

ICB Board Quality Update January 25

Overview

- Quality Updates
 - Vaccine update
 - Primary care transformation
 - Public consultation for Jubilee Ward
 - Medicine optimisation update
- CQC System Compliance

Quality

- The Frimley Integrated Care Board builds on and reflects the National Quality Board (NQB) guidance on quality, risk response and escalation in Integrated Care Systems.
- The National Quality Board defines quality care as care that is safe, effective, provides a personalised experience, is well-led and sustainably resourced. It also clear that quality care must be equitable, focused on reducing inequalities and addressing wider determinants.



Autumn/winter 24 Vaccination Campaign



Frimley

Covid Vaccination Programme

Programme started 3rd October 2024 and **continues now till the end of January. The link below directs people to where they can still get the vaccine.**

www.frimleyhealthandcare.org.uk/your-health/covid-19-vaccination-programme/vaccination-clinics/

127.2K Vaccination Events - uptake across all cohorts **47.1 %**

- **Care Homes** – 78.4% of eligible residents vaccinated
- **Age 65 +** 63%
- **At Risk (Adults)** 28.3%
- **At Risk (Children)** 3.7%
- **HSCW** 35.2%

88k/69.3 % Covid vaccinations co-administered with Flu

RSV Programme

The programme started in September 2024 with data showing from the beginning of January 2025 51.5% coverage of 75-79 year olds having been vaccinated.

Flu Vaccination Programme

Programme started 3rd October 2024 (1st September for Children and for those Pregnant) and continues till 31st March 2025.

Delivered by GP practice, PCN-led sites, community pharmacies and Hospital Hub (for hospital staff)

224.1K Vaccination Events – uptake across all cohorts **53.4%**

- **Care Homes Residents** 82.4%
- **Age 65+** 75.2%
- **At Risk** 44.8%
- **Pregnant** 14.42%
- **SCW** 25.4%
- **HCW** 64.1% (self declared)

Latest Data Monday 3rd January 2024



Primary Care Transformation

Deployment of Service to Date



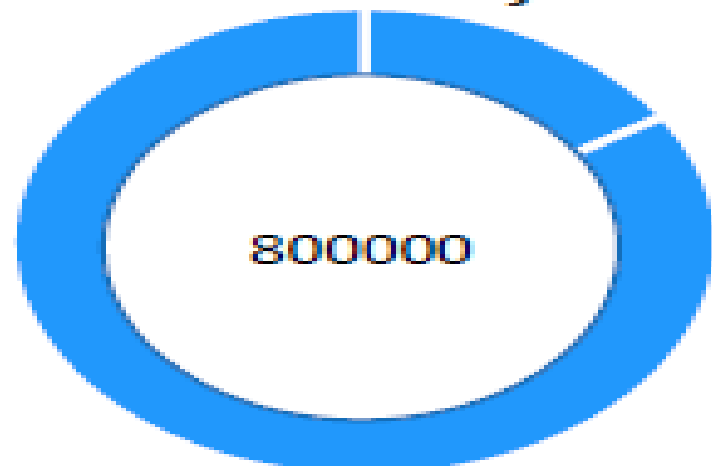
MSK patients in Frimley

Number of patients **provided access to the app** to date: **18,479**
Increase of 519 over past month

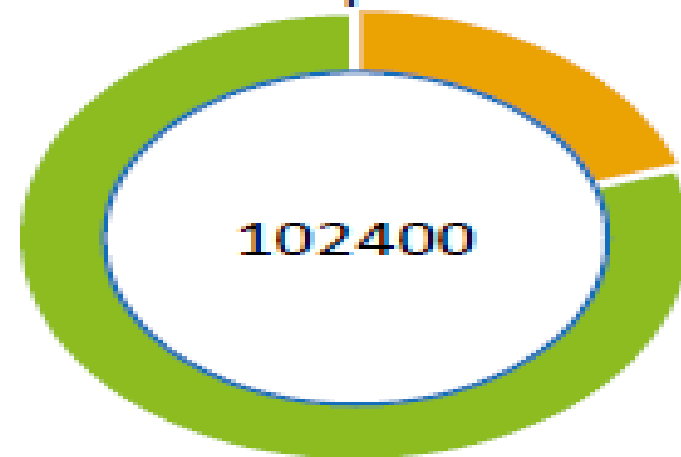
Number of patients **registered in the app**: **13,909**
Increase of 519 over past month

75% app activation rate
(UK average 61%)

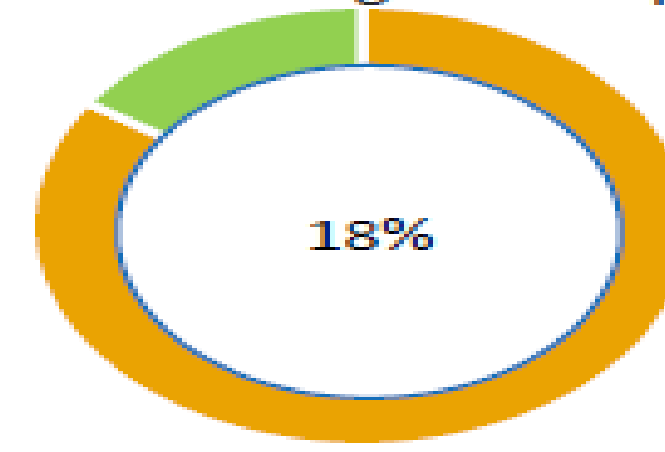
of MSK patients who will visit GP each year



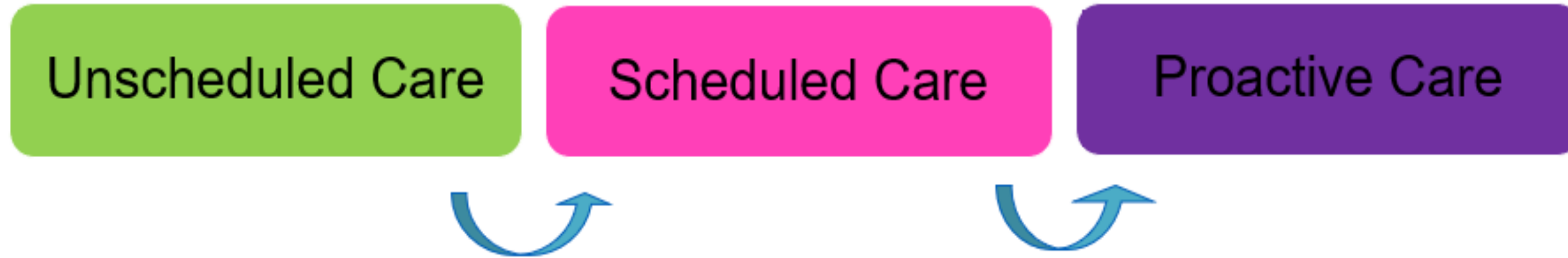
Target # of apps to provide to MSK patients



Total # of apps provided to date as a % of target MSK patients



Tools to help achieve the shift in model



Tool	Ambassador
• Utilising patient segmentation and acuity of presenting complaint to improve care navigation	1. Priya Kumar 2. Jeremy Mellins
• Fully utilise Community Pharmacy (including Pharmacy First)	1. Yinka Kuye 2. Michelle Sinclair
• Fully utilise Healthier Together	1. Alex Streeter de Diego 2. Ellen Duke
• Full adoption and implementation of NHS App – focus on access to records (tests), repeat meds and appointment management	1. Adarsh Babbar 2. ADD
• Implement remote monitoring	1. Anna Fishta 2. David Brown
• Maximise use of the UCR and virtual ward services	1. Aminatta Colin 2. Lucy Abbott

Tool	Ambassador
• QOF prioritisation by patient need group including use of digital alternatives	1. Priya Kumar 2. Patrick Denston 3. Kesar Sadra 4. Samreen Aslam
• Fully utilise Healthier Together/Get u Better/Sleepio	1. Alex Streeter de Diego 2. Karen Hampton/Sylvia Wojciechowski

Tool	Ambassador
• Promote Get u Better/Sleepio within the App offered through websites and targeted advice	1. Karen Hampton/Sylvia Wojciechowski
• <u>Self care</u> – know your numbers; <u>blood pressure, well being and self management of LTCs</u>	1. ADD clinical voice
• Encourage proactive care through case studies and evaluation of approaches	1. ADD clinical voice
• Vaccinations	1. PCN CDs/teams

Gaps in the clinical / specialist leads to be confirmed

Berkshire Healthcare Foundation Trust / ICB – Public Consultation on the Relocation of Jubilee Ward



BHFT and the ICB are working together on a public consultation to gather views on the relocation of Jubilee Ward, a community hospital ward currently located at Upton Hospital in Slough. The proposal is to move the ward to St Mark's Hospital, Maidenhead, alongside Henry Tudor Ward; it is envisaged that this will improve the quality of care and experience for patients and staff. This location also makes use of existing NHS space and will be fully refurbished to create a modern, welcoming, 22 bed ward. The aim is to have the ward up and running in its new location in spring 2026.

Pharmacy & Medicines Optimisation Scheme (PMOS) update



Progress

- Workforce and workload mean that quality improvement in prescribing is competing with other priorities. The Medicines Optimisation Team continue to support practices to make delivery of improvement as easy and efficient as possible

Update

- 2024/2025 Scheme is agreed and being publicised with practices:
 1. Medicine safety: Reduction in people prescribed medications causing bleeds = 1053 to 668, Reduction in people prescribed gliclazide with a low HbA1C = 1301 to 1101
 2. Savings/over-prescribing: Reduction in number of people prescribed gliptin plus GLP1 medicines, Reduction in people prescribed both Continuous Glucose Monitoring and Blood glucose test strips = 645 to 551
 3. Integration of community pharmacy into primary care: Use of Pharmacy First = 2870 pcm
 4. Polypharmacy: Reduction in people prescribed medications increasing risk of AKI
 5. Sustainability/respiratory care: Reduction in people over-ordering short-acting inhalers = 1280 to 1265, Reduction in people using 2 inhaler devices when 1 is appropriate = 742 to 699
 6. Antibiotic Stewardship: Audits of prescribing for UTI completed
 7. Repeat prescribing processes: Reduction in out-of-date repeat medications = 19636 to 18289, NHS App ordering increase = 37902 to 41216 per calendar month

Medicines Safety



PMOS Safety Element 2024.25 Progress monitored suggesting work has started in all areas

- Reduction in medicines related harm with hypoglycaemia- de-prescribing of sulfonylureas. Number of persons prescribed SU started to decrease.
- Reducing the bleeding risk associated with the co-prescribing of medicines know to increase bleeding risk- review for PPI. Number of pt not on a PPI started to decrease.
- LFPSE reporting, continued from last year and to e.g. 2 incidents per quarter. Approx 100 reports submitted form 44 practices

Progress on Medicines Safety Plan for 2024.25

CQC Inspections

- Following recent CQC inspections in GP practices, several areas within medicines management were for identified for improvement
- CQC pre-inspection checklist for medicines management currently being drafted.
- Aim to work alongside the quality team to provide support for CQC pre-inspection for practices across Frimley ICB.

Medicines Safety Messages

- Develop effective communication of medicines safety messages to healthcare professionals across the system-One topic a month (plus ad hoc for urgent messages), plan to reach as many as possible front-line staff in all organisations where prescribing, dispensing and administration takes place
- All system organisations to contribute ideas for messages from real life incidents and to produce messages on new NHS Futures ICS Medicines Safety platform

Opioid safety

- Working with the Health Innovation Oxford on scoping a pilot bio-psycho-social model for supporting patients living with chronic pain.

Pharmacy Workforce Transformation



Progress:

- Frimley ICS Pharmacy Workforce Group formed. Members from across the system and region including pharmacy teams and workforce teams. ToR agreed, monthly meetings take place, quarterly face to face workshops, priorities identified & agreed and running action log

Key focus/Update:

- **Teach and Treat Programme:** Successful bid from NHSE for a local Frimley Teach and Treat Programme. This aims to provide structured, hands-on training for community pharmacists pursuing their Independent Prescriber qualification. The model leverages community pharmacy hub sites, which are supported by trained DPPs and mentors.
- **Record Increase in Foundation Trainee Pharmacist Places:** Achieved the highest number of Foundation Trainee Pharmacist places on Oriel within the Frimley system, marking a record achievement.
- **Development of a Work Experience Program:** In partnership with the trust, creating a work experience module for pharmacy. Currently working on an online program as part of the FHFT work experience initiative. Participation in the online module is mandatory for those interested in face-to-face work experience, which is offered 5-6 times a year, providing an excellent platform to promote pharmacy careers.
- **DPP Mentorship Development:** Initiated the development of local DPP mentors to support new DPPs and lead local projects, such as the Teach and Treat programme.
- **Produce Best Practice Guidance:** Developed the "Multi-professional Prescribing Policy," which will serve as a best practice guide and be utilised by healthcare professionals across the system to standardise and enhance prescribing practices.
- **Collaboration with Surrey Heartlands ICB:** Engaged in a joint project with Surrey Heartlands ICB to develop and grow DPPs. Two focus groups were held in April and June 2024 to gather insights and identify challenges faced by DPPs. Key themes and outputs were shared with stakeholders for further action.
- **Collaboration with South East ICB Workforce Leads:** A DPP support and training package for ongoing support for DPPs has developed by a Primary Care Fellow in NHSE London. Workforce Leads within the South East region are working together in exploring implementing in our region
- **Fostering Research Collaborations:** Strengthened research collaborations between the University of Reading, University of Manchester, and pharmacy teams within Frimley, promoting innovative research and development in the field.
- **Recognition at Conferences:** Our work on pharmacy career progression pathways was accepted as a poster presentation at the RPS conference which will be in November 2024

Acknowledgements



Dhara and Zoe led a system wide care home project around the use of thickeners which focused on clinical as well as patient safety.

Their work has been recognised nationally and they have recently won an award which is great news.



Yinka presenting Frimley ICS Pharmacy First achievements and reflections at a national pharmacy conference. The conference showcased how integrated care systems might improve the use and management of medicines to advance the triple aims of improving health outcomes and the quality of care, while also ensuring value and savings.

Quality & CQC Outcomes

CQC Updates

Ringmead Medical Centre – the Doctors, Nurses and wider team continue to make improvements to the services, listening to their local population and the CQC. Feedback from the CQC has highlighted the progress the practice has made to date, with support for the additional areas where progress is ongoing.

On the 10th December a Patient Meeting was held, where the ICBs Chief Nursing Officer supported the event, working alongside the practice and local councillors, discussing the improvements made by the practice and its team.

The CQC have carried out two additional Primary Care assessments in the Frimley area, and these have yet to be rated, although nothing of concern was flagged to the practice during the feedback sessions. Once received the ICB Quality team review all assessments, ensuring that any identified learning is shared system wide.

CQC Provider Compliance

Provider	CQC Rating			
	Outstanding	Good	Requires Improvement	Inadequate
FHFT		Good		
BHFT	Outstanding			
SABP		Good		
HCRG		Good		
SCAS				Inadequate
SECamb			Requires Improvement	

Provider	CQC Rating			
	Outstanding	Good	Requires Improvement	Inadequate
Primary Care	1	62	3	0

Provider	CQC Rating			
	Outstanding	Good	Requires Improvement	Inadequate
Nursing Homes	4	43	9	1
Residential Homes	6	23	8	0
LD	2	37	3	0