

GP SIP 2017/18 - Demand Management Proposal

1. Introduction

This paper outlines a proposal for the ELR GP Federation to work with its member practices to maximise the opportunity presented by the proposed Demand Management GP SIP Clinical Priority.

The Federation would establish a data set and systematic peer review process to review performance in a consistent and ongoing way that supports practices in utilising the most appropriate pathways for patients and a consequently achieving a tangible reduction in the demand placed on secondary care services.

2. GP SIP Demand Management criteria

To deliver CCG demand management plan and QIPP activity reduction.

Facilitate working and produce and activity assurance plan for Outpatients and Emergency Admissions (including Children's).

- Practice level increased utilisation of PRISM from 16/17 including 2WW for referral decision/support
- Practice level utilisation of consultant connect and Advice and Guidance (where measurable)
- Participation in Peer Review Process across localities
- Practices will be expected to complete 4 relevant patient level data validation exercises for EM or OP related specialties. This will be for a small number of patients (in the order of 2 per 1000)

It is assumed that the intention of focussing attention on these process indicators is to stimulate utilisation of the best pathway option for patients and consequently reduce the number of inappropriate referrals, A&E attendances and emergency admissions.

3. Federation approach

'Performance measures should promote change and help to check the performance of an organisation's key performance drivers and indicate where remedial action or further investigation is necessary.'

To do this we propose to;

- Develop valid, accurate, timely and reliable information / performance monitoring reports on a consistent and ongoing basis. These reports will include the activity assurance areas outlined in the GP SIP criteria above.
- This process will be overseen by one of the Federation Clinical Leads in conjunction with the Federation COO who has experience of setting up performance management systems.
- These reports will measure areas that can be changed and allow comparison between practices against the same metrics which enables further analysis of significant areas of variance in performance.
- Additionally, the reports will focus on agreed priority areas / specialties thereby adopting an incremental and manageable approach.
- Utilise Locality Meetings on a quarterly basis for an open and informed discussion of these performance reports and areas where practice could be changed to stimulate improved performance.
- The performance reports and associated commentary will be circulated in advance of the relevant Locality Meetings to allow practices to consider the reasons for their scores and any key areas of 'best practice' that could be shared with peers.
- By reviewing a consistent data set on a routine quarterly basis, we will establish a 'rhythm of accountability' that will promote ongoing and sustained performance improvement beyond FY17/18.
- We would determine an appropriate basis for funding this work with the CCG.

4. Benefits

- ✓ Support the CCG to deliver on the demand management agenda and achieve QIPP targets.
- ✓ Promote GP led, integrated team working between primary care providers towards improvements in health outcomes.
- ✓ Engagement by the Federation with its members to make effective use of key performance metrics to improve performance, drive innovation and identify areas for further investigation and/or joint working.
- ✓ True federated working that brings positive debate and challenge between practices and sharing of solutions, skills and best practice to enhance services for patients in ELR.