
Intelligent Monitoring Report

Crossfell Health Centre

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GP IM is an initial list of 37 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 CQC's view of the IM indicators for Crossfell Health Centre. 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 putting the phrase "**GP IM Query**" in the subject line.

Practice Summary



Priority banding for Inspection	Band 5
Number of 'Risks'	2
Number of 'Elevated Risks'	0
Number of 'No evidence of risks'	35
Overall Risk Score	2
Number of Applicable Indicators	37
Percentage Score	2.7%
Maximum Possible Risk Score	74

Risk	Average daily quantity of Hypnotics prescribed per Specific Therapeutic group Age-sex Related Prescribing Unit (STAR PU). (01/10/2013 to 30/06/2014)
Risk	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?'. (01/07/2013 to 31/03/2014)

Tier One Indicators

Domain	ID: Indicator description (time period)	Numerator	Denominator	Observed	Expected	CQC risk
Effective	GPHLIAC01: The number of Emergency Admissions for 19 Ambulatory Care Sensitive Conditions per 1,000 population. (01/04/13 to 31/03/14)	239	10.2	23.43	13.63	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)	7195	22317	0.32	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)	428	614.53	0.7	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)	340	415.33	0.82	0.61	No evidence of risk
	GPHLICQI: Percentage of Cephalosporins & Quinolones Items as a proportion of antibiotic items prescribed. (01/04/13 to 31/03/14)	602	7118	0.08	0.06	No evidence of risk
	GPHLIEC01: Emergency cancer admissions per 100 patients on disease register. (01/04/13 to 31/03/14)	8	1.43	5.59	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. (01/01/13 to 31/12/13)	502	1139	0.44	0.52	No evidence of risk
	GPHLIFV02: The percentage of patients aged 65 and older who have received a seasonal flu vaccination. (01/09/12 to 28/02/13)	1006	1449	0.69	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)	52964	71697	0.74	0.28	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)	2664	3270	0.81	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)	53	100.81	0.53	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)	336	383	0.88	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)	368	435	0.85	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)	326	424	0.77	0.79	No evidence of risk
	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)	29	30	0.97	0.86	No evidence of risk

Tier One Indicators

Domain	ID: Indicator description (time period)	Numerator	Denominator	Observed	Expected	CQC 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)	29	31	0.94	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)	20	20	1	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)	1024	1235	0.83	0.83	No evidence of risk
	QOFGP162: The percentage of patients with physical and/or mental health conditions whose notes record smoking status in the preceding 12 months (01/04/13 to 31/03/14)	2185	2272	0.96	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)	7	10	0.7	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)	1719	2105	0.82	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)	48	50	0.96	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)	417	454	0.92	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)	331	426	0.78	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)	371	378	0.98	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
	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

Tier One Indicators

Domain	ID: Indicator description (time period)	Numerator	Denominator	Observed	Expected	CQC 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)	10.02	144.97	0.07	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)	16.04	90.06	0.18	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)	115.88	147.9	0.78	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)	136.99	154.18	0.89	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)	114.07	135.63	0.84	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)	125.99	139.37	0.9	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)	126.58	158.56	0.8	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)	59.15	157.14	0.38	0.75	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)	125.55	153.08	0.82	0.8	No evidence of risk