



We facilitate the provision of clinical services within primary care and the local community. We deliver care that best supports the patient, the community and the system

Quality Report 2023/24

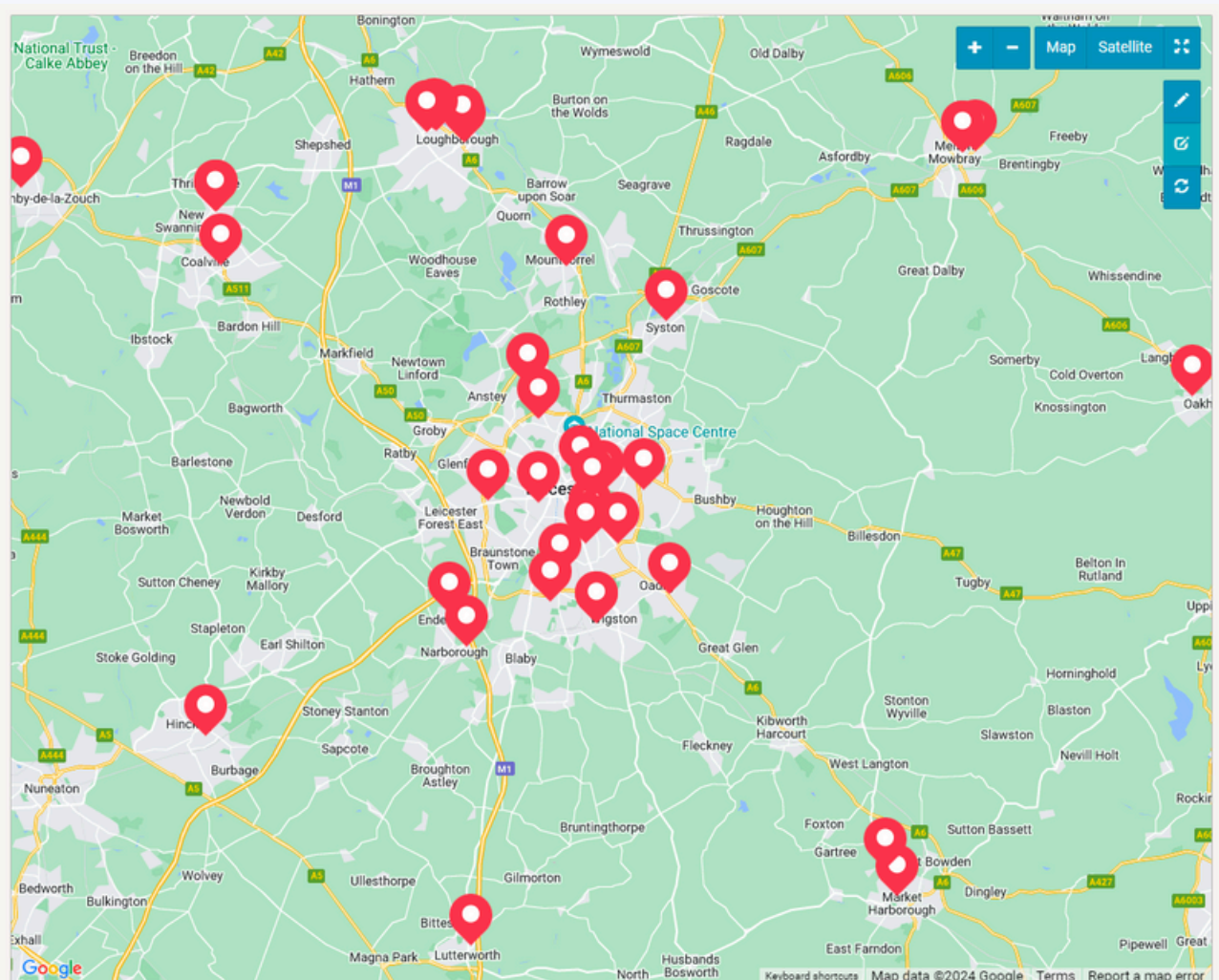
The PCL Quality Report evidences the quality of the services that we offer through our providers of NHS funded activity. This report is an important way for us to measure the quality of our provider services and evidence service improvements, ensuring that the patient is at the forefront of all we do

The right care at the right time, in the right place

Who is Patient Care Locally?

We are a community interest company (not for profit) who work in tandem with the NHS. We identify what patient care needs can be looked after in local, primary care environments. We were founded in 2011 by a group of General Practitioners who wanted to provide care closer to the community.

Although we are a private company, we only provide NHS funded services and do not offer any private funded services. PCL facilitates the provision of numerous services across Leicester, Leicestershire and Rutland and beyond.



Who is Patient Care Locally?



PCL was created by LLR GPs in 2011. In 2021 we became a Community Interest Company. We currently have 93 shareholding practices in the company.



PCL's aim is to provide the right care at the right time, in the right place. We provide a range of services within General Practice and Community settings. We contract services from local General Practices wherever possible, which keeps NHS funding in local organisations.



PCL works with 73 healthcare providers across LLR. In 2023/24, PCL providers delivered over 87,000 patient contacts through its Primary Care+ contracts.



PCL also works at scale, providing services such as the Patient Contact Hub and Roving Healthcare Units, at a System level.



As a Community Interest Company, PCL reinvests profits into the local healthcare system.



Our services fit into the company ethos of the four pillars of service delivery

PCL's 4 Pillars of Service Delivery



GENERAL PRACTICE +

Facilitation of non-core GMS contracts
eg:

- Anticoagulation
- Community Cardiorespiratory Diagnostic Spokes

Offered to all General Practice/PCN/Feds
- but delivery of service is optional.



PRIMARY CARE+

Facilitation of specialised GP, Consultant and imaging diagnostic services in primary/community care settings, eg:

- Dermatology
- Ear Nose & Throat
- Musculoskeletal

Offered to all General Practice, Primary Care Networks, Federations. Only those with the specialist skills/qualifications will be considered.



SYSTEM FACILITATION

Providing services on behalf of the System, delivering at system level, eg:

- Patient Contact Hub
- Roving Healthcare Units



DIRECT COMMISSIONED SERVICES

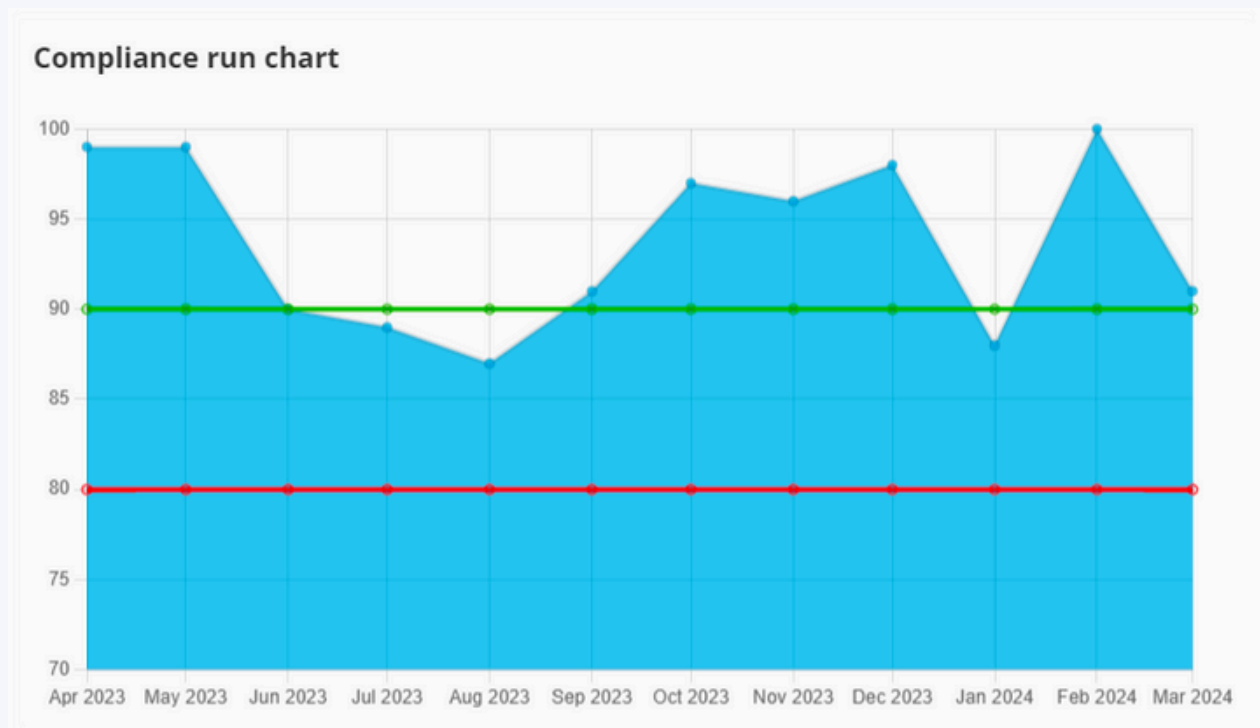
General Practice/PCNs/Feds contract PCL to deliver services, eg:

- Providing Enhanced Access (in an alliance with Derbyshire Healthcare United & Phoenix Health Partnership) on behalf of General Practice.
- Providing Back Office functions on behalf of General Practice such as:
 - Payroll
 - Human Resources Administration
 - Business Intelligence
 - Health & Safety compliance



Infection Prevention and Control

All of our providers have an annual IPC inspection to ensure that services are adhering to the Health and Social Care Act 2008: Code of Practice of Infection Prevention by Health service Providers.



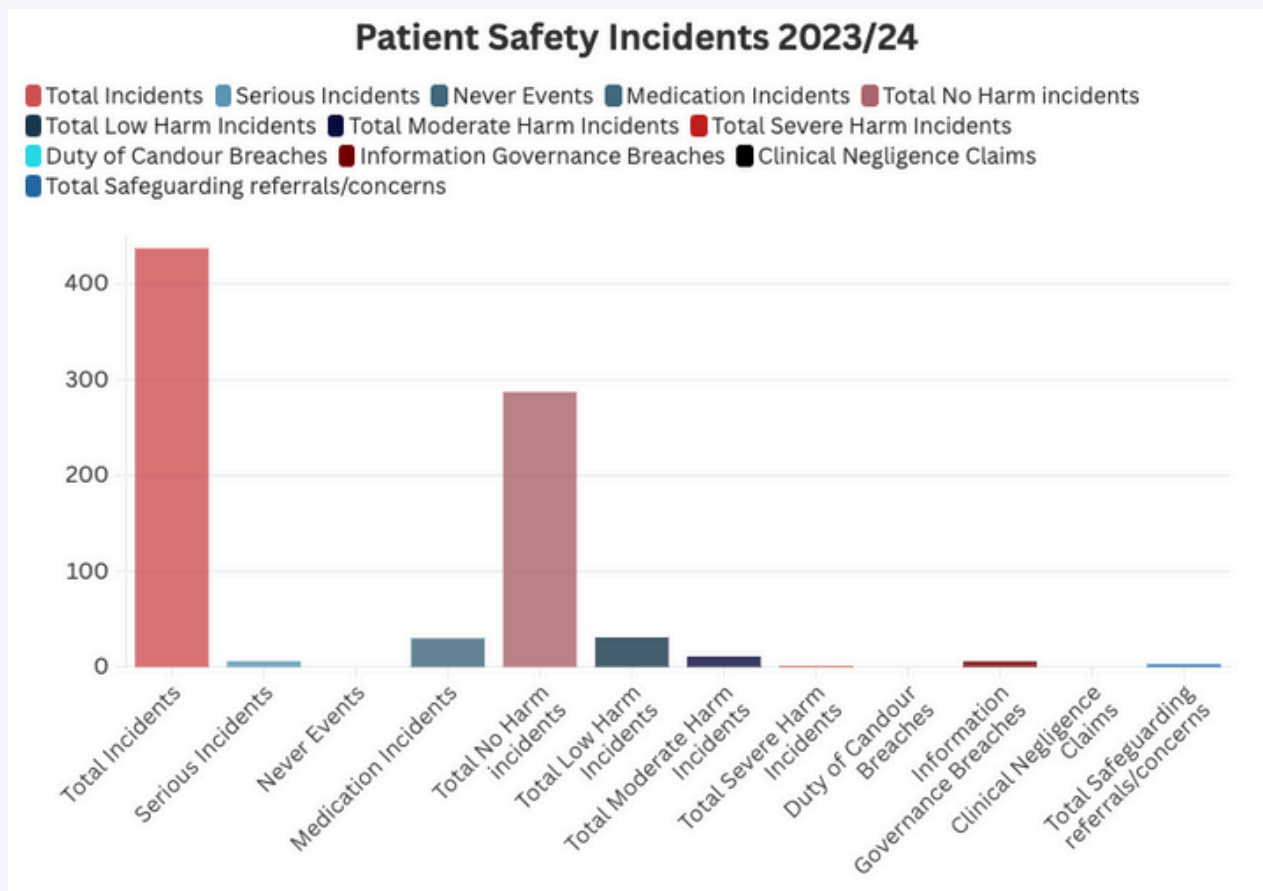
All our providers are currently rank above 90% - the green line on the graph - for compliance to the IPC code of practice. By undertaking the IPC visits, we are able to identify where our providers may be struggling with their Infection Prevention and Control and compliance. This is indicated when a provider falls below 80% - the red line on the graph. 80% was chosen as our “requires improvement and targeted support” marker as it falls in line with most NHS providers. To fall below 80% indicates compliance is starting to decline. PCL will then offer targeted support to our providers to ensure that their performance improves.



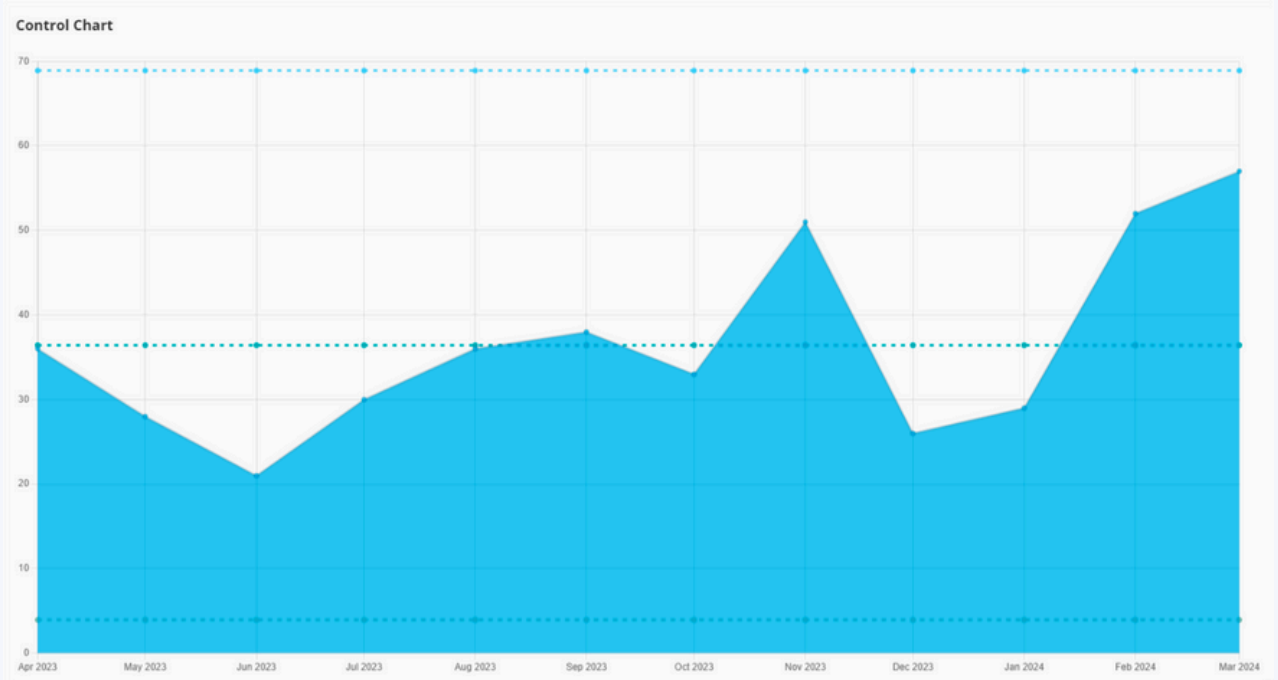
Patient Safety

PCL continues to see normal variation in overall incident reporting rates and the other key indicators.

PCL has triaged, seen, and treated 144,046 patients throughout 2023-2024.



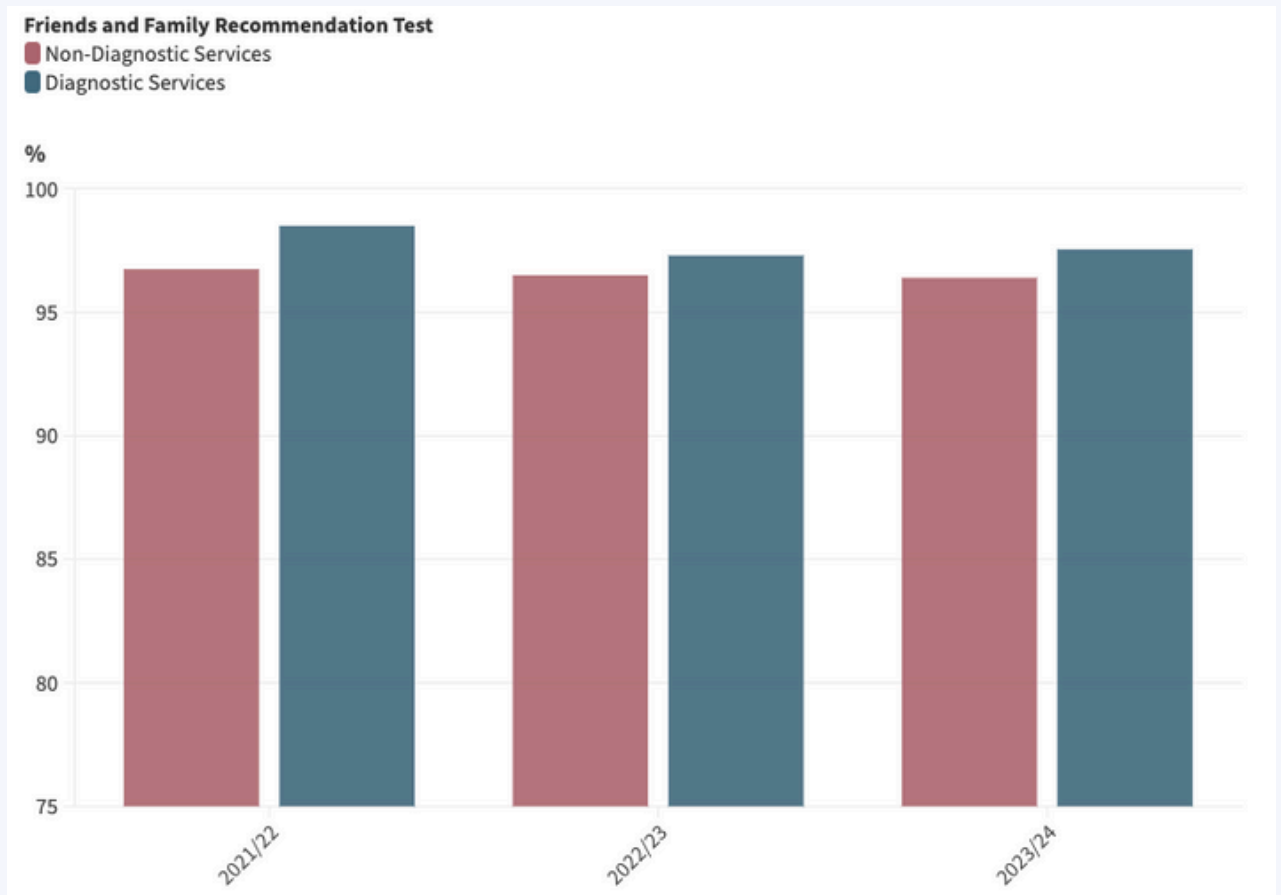
Patient Safety



These metrics support and evidence the high-quality care that our providers are delivering. PCL worked with providers who experienced an event of moderate/significant harm and assisted them with their investigations and mitigating actions to ensure the risk of the event re-occurring was reduced.



Patient Experience



From the 144,046 patients seen by PCL services through 2023/24, our providers Friends and Family response rate was 96.4% for Non-diagnostic providers and 97.6% for Diagnostic providers.

PCL services have consistently achieved over 95% positive feedback for extremely likely or likely to recommend our providers.

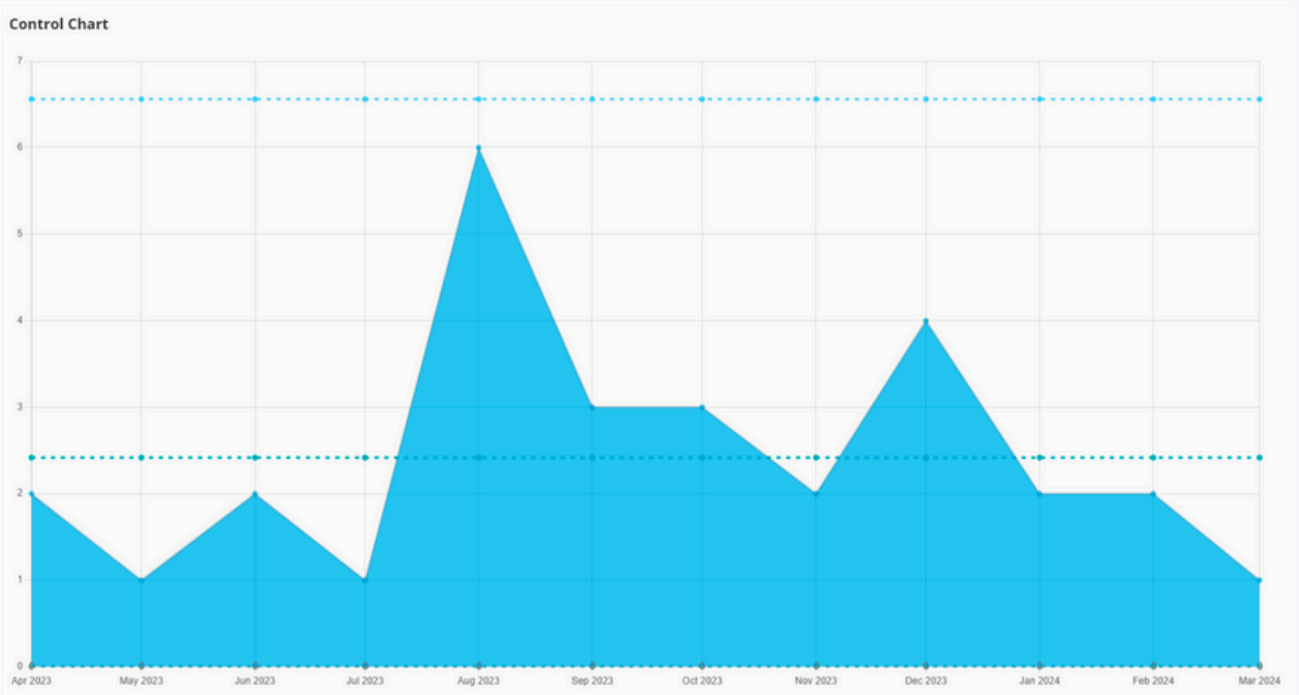


Complaints

Number of Complaints 29

Complaints Response Rate 100%

Percentage 0.04%



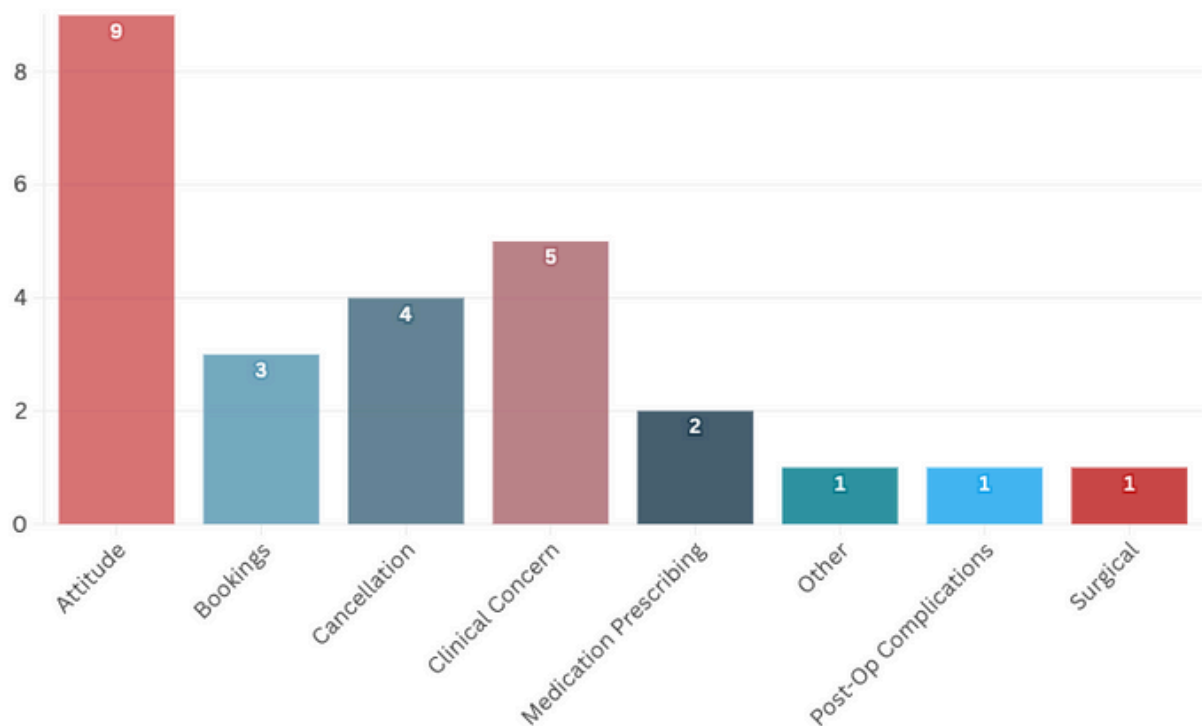
PCL continues to see normal variation in complaint reporting. The complaints rate remains low for our providers.



Complaints

Complaint Themes

Attitude Bookings Cancellation Clinical Concern Medication Prescribing Other
Post-Op Complications Surgical



All complaints have been investigated, responses provided to the patients and improvements/learnings identified for the provider



People & Work Force

PCL completed its first staff survey in 2023 with very positive results. All staff were eligible to complete the survey. The survey generated a 64% response rate.

WORK



The majority of people feel very positive about their role



The majority of people feel that they are involved in decision making about their work



The majority of people are happy with the recognition and value they receive in their role



The majority of people feel that they have realistic times pressures and a choice in deciding how they work



The majority of people feel that their role makes a difference to patients

TEAMWORK



The majority of people feel that their team has shared objectives, often meets to discuss effectiveness and to understand each other's roles.



Most people feel respected by their team, enjoy working within their team and the team has enough freedom in how they work



Many people feel valued in their team



EVERYONE feels that their teams work well together to achieve objectives, people are kind and understanding to one another, people are polite and show appreciation to one another.

PCL AS A WHOLE



Most people agree that PCL offers challenging work, with opportunities for career progression and support to develop potential



The majority agree that care of the patients is PCL's top priority, that PCL acts on concerns raised by patients and would ALL recommend PCL to a friend or relative

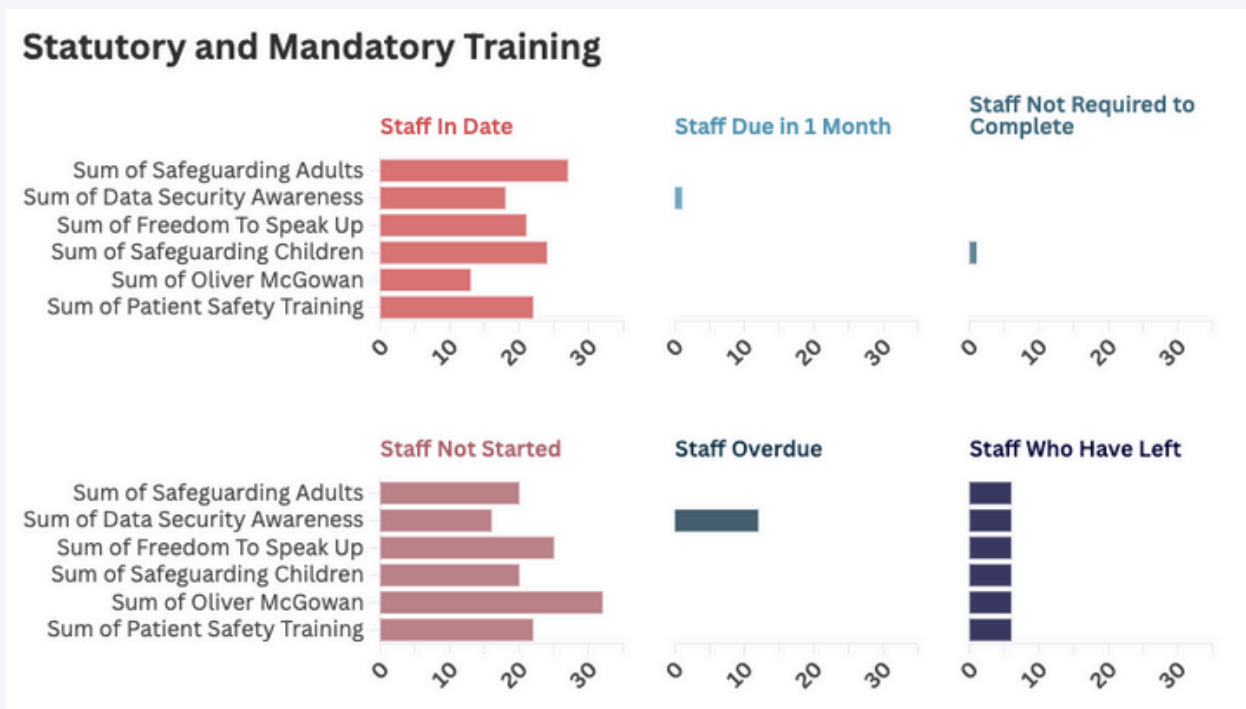


People & Work Force

Whilst this was a very positive survey, there were some actions identified for improvement. These points were addressed and a follow up survey was launched in June 2024. Having a dispersed workforce means it is vital that we have clear, accessible communication channels. PCL holds an all-staff Development Day twice a year. This allows all staff a chance to get together and network. Team meetings are held face-to-face to ensure we manage priorities accordingly.

LEARNING & DEVELOPMENT

All staff are expected to complete statutory and mandatory training.



A new tracking system for training was implemented in April 2024, allowing staff and line managers to view training requirements more effectively. However, we are aware that there is more work required to become fully training compliant. Staff have access to an annual training budget for development outside of statutory and mandatory training.



People & Work Force

STAFF FEEDBACK & COMMENTS

As well as feedback from patients, PCL also receives feedback from staff:



Consider more face-to-face development sessions



I'm proud to work for PCL. I don't experience the Sunday night return to work blues since joining PCL



Very happy in my role. Can get a little lonely at times working from home but that's my only complaint. The positives of working from home outweigh the negatives



I feel supported, happy and valued in my role - and if I ever have an issue, I feel comfortable taking it to my line manager



All I hope for is if our temporary contracts come to an end, we are given enough notice to find something suitable

EQUALITY AND DIVERSITY

Under the NHS standard contract, PCL is required to adhere to the NHS equality and diversity initiatives in relation to patients and workforce. These include the Equality Delivery System 2022 (EDS), the Workforce Race Equality Standard (WRES), and the Workforce Disability Equality Standard (WDES).

These initiatives are designed for large NHS Trusts and do not necessarily fit well with a Small, Medium, Enterprise (SME), but PCL endeavours to adhere to the principles behind them, if not the specific requirements. (The comparative reporting for both WRES and WDES isn't suitable for a small workforce. The staff cohorts are too small to be significant, and there is a risk of individuals being personally identifiable).

The workforce Race Equality Standard and the Workforce Disability Equality Standard are monitored through the Staff survey and through the HR Dashboard. The Staff Survey allows PCL to monitor staff's feelings and ensure that we are working with staff to achieve the right result for them. Similarly the HR dashboard can be used as a thermometer for staff diversity and ensuring that we are a diverse, inclusive and equitable company.



Freedom To Speak Up

During 2023/24 PCL received 1 Freedom to Speak Up concern – the staff survey indicates that staff feel supported to speak up and are aware of the different routes that are available to raise a concern. PCL has one National Guardian in post and two local trained guardians. Freedom to Speak Up is actively promoted within PCL.

Who can you speak up to?

#SpeakUp
ToMe

On Wednesdays We
Wear Green – October
2023

Freedom to
Speak Up
Guardian
www.nationalguardian.org.uk

Your voice matters

On Wednesdays we wear green
Freedom to Speak up





Summary

PCL is extremely proud of the quality of services it facilitates. We recognise and thank the hard work of our providers and the support given by our team.

PCL continues to strive for outstanding quality in all we do. We are committed to ensuring we consistently innovate and improve in order to be the best that we can be.



PATIENT CARE LOCALLY
COMMUNITY INTEREST COMPANY

The right care at the right time, in the right place

