.93	No evidence of risk	
	QOFGP51: The contractor establishes and maintains a register of patients aged 18 or over with learning disabilities (01/04/13 to 31/03/14)	-	-	Yes	-	No evidence of risk	
	QOFGP54: The contractor establishes and maintains a register of all patients in need of palliative care/support irrespective of age (01/04/13 to 31/03/14)	-	-	Yes	-	No evidence of risk	

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	QOFGP55: The contractor has regular (at least 3 monthly) multidisciplinary case review meetings where all patients on the palliative care register are discussed (01/04/13 to 31/03/14)	-	-	Yes	-	No evidence of risk	
Caring	GPPS003: The proportion of respondents to the GP patient survey who stated that in the reception area other patients can't overhear (01/07/13 to 31/03/14)	Value suppressed	Value suppressed	Value suppressed	0.09	No evidence of risk	
	GPPS004: The proportion of respondents to the GP patient survey who stated that they always or almost always see or speak to the GP they prefer. (01/07/13 to 31/03/14)	11.97	32.96	0.36	0.38	No evidence of risk	
	GPPS014: The proportion of respondents to the GP patient survey who stated that the last time they saw or spoke to a GP, the GP was good or very good at involving them in decisions about their care (01/07/13 to 31/03/14)	46.04	57.6	0.8	0.82	No evidence of risk	
	GPPS015: The proportion of respondents to the GP patient survey who stated that the last time they saw or spoke to a GP, the GP was good or very good at treating them with care and concern. (01/07/13 to 31/03/14)	51.11	62.63	0.82	0.85	No evidence of risk	
	GPPS020: The proportion of respondents to the GP patient survey who stated that the last time they saw or spoke to a nurse, the nurse good or very good at involving them in decisions about their care (01/07/13 to 31/03/14)	41.08	47.77	0.86	0.85	No evidence of risk	
	GPPS021: The proportion of respondents to the GP patient survey who stated that the last time they saw or spoke to a nurse, the nurse was good or very good at treating them with care and concern.. (01/07/13 to 31/03/14)	49.69	54.83	0.91	0.9	No evidence of risk	
	GPPS025: The proportion of respondents to the GP patient survey who described the overall experience of their GP surgery as fairly good or very good. (01/07/13 to 31/03/14)	58.64	66.97	0.88	0.86	No evidence of risk	
Responsive	GPPS001: The percentage of patients who gave a positive answer to 'Generally, how easy is it to get through to someone at your GP surgery on the phone?'. (01/07/13 to 31/03/14)	56.21	66.56	0.84	0.75	No evidence of risk	
	GPPS005: The proportion of respondents to the GP patient survey who stated that the last time they wanted to see or speak to a GP or nurse from their GP surgery they were able to get an appointment. (01/07/13 to 31/03/14)	0.52	63.27	0.01	0.03	No evidence of risk	
	GPPS023: The percentage of patients who were 'Very satisfied' or 'Fairly satisfied' with their GP practice opening hours. (01/07/13 to 31/03/14)	48.35	66.45	0.73	0.8	No evidence of risk	