

ICB Primary Care Commissioning Committee

Date of meeting	10 October 2024
Title of paper	Group Escalation and Assurance Report
Presented by	Peter Tinson, Director of Primary & Community Care
Author	Sarah Danson, Senior Delivery Assurance Manager David Armstrong, Senior Delivery Assurance Manager
Agenda item	7
Confidential	No

Executive summary

This report highlights key matters, issues, and risks discussed at the below group meetings since the last report to the Committee on 29 August 2024 to advise, assure and alert the Primary Care Commissioning Committee.

- Primary Medical Services Group: Peter Tinson (Director of Primary and Community Care)
- Primary Dental Services Group: Amy Lepiorz (Associate Director Primary Care)
- Pharmaceutical Services Group: Amy Lepiorz (Associate Director Primary Care)
- Primary Optometric Services Group: Dawn Haworth (Head of Delivery)
- Primary Care Capital Group: Donna Roberts (Associate Director of Primary Care)

Each summary report also highlights any issues or items referred or escalated to other committees or the Board. Appended to the report are the risks currently being managed by the respective groups.

Reports approved by each Group Chair are presented to Committee to provide assurance that the committees have met in accordance with their terms of reference and to advise the Committee of business transacted at their meeting.

Recommendations

The Primary Care Commissioning Committee is requested to:

- **Receive** and **note** the Alert, Assure, Advise (AAA) reports from the five delegated primary care groups and risk registers from each group

Which Strategic Objective/s does the report contribute to

		Tick
1	Improve quality, including safety, clinical outcomes, and patient experience	X
2	To equalise opportunities and clinical outcomes across the area	
3	Make working in Lancashire and South Cumbria an attractive and desirable option for existing and potential employees	
4	Meet financial targets and deliver improved productivity	
5	Meet national and locally determined performance standards and targets	
6	To develop and implement ambitious, deliverable strategies	

Implications

	Yes	No	N/A	Comments
Associated risks				Any risks for the Committee's awareness are included in the triple A report

Are associated risks detailed on the ICB Risk Register?				
Financial Implications				
Where paper has been discussed (list other committees/forums that have discussed this paper)				
Meeting	Date			Outcomes
Primary Medical Services Group	14/08/2024 25/09/2024			To provide oversight to the Primary Care Commissioning Committee of business conducted at the Groups during this period.
Primary Dental Services Group	22/08/2024 26/09/2024			
Primary Optometric Services Group	14/08/24			
Pharmaceutical Services Group	21/08/2024 18/09/2024			
Primary Care Capital Group	24/07/2024 28/08/2024			
Conflicts of interest associated with this report				
Not applicable				
Impact assessments				
	Yes	No	N/A	Comments
Quality impact assessment completed			X	
Equality impact assessment completed			X	
Data privacy impact assessment completed			X	
Report authorised by:		Craig Harris, Chief Operating Officer		

ICB Primary Care Commissioning Committee

10 October 2024

Committee Escalation and Assurance Report

1. Introduction

- 1.1 This report highlights key matters, issues, and risks discussed at the Service Group meetings since the last report to the Committee to advise, assure and alert the Primary Care Commissioning Committee.

Committee: Primary Medical Services Group	Date: 14th August 2024	Chair: Peter Tinson
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Key Items Discussed		
Issue	Committee Update	Action
Alert		
Decision-Making Matrix	It was agreed to propose to the Primary Care Commissioning Committee amendments to the Decision Making Matrix which would enable the Group to make decisions about changes to Primary Care Network enhanced access delivery plans and membership.	Formal proposal for Committee consideration.
Leyland Primary Care Network	A paper was received in relation to Leyland Primary Care Network and options were considered regarding future membership.	Director of Primary and Community Commissioning to discuss with Chief Operating Officer.
Advise		
Asylum Seeker/Refugee Schemes	<p>A paper was received which outlined the existing service specifications for the provision of services for asylum seekers and refugees.</p> <p>Based on feedback received the Group agreed to the continuation of these specifications and associated funding.</p> <p>The Group also agreed to explore the future provision of a Protected Learning Time session to share best practice.</p>	Explore Protected Learning Time session.
Vasectomy Service	<p>The Group received the two-stage review of vasectomy services across Lancashire and South Cumbria. Stage 1 involved a review of existing service provision, development of a consistent service specification and tariff price. Stage 2 involved a proposal to shift all remaining hospital vasectomy provision to primary care.</p> <p>The specification, proposed tariff price and activity shift were supported and referred to the QIPP Group for consideration (the review is one of the primary care savings schemes).</p>	Referred to QIPP Group for review.
Capacity and Access	A paper was presented requesting the approval of payments for Ribbleton PCN. All the required	Payment to be actioned.

Improvement Payment Update – 2024/2025	information was provided and it was also confirmed that the PCN had cloud based telephony and had signed all the required data protection notices. The Group approved the payment.	
Assure		
Clinical Waste Update	Arrangements were being put in place to seek Primary Care Commissioning Committee approval of the procurement documentation.	Primary Care Commissioning Committee consideration of procurement documentation.
Dill Hall Update	The Group was asked to consider an extension to the current contract with East Lancashire Alliance for a period of three months (until December 2024) to ensure continuity of patient care and completion of patient reviews. The Group agreed the extension.	Three month contract extension.

2. Summary of items or issues referred to other committees or the Board over the reporting period.

Committee and Date	Item or Issue	Referred to
Wednesday 14 th August 2024 Primary Medical Services Group	Decision Making Matrix	Primary Care Commissioning Committee
	Vasectomy Service Provision	QIPP Group
	Clinical Waste	Primary Care Commissioning Committee

Committee: Primary Medical Services Group	Date: 25th September 2024	Chair: Peter Tinson
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Key Items Discussed		
Issue	Committee Update	Action
Alert		
Nothing to Escalate		
Advise		
Briercliffe Surgery P81053 – Contract Extension	Following the consideration of a detailed report, including supporting due diligence, the Group agreed to the proposed contract extension for a further five years (from 1st April 2025 until 31 March 2030). The Group requested the completion of a Quality Impact Assessment (QIA) and agreement of an improvement plan for the identified metrics.	Extend contract, complete QIA and agree improvement plan.
Special Allocation Scheme	It was reported that the Primary Care Commissioning Committee had agreed to the award of a contract to the incumbent provider via the Most Suitable Provider (MSP) route subject to assurances in relation to value for money and the staffing model. The detailed MSP timeline was reviewed and it was noted that there remained a risk of delay should any other provider express an interest.	Provide value for money and staffing model assurances.

Review of Local Enhanced Services	The Group was advised that the review of Local Enhanced Services is progressing with initial findings being presented to an internal experts group on 16 October 2024. The Group noted that wider engagement would then follow.	
Parkside Relocation	The Group noted that a discussions were ongoing regarding potential future estates options and if necessary would be subject to patient and partner engagement plus the receipt of a formal request.	
Leyland PCN	It was reported that the current membership arrangements will remain in place subject to wider engagement next financial year.	
Assure		
Annual Assurance Framework	The Group received the completed medical services quarter 2 report for agreement. The Group requested a reminder of the NHSE prompt questions to inform consideration.	More detailed report to be provided including NHSE prompt questions.

Summary of items or issues referred to other committees or the Board over the reporting period.

Committee and Date	Item or Issue	Referred to

Committee: Primary Care Dental Services Group	Date: 22nd August 2024	Chair: Amy Lepiorz
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Key Items Discussed		
Issue	Committee Update	Action
Alert		
	Nothing to Escalate	
Advise		
Horn Hill Dental Practice - Conversion Proposal	<p>The PDSG received a formal request from Horn Hill Dental practice to convert activity on a non-recurrent basis from UDA and Sedation into Minor Oral Surgery. The group reviewed the proposal in detail but concluded the proposal was not adequately justified and could not be approved.</p> <p>The Primary Dental Services Group reached the conclusion that the current proposal cannot be approved.</p>	Communicate the decision with the contractor and offer an opportunity to collaborate on developing a revised proposal.
Access Pathway Review	<p>The PDSG reviewed in detailed the thorough analysis undertaken regarding the various Pathway contracts that have been in place for the previous 24-month period. The review included a stakeholder engagement with patients and providers to ensure ongoing commissioned services offered the services required and demanded by patients and where acceptable and sustainable from a provider and ICB perspective.</p> <p>The group concluded that the following services as detailed and approved within the Dental Commissioning be continued.</p>	A meeting will take place to review the Dental Work Program, focusing on how to manage capacity effectively.

	<ul style="list-style-type: none"> - Pathway 1 Urgent Care - Pathway 2 Follow-up care for urgent patients - Pathway 3 – Priority Patient - Pathway 3 – Enhanced Care for Paediatrics <p>The group concluded that the following service should come to an end.</p> <ul style="list-style-type: none"> - Pathway 3 – Denture Clinic <p>The group requested that contracts be extended in the short term until 31st March 2025, and be included in the Dental Commissioning plan for 2025.</p>	
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Assure		
Contract Changes & Contract Hand Backs – July 2024	Assure the Primary Care Commissioning Committee that all processes and contractual changes are in line with the regulations and the delegated authority for the Dental Services Group.	

2. Summary of items or issues referred to other committees or the Board over the reporting period.

Committee and Date	Item or Issue	Referred to

Committee: Primary Care Dental Services Group	Date: 26 th September 2024	Chair: Amy Lepiorz
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Key Items Discussed		
Issue	Committee Update	Action
Alert		
Nothing to Escalate		
Advise		
Barrow Recruitment Pilot Update	The report provided an update on the dentist retention pilot in Barrow approved on 29 June 2023. The Practice have now fully recruited the maximum of six new dentists, who are all now delivering NHS dental care. The Practice are currently at 40% achievement of their annual contracted activity and have confirmed that they are on track to achieve up to 110% of their targeted activity by the end of the year. This is a major achievement for this contract which has underperformed for many years.	
Electronic Referral Management Service – Market Engagement Report	<p>The market engagement exercise has been completed and has identified 8 potential organisations who would be prepared to submit a formal application if the ICB was to undertake a formal procurement of the Dental Referral Management service.</p> <p>The group approved the paper and have recommended the paper, and its recommendations are authorised by the Primary Care Commissioning Committee.</p>	Present at Primary Care Commissioning Committee on 10 October 2024

	The report has been submitted for approval as a separate agenda item	
Mid-Year Overview 2024-25	<p>The ICB is as a statutory requirement required to undertake a formal review of contractual performances at the mid-year point of the financial year.</p> <p>The process and timetable are recommended by NHS England and supported by the BSA.</p> <p>The group approved the primary care dental team to administer and action the Mid-Year process in line with the national mid-year process.</p>	
Delegated Services Assurance Framework _Q2	<p>The report highlighted the local approach to ensuring compliance with the assurance requirements NHS England expects from the ICB in relation to the commissioning of delegated primary care services. The paper contains the completed section of the assurance framework for Dental Services for Quarter 2, ending September 2024 for approval.</p> <p>The group noted and approved the content of the report.</p>	
Winter Assurance	<p>The report proposed the expectations for the provision of emergency dental services over the bank holiday periods of Christmas 2024. The report highlighted the timing and expected number of sessions required to ensure patients can access urgent dental care during the Christmas period and to seek approval to use the bank holiday dental budget to fund additional urgent access over the Christmas period 2024/25.</p> <p>The group approved the report with the recommendation to seek approval from the Resource Mobilisation Group.</p>	Approval required from Resource Mobilisation Group
Mydentist Action Plan	The group noted the content of the innovation action plan. The group approved the request to move a further 1,000 UDAs moving from Poulton-Le-Fylde to Blackpool on a non-recurrent basis for 2024-25	
Assure		
Contract Changes & Contract Hand backs – August 2024	Assure the Primary Care Committee that the Group is assured that all processes and contractual changes made by the Delivery Assurance Team are in line with the regulations and the delegated authority for the Dental Services Group.	

3. Summary of items or issues referred to other committees or the Board over the reporting period.

Committee and Date	Item or Issue	Referred to

Key Items Discussed		
Issue	Committee Update	Action
Alert		
Nothing to Escalate		
Advise		
Local Risk and Issues Log	Risk Log report was shared with members for review.	The members agreed the proposed closure of the identified risks. Clinical Advisor post Unplanned closures
Special Schools Update	No updates due to the general election being called, we are waiting for information from the National Team. Meetings have taken place with the current pilot providers who advised the ICB is still waiting for information from the national team.	
Care Homes	As a result of a whistleblower issue work has been undertaken to develop guidelines for care homes in relation to domiciliary visits. Work has taken place with a care home to develop flowcharts for staff to ensure they understand what domiciliary contractors should provide.	
Late Claims	PCSE rejected nine (9) claims from Specsavers for activity undertaken. As a result of the rejections, the nine (9) claims are outside of the prescribed claim window. After reviewing the claims PCSE agreed to process and make payment for five (5) of the nine (9) claims. Four (4) claims remain as being rejected PCSE due to <ul style="list-style-type: none"> • Two claims outside claiming period • Two incorrect information on claims PCSE have provided information to support the rejection of the claims.	
Assure		
Nothing to Escalate		

2. Summary of items or issues referred to other committees or the Board over the reporting period.

Committee and Date	Item or Issue	Referred to

Committee: Pharmaceutical Services Group	Date: 21/08/2024	Chair: Amy Lepiorz
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Key Items Discussed		
Issue	Committee Update	Action
Alert		
	Nothing To Escalate	
Advise		
Collins and Butterworth – Local Pharmaceutical Services (LPS) Contract extension	<p>Lancashire and South Cumbria ICB commissions four legacy LPS pharmacy contracts.</p> <p>Collins and Butterworth hold an LPS contract. This was awarded in 2019 and was for an initial term of 5 years with the option to extend for 2 years.</p> <p>Due to the rurality of the pharmacy, if the extension to the Collins and Butterworth contract is not supported and the current contractor opts to hand back the contract it is unlikely that a standard- non-LPS contract- would be attractive to the market/financially viable. This would leave a gap in pharmaceutical provision.</p> <p>Approved</p>	Complete paperwork
Post Payment Verification (PPV) – Medicine Delivery Service	<p>INHS Business Services Authority (NHSBSA) has been carrying out post-payment verification (PPV) of pharmacy contractors for the Medicines Delivery Advanced Service covering the period of April 2021 to July 2021/March 2022, on behalf of NHS England.</p> <p>The contractors that have claimed during this period have not been able to substantiate the claims by providing any evidence to demonstrate that the Medicine Delivery Service claims made during this period met the requirements set out in the service specification. The NHSBSA Pharmacy Provider Assurance Team has recommended recovery of overpayments from these contractors.</p> <p>Approved.</p>	Complete paperwork
Post Payment Verification (PPV) - New Medicines Service (NMS)	<p>NHS Business Services Authority (NHSBSA) has been carrying out post-payment verification (PPV) of pharmacy contractors for the New Medicines Service (NMS), covering the period of April 2021 to March 2022, on behalf of NHS England (NHSE).</p>	Complete paperwork

	A pharmacy in L&SC ICB has been contacted as part of this PPV exercise to request that they provide evidence to substantiate their claims. However, they have not provided any/sufficient evidence to support all of the NMS claims made, despite several attempts made by the NHSBSA Pharmacy Provider Assurance Team. Recovery of payment for this contractor has been recommended. Approved	
Assure		
Change of Ownerships	The contract manager is making decisions in line with the pharmacy policy handbook.	

2. Summary of items or issues referred to other committees or the Board over the reporting period.

Committee and Date	Item or Issue	Referred to
	N/A	

Committee: Primary Pharmaceutical Services Group	Date: 18th September 2024	Chair: Sarah Danson
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Key Items Discussed		
Issue	Committee Update	Action
Alert		
Nothing To Escalate		
Advise		
Compliance with Terms of Service	The group were informed that a pharmacy contractor had breached their Terms of Service in that they had closed the pharmacy multiple times and at short notice, staff were not properly trained and there was no regular pharmacist on site. The Pharmaceutical Services group supported the recommendations to issue a breach notice for each instance of non-compliance with the Terms of Service. Approved	Breach notice issued to contractor.
FJE19 Gorgemead Ltd t/a Cohens Chemist – Application for Inclusion in the Pharmaceutical List. No Significant Change Relocation	Cohens Chemist who operates a pharmacy at Ulverston Health Centre, Stanley Street, Ulverston, LA12 7BT have applied to move premises and relocate to Former Carpet Showroom, Stanley Street, Ulverston, LA12 7BS. All market entry tests were met by the applicant; therefore, the group has approved the relocation.	Complete paperwork

	Approved	
FW349 A.P.A. Ltd t/a E B Holden Pharmacy – Application for Inclusion in the Pharmaceutical List No Significant Change Relocation	E B Holden Pharmacy who operates a pharmacy at 9-11 Queen Street, Great Harwood, BB6 7QL have applied to move premises and relocate to 19-21 Queen Street, Great Harwood, BB6 7QN. All market entry tests were met by the applicant; therefore, the group has approved the relocation. Approved	Complete paperwork
Assure		
Assurance Framework	The pharmacy section of the Delegation Assurance Framework was shared for Q2 24-25 for the group's review and agreement. All indicators for Pharmacy are rated green. This was agreed by the group.	
Local Risk and Issues Log	The current risk register was shared with the Group and current risks were highlighted.	
Change of Ownerships	The contract manager is making decisions in line with the pharmacy policy handbook.	

Committee: Primary Care Capital Group	Date: 24/07/2024	Chair: Donna Roberts
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Key Items Discussed		
Issue	Committee update	Action
Alert		
	Nothing To Escalate	
Advise		
	Nothing To Escalate	
Assure		
	Nothing To Escalate	

Committee: Primary Care Capital Group	Date: 28/08/2024	Chair: Donna Roberts
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Key Items Discussed		
Issue	Committee update	Action
Alert		
Improvement Grant Applications.	The group undertook a review of two grant applications prioritised for investment in 2024/25. The two applications submitted where in full compliance with the premises cost directions 2024, included a full and thorough justification for the grant investment, and were supported with drawings and a minimum of 3 commercial quotations to assure value for money. The two applications will increase primary care capacity within existing premises, without	The formal Grant Agreements will be issued for practice to sign off, these will require authorised by the ICB Director of Finance and NHS England Northwest Regional Director of Finance before the grants are formally awarded to the practices.

	<p>incurring any additional revenue costs for the ICB. The group approved the awarding of one grant in line with the groups decision making matrix as the grant applied for is below the group authorised approval limit of £50,000.</p> <p>The group has recommended that the Committee approves the other grant application as the grant applied for is more than the group's approval limits. The grant is for £107,396, providing financial support to the practice to reconfigure the premises internal space to create additional clinical capacity, approval has been requested within a further separate report to the committee.</p>	
Advise		
	Nothing To Escalate	
Assure		
	Nothing To Escalate	

Summary of items or issues referred to other committees or the Board over the reporting period.

Committee and Date	Item or Issue	Referred to

Summary of items or issues referred to other committees or the Board over the reporting period.

Committee and Date	Item or Issue	Referred to

2. Conclusion

2.1 Each of the service groups has concluded their business in line with their terms of reference.

3. Recommendations

3.1 The Primary Care Commissioning Committee is requested to:

- Receive and note the Alert, Assure and Advise (AAA) reports and risk register from the five delegated primary care groups.

Sarah Danson and David Armstrong
Senior Delivery Assurance Managers
September 2024