



Contract Management Meeting Report

NAME OF PROVIDER	East Leicestershire Federation
NAME OF SERVICE	Community Based Services – Health Checks, IUD/S – SDI, Alcohol Advice
DATE OF MEETING	25/1/18
PRESENT ON BEHALF OF PROVIDER	James Watkins, Hina Patel
CONTRACT MANAGER	Gareth Pymm

OVERALL OUTCOME				
No issues identified or actions required				
Reasons for Outcome:				
<p>There were no serious issues with this Federation and the contract management process is working well. It is positive that thanks to this process issues with data are being explored and underlying causes identified and resolved, for example with Limes practice where a training issue in delivering alcohol brief interventions and audit C questionnaires was identified (see below).</p> <p>Uptake of the use of Quest Browser is steadily improving and it is hoped that with further communication from the Federation and from Public Health this improvement will continue.</p> <p>Further work may be needed in educating practices on how to split out the claims for IUD fittings as it appears that some of the practices have not claimed for fits for non-contraceptive purposes.</p>				
Action plan/further information required	Yes	✓	No	Action plan/further information required by next meeting

Key

No issues identified, no actions required



Some concerns/issues to be addressed



Serious issues to be addressed, immediate action required



Agenda Item 1	Welcome and Introductions

Agenda Item 2	The Organisation	
Comments		
<p>ELF is now trialling inter practice referrals between Bushloe and Wigston Central, using the process in place in North West Leicestershire Federation.</p> <p>Kingsway surgery did not submit a claim for Q3 as the Practice Manager was away. Claim can be added to the Q4 claim but GP requested that Q3 data still be sent through separately. This raises some questions re business continuity for the service that JW will look into.</p> <p>Quest browser is not up and running at Glenfield surgery.</p>		
Actions Required		By

Agenda Item 3	Performance Indicators	
Outcome:	Some concerns/issues to be addressed	
Actions from Previous Meeting		
<p>Alcohol Advice –</p> <p>Limes had looked into the discrepancies with Q2 data (more interventions than part two audits carried out) and found that due to a training issue staff were delivering the brief intervention when patients scored less than 8. Staff now re-trained and JW will find out what the claims should be. Hopefully this can be balanced by adjusting the Q4 claim but if not possible will discuss options with GP.</p> <p>Latham House are still showing a high conversion rate from first to second stage of the audit – JW to look into this.</p> <p>IUD/S – Latham house has the same number of fittings as reviews, indicating that they may still be carrying out a review for every fitting. JW to advise that routine reviews for every fitting are not required and that this is outlined in the contract. There was a discussion about the use of the system for claiming for fitting for non-contraceptive purposes as it appears that some practices have not split out the claim as required. GP to check if this clear on the claims system so that the claims can easily be split out.</p> <p>After GP queried the general decline in the number of fittings JW fed back that some practitioners feel it is no longer worth going through the training requirements and keeping up to date etc.</p>		

<p>Health Checks –</p> <p>Q3 claim shows that use of Quest Browser is gradually improving but some practices still need reminding that as of 1st April payment may be withheld if the claim does not match the data shown on Quest. HP to email practices reminding them of this. GP re-iterated that full support is available via TCR. No other issues identified with health checks.</p>	
<p>Comments</p>	
<p>Actions Required</p>	<p>By</p>

<p>Agenda Item 4</p>	<p>Quality</p>
<p>Outcome:</p>	<p>No issues identified</p>
<p>Comments</p>	
<p>GP would like to carry out a quality assessment on Latham House. JW willing to assist in this process e.g. obtaining documents and patient records.</p>	
<p>Actions Required</p>	<p>By</p>

<p>Agenda Item 5</p>	<p>Clinical Quality and Governance</p>
<p>Outcome:</p>	<p>No issues identified</p>
<p>Comments</p>	
<p>Nothing to report</p>	
<p>Actions Required</p>	<p>By</p>

Agenda Item 6	Payments	
Outcome:	No issues identified	
Comments		
See about re Kingsway		
Actions Required		By

Agenda Item 7	Service User Involvement	
Outcome:	No issues identified	
Comments		
Nothing to report		
Actions Required		By

Agenda Item 8	Good Practice/Innovation	
Comments		
See about re inter practice referrals.		

Agenda Item 9	Issues raised between contract management meetings/Any Other Business	
Comments		
n/a		
Actions Required		
n/a		