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# Intelligent Monitoring Report

## **Springbank Surgery**

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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).

This report presents CQCs view of the IM indicators for Springbank Surgery.

The information helps to inform:

- scheduling decisions
- identify potential concerns
- 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](mailto:enquiries@cqc.org.uk) putting the phrase "**GP IM Query**" in the subject line.

## Tier One Indicators

Domain	ID: Indicator description (time period)	Numerator	Denominator	Observed	Expected
Effective	GPHLIAC01: The number of Emergency Admissions for 19 Ambulatory Care Sensitive Conditions per 1,000 population. (01/04/13 to 31/03/14)	70	5.65	12.38	13.63
	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)	2967	12574	0.24	0.28
	GPHLICH01: The ratio of expected to reported prevalence of Coronary Heart Disease (CHD). (01/04/13 to 31/03/14)	187	252.29	0.74	0.72
	GPHLICPD: Ratio of reported versus expected prevalence for Chronic Obstructive Pulmonary Disease (COPD) (01/04/13 to 31/03/14)	76	123.65	0.61	0.61
	GPHLICQI: Percentage of Cephalosporins & Quinolones Items as a proportion of antibiotic items prescribed. (01/04/13 to 31/03/14)	218	2942	0.07	0.06
	GPHLIEC01: Emergency cancer admissions per 100 patients on disease register. (01/04/13 to 31/03/14)	9	1.64	5.49	7.45
	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. (01/09/13 to 28/02/14)	241	549	0.44	0.52
	GPHLIFV02: The percentage of patients aged 65 and older who have received a seasonal flu vaccination. (01/09/13 to 28/02/14)	768	1076	0.71	0.73
	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)	8395.5	48309	0.17	0.28
	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)	1050	1386	0.76	0.71
	GPOSDD01: Dementia diagnosis rate adjusted by the number of patients in residential care homes. (30/09/14 to 30/09/14)	78	102.47	0.76	0.54
	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)	184	215	0.86	0.78
	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)	206	223	0.92	0.88
	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)	204	219	0.93	0.79
	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)	15	15	1	0.86

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	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)	15	15	1	0.89
	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)	31	31	1	0.98
	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)	589	668	0.88	0.83
	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)	1183	1215	0.97	0.95
	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)	12	17	0.71	0.81
	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)	1210	1374	0.88	0.82
	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)	45	56	0.8	0.84
	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)	206	224	0.92	0.86
	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)	152	191	0.8	0.82
	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)	191	194	0.98	0.93
	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	-
	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	-
	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	-

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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)	6.5	87.46	0.07	0.09
	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)	10	28.05	0.36	0.38
	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)	71.35	84.85	0.84	0.82
	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)	76.57	88.1	0.87	0.85
	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)	66.33	71	0.93	0.85
	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)	75.03	77.54	0.97	0.9
	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)	84.38	90.86	0.93	0.86
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)	78.11	87.28	0.89	0.75
	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)	67.69	88.63	0.76	0.8