



# SOHO SQUARE GENERAL PRACTICE, LIVINGCARE LONDON

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# LIVINGCARE LONDON STRATEGY

- The strategy is about the set of activities that create value.
- Value is created through complying with the compliance of CCG contracts that had been secured.
- In addition compliance with CQC regulatory compliance provides a licence to operate.
- Compliance provide good patient care.

## WHERE ARE WE

- ❖ Inadequate CQC rating & Notices relating to Regulation 12, Safe care and treatment & Regulation 17, Good Governance
- ❖ The CQC rating is affecting services provided by the Practice
- ❖ Practice non compliant with CCG contract
  - Due to inadequate CQC rating
  - Contractual compliance to meet KPI's GP appointments

Patient impacted due to services being suspended by Partnership in Practice (PIP) service including: diabetic checks, ECGs, Spirometry, Mental Health Reviews and Phlebotomy

# WHAT ACTIONS HAVE BEEN TAKEN

ACTION	Regulator/Contractor	Outcome
GP Appointment Review	CCG contract requirement shortfall (KPI requirements by 72 appointments pw per 1000 patients on weighted list)	Done
Appointment template change to offer more appointments	CCG contract compliance	Done
Appointment Access to GPs	CCG contract	Done
Patient Access to Practice through increased administration	CCG/CQC	Done however access review ongoing
Relationship Building with key stakeholders	Chinese Community; SOHO Square Patients; CCGs	Implemented and ongoing progress being made
Patient Recalls	Child Immunisation/ Smears CCG KPI	Recalls now in place - Ongoing
Salaried GP appointments	CQC requirement	Two salaried GPs appointed (including Lead role) Ongoing

# SOHO PRACTICE

# GOVERNANCE – PRIORITY



1. CQC Rating chance
2. Lead GP appointment with Medical Director support
3. GP – Patient appointment access increase

## CHANGES AT PRACTICE

- GP Locums: Dr Boyd and Dr Sanghera decided not to apply for salaried roles
- GP Locum – Dr Chen (Chinese Doctor)
- ANP - Roslyn Baa
- Practice Nurse - Ann Kigongo
- Loraine Dunne – HCA taking on position close to home

## WHAT HAVE WE DONE?

- Increased GP Appointments every week
- Walk in appointments each day 6 per GP session on day
- Increased in administration to answer phones/support appointments



# RELATIONSHIPS BUILDING



- i. Registered Patients
- ii. Chinese Community
- iii. CCG contractors
- iv. CQC – INSPECTORS
- v. HEALTHWATCH representatives
- vi. NHS ENGLAND
- vii. SURGERY PATIENT GROUPS (PPG'S)
- viii. NHS Properties

# RECRUITMENT



The right people doing the right jobs with accountability

1. Fill vacancies with permanent roles
2. Management of Locum Doctors to ensure KPI's/QOF achieved
3. High calibre ANPs, Practice Nurses along with HCA's

# FINANCE FOCUS



1. Current weighted list size 4395 – growth focus
2. Employed vs Locum GPs
3. KPI achievement linked to GPs /Nursing staff/Admin staff compliance
4. Improved Purchasing process
5. CCG contractual requirements, linked to KPI payments/clawback

# NEXT STAGE

## NEXT STAGE

- Improved communication from Practice to key stakeholders
- PPG member engagement in improving communication and engagement
- Encourage Patient registration at Practice
- Support required by all stakeholders to improve Practice reputation
- Engagement with Chinese Community Centre – what do they want us to do?
- CQC rating change
- CCG contract compliance
- Working closely with Central London Healthcare to ensure Practice maximise locality opportunities