

## Provider Assurance & Compliance (PAC) Case Study – April 2019

### Introduction

Clinical commissioning groups (CCGs) are NHS organisations set up by the Health and Social Care Act 2012 to organise the delivery of NHS services in England.

NHS Leeds Clinical Commissioning Group (CCG) is made up of 101 GP practices covering a population of around 870,000 people.

CCGs have responsibility for all areas of health in their local region, one particular area is Continuing Healthcare (CHC). CHC is a package of care for people who are assessed as having significant ongoing healthcare needs arranged and funded by the NHS but administered and commissioned by CCGs. Leeds CCG commissions care services from 46 Nursing Homes in their region as well as from homecare and other specialist providers.

### Working with providers

Leeds CCG in common with all CCGs have to be assured that care providers including nursing homes that they work with are able to meet minimum standards set out in their quality standards and encompassing reports from regulators such as the Care Quality Commission (CQC). They would gather information at regular intervals, including monthly, quarterly and annual returns of quality and key performance data. This would cover clinical areas as well as safeguarding and other statutory obligations.

The system previously used by Leeds was time-consuming to operate from both the commissioners and providers perspective. Leeds would work with providers where problems had been identified, but there was not a system-driven approach to quality improvement and a lack of traceability on any follow up actions which may have been agreed.

As a result of the inefficiencies of their existing methods of quality monitoring and assurance process, Leeds were amenable to a technology solution to streamline the process and greatly increase efficiency, reducing administration costs and freeing up more time for engaging with their providers on quality issues.

### Cloud-based assurance tool

Leeds CCG's CHC team were already users of QuiqSolutions' CHAT Continuing Healthcare Assurance Tool which is used to provide assurance to NHS England and as a strategic planning aid incorporating the latest guidance and best practice on CHC. During discussions with QuiqSolutions, Leeds identified QuiqSolutions' PAC (Provider Assurance & Compliance) tool as a potential solution to increase efficiency and reduce administration costs whilst at the same time driving quality improvement. After engaging with QuiqSolutions over several months, in February 2019 they agreed a contract with QuiqSolutions for the use of PAC with the 46 nursing homes they commission CHC services from in a project lead by the CCG's CHC and Contract Management team.

Commenting, Andrea Dobson, Head of Continuing care said: “We immediately saw the potential for PAC as a way of streamlining our work with providers and improving the information available that we need to effectively monitor quality and performance. We also saw the potential for the homes to identify their own strengths and weaknesses and to put in place action plans for the benefit of all parties, especially for people using and working in their services.”

### Implementation

Implementing PAC proved to be a very quick and smooth process, being low cost and cloud-based avoiding the need for any configuration of internal systems or additional hardware purchases. The CCG were able to provide details of the information they required along with the schedule which were all pre-loaded onto PAC by QuiqSolutions. A workshop was held in Leeds where the PAC solution was presented to the Nursing Homes. The homes were all in favour of a move to a system which streamlined their dealings with the CCG and which enabled them to showcase the good work they are doing. The PAC system also allows them to record evidence against the CQC’s Key Lines or Enquiry (KLOEs) and keep a contemporary evidence base ahead of any future CQC inspection.

PAC provides a very flexible tool for the CCG to build on, with the ability to manage all audits and requests for information either scheduled or an ad-hoc basis. The high degree of automation with schedules ensuring that all documents are sent out on time makes sure that nothing gets missed.

Leeds CCG can view the current position of any nursing home via the dashboard view in PAC, they are also able to see the latest CQC rating, number of available beds and the different service types and categories that the homes fall under. They can request information whenever they wish and to review all evidence which is instantly shared with the homes so that there is active collaboration between commissioner and provider.

### Conclusion

PAC has delivered a quantum change to the way the CCG works with nursing homes, greatly reducing the effort and time in administering the way information is sought and received. The instant reporting and access to information in a single place saves even more time and helps them make intelligent commissioning decisions. The homes also benefit by having instant access to all their evidence and the history of all their dealings with the CCG, they are also able to use PAC to prepare for CQC inspections and highlight their strengths and weaknesses. Using action plans the homes can assure Leeds CCG that they are implementing the changes required and making a real difference to the quality of services they provide.

Leeds CCG is looking to expand the use of PAC in future to cover other service types and will also be sharing information with colleagues at Leeds Council as they look to provide a single view of quality across the region accessible to all commissioners.

PAC is supplied by QuiqSolutions Ltd, for more information go to [www.quiqsolutions.com](http://www.quiqsolutions.com).