

Agenda

Part 1 - Primary Care Commissioning Committee

Date: 11th April 2024

Time: 9.30am – 11am

Venue: Microsoft Teams

Item No.	Duration	Subject	Paper/ Verbal	For Approval/ Discussion/ Information	By Whom
1.	5 mins	Welcome, introductions and apologies	Verbal	To receive	Mike Barker
2.	5 mins	Declarations of interest	Verbal	To update	Mike Barker
3.	5 mins	Minutes of previous meeting held 26 th February 2024	Paper	For approval	Mike Barker
4.	5 mins	Action log & matters arising	Paper	To update	Mike Barker
5.	15 mins	Primary care quality update	Paper	To update	Simon Walsh
6.	15 mins	The Duru Practice closure update	Paper	To update	Gail Lett
7.	15 mins	PCN update – enhanced access	Paper	To update	Tariq Sharf
8.	15 mins	Spring booster vaccination programme update	Paper	To update	Kya Meylan
9.	5 mins	Any other business	Verbal	For discussion	Mike Barker
10.	-	Date and time of next meeting 20 th June 2024 9.30am – 11am			

Minutes

NHS GM ICB Oldham Place-Based Primary Care Commissioning Committee

Date: 26 February 2024

Time: 10.30am – 12.00 noon

Venue: Microsoft Teams

Present (Voting Members)	Apologies (Voting Members)
Mike Barker – Chief Officer for Oldham Integrated Care Partnership and Place Lead Marion Colohan – Director of Delivery and Transformation / Deputy Place Lead – Interim Erin Portsmouth - Associate Director of Strategy, Planning and Development Sara Naylor - Associate Director Finance Tariq Sharf - Head of Primary Care Operations Andrea Edmondson - Head of Quality & Safeguarding (Oldham)	
Present (Non-Voting Members)	Apologies (Non-voting Members)
Gail Lett – Head of Primary Care Assurance (Oldham) Elliott Patrick - Oldham LPC Rep Dr John Patterson – Associate Medical Director (Oldham) Dr Charlotte Stevenson – Consultant in Public Health (Oldham) Dr Simon Walton - Clinical Director - Oldham South PCN Dr Einas Ben Hamieda - Clinical Lead - Primary Care and Quality	Simon Walsh - Primary Care Quality Assurance (Oldham)
In Attendance	
Deb Waterhouse, Development Officer (Oldham) - minute taker	

Item No.	Topic	Action
1.	<p>Welcome, Introductions and Apologies</p> <p>MB welcomed members to the public meeting of the Oldham Place-Based Primary Care Commissioning Committee and apologies were noted as above.</p> <p>The meeting was declared quorate.</p>	
2.	<p>Declarations of Interest</p> <p>JP highlighted that the GPs in the meeting would have a declaration of interest with regards to the Dr Duru agenda item.</p>	
3.	<p>Minutes of Previous Meeting Held 7 December 2024</p> <p>The minutes were accepted and approved as a true and accurate record of the meeting.</p>	
4.	<p>Action Log and Matters Arising</p> <p>Please see separate action log.</p>	
5.	<p>Primary care quality assurance</p> <p>Members received a report which provided an update on the outcome of CQC inspections and report publications carried out at Oldham GP practices over recent months.</p> <p>Two practices had recently been inspected:</p> <p>Quayside Medical Practice was inspected on 8 November 2023 and rated good in 5 key areas. The inspection provided feedback and asked for a range of recommendations and actions to be put in place, the practice has incorporated these into their practice response. One area highlighted the continuation to monitor and improve the uptake rates of cervical screening and childhood vaccinations.</p> <p>CH Medical Practice was inspected on 15 December 2023 and rated as good overall but asked to do undertake work around access and responsiveness. The practice has provided assurance around the work to improve this area and additional clinical sessions had been arranged. This area will be monitored by the locality team.</p> <p>Letters have been sent to practices to congratulate them on their hard work and good ratings.</p> <p>Sitrep Current Position – There has been consistent reporting with some exceptions from small number of practices due to staff absences and annual leave. One practice is reporting some increase in demand due to recent</p>	

	<p>practice closures but is managing the situation.</p> <p>Following a query received regarding Modern General Practice funding, TS confirmed that the practice had applied for this funding which could support this area.</p> <p>The Committee received and noted the content of the report.</p>	
6.	<p>Diabetes educator update</p> <p>The Committee received an update report, as requested, on the work being undertaken by Diabetes Educator Associate roles with GP practices across Oldham.</p> <p>On completion of work with Central PCN, the educators moved onto South PCN in August 2023. Similar issues were identified in South PCN practices to those in Central PCN related to provision of diabetes care processes and coding. In addition to addressing these, South PCN wanted to focus on education and support to patients and the four Diabetes Care Co-ordinators who work across South PCN Practices.</p> <p>Access and language barriers were identified for patients who do not speak English as their first language. Patients who are not compliant in taking medication or attending for regular review were also highlighted as challenges for practices.</p> <p>The PCN were very proactive in engaging people at risk of diabetes to learn more about the National Diabetes Prevention Programme (NDPP) through a joint initiative between the NDPP provider and member practices. Early results were suggesting this has been positive.</p> <p>The Diabetes Educator is working with the Retinopathy Screening team to provide education and tools to practices that will help them to engage with patients who refuse or are reluctant to engage with eye screening.</p> <p>Work with West PCN is in early stages with areas of focus still being scoped.</p> <p>Original funding supported recruitment of 2 wte Diabetes Educators. The second post holder has been recently deployed to a different role which means that funding for the remaining post has been extended until September 2024.</p> <p>MB requested to see a proposal for the post prior to current funding ending in August 2024.</p> <p>The Committee received and noted the content of the report for information.</p>	MC/GL
7.	<p>Primary Care Quality Improvement Scheme 2023/24 Update</p> <p>The Committee received the above report which provided an update on the</p>	

	<p>implementation of the locality Primary Care Incentive Scheme for 2023 / 24 which was heading towards the contract end term of 31 March 2024.</p> <p>An improvement in performance has been seen in all aspects of the scheme, with a positive impact on a reduction in prescribing of drugs of limited clinical value and items from the 'Do No Prescribe' list. Proactive identification and intervention for people with moderate frailty has also improved over the last 9 months.</p> <p>Practices are still experiencing some issues related to coding activity for the scheme which are being addressed with support from the Data Quality Team.</p> <p>Feedback from practices has highlighted concerns in being able to achieve some aspects of the scheme where activity is reliant on providers outside of general practice including retinopathy screening, and education programmes.</p> <p>Performance continues to be monitored bi-weekly and updates were being shared with practices via Tableau. Ongoing review of performance has highlighted that original targets and thresholds were ambitious will be reviewed before March 2024. The Committee will receive an interim report with proposals for change before the final achievement report is presented in April 2024.</p> <p>JP expressed thanks to Practice managers and Practice Teams for the work undertaken and welcomed honest and open conversations about issues and challenges.</p> <p>S Walton reiterated that while scheme had resulted in improvement across the priority areas, target thresholds on some indicators are challenging and requested that any review be undertaken as a matter of urgency as practices only have 5 weeks remaining to deliver maximum performance and achievement.</p> <p>MC supported the recommendations to undertake a review of target thresholds and advised that in respect of process, any proposed changes would need to be presented to the Committee for approval.</p> <p>It was also noted that whilst supporting the recommendation to undertake a review, achievement through this and previous schemes should not be overlooked, particularly in relation to diabetes. Genuine positive outcomes have been seen with an upwards trajectory. No variations have been seen within Oldham and it has a consistent level of care with diabetes.</p> <p>MB emphasised a genuine desire for funding to be invested in primary care, accepting the risks and challenges presented and stated that an engagement process with clarity and transparency was needed.</p> <p>A one off meeting for MC and JP is to be arranged to agree a proposed methodology for the threshold review.</p>	<p>MC/JP</p>
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	<p>JP suggested a GP Board representative attend to bring oversight into the decision making. S Walton to suggest a representative.</p> <p>The Committee received and noted the content of the report.</p>	<p>SW</p>
<p>8.</p>	<p>PCN update</p> <p>The Committee received an interim update on the progress of Oldham’s five Primary Care Networks (PCNs) against the requirements of the 2023/24 Primary Care Network Direct Enhanced Service Contract for information.</p> <p>TS highlighted the gaps in assurance and validated data in some of the identified areas below:</p> <p>Enhanced access - Oldham Primary Care Networks (PCNs) are contractually obliged to provide 289 hours of enhanced access (EA) appointments per week, which all practices achieve, the majority of appointments were with a GP.</p> <p>Medication review – There is currently no investment or impact indicator for this area. However, there are still some indicators provided via the GM Tableau dashboard. Work required to triangulate data with local quality scheme.</p> <p>Enhanced health in care homes – Data available via dedicated GM Tableau dashboard. Oldham second-best locality in GM for number of Multidisciplinary meetings for care home residents aged 18 and over. Performance against other indicators generally around average for GM.</p> <p>Early cancer diagnosis – PCNs performing well in terms of FIT tests, although further work is to be undertaken to validate data.</p> <p>Social prescribing – all PCNs employ social prescriber link workers.</p> <p>CVD – Gaps highlighted and the need to understand as data was not available for this area.</p> <p>Tackling neighbourhood inequalities – PCNs doing well against ethnicity reporting measure. Validation of data required for IIF indicator regarding Learning Disability health checks. Potential issue with lag in data recording (data only available up to December).</p> <p>Anticipatory Care – ICSs have a responsibility to design and plan Anticipatory Care for their system with PCNS involvement. Work is underway to refresh and establish a Population Health Management (PHM) approach in our five Neighbourhoods with the process highlighted in the report.</p> <p>Work is continuing to further develop 5 proposed population health management pathway models, with a view to implementation in early 2024/25.</p> <p>Additional Roles Reimbursement Scheme (ARRS) – Members noted the improved position compared to a year ago. In Q3 there were 151 Whole Time Equivalent (WTE) in post and this was due to increase by the end of March</p>	

<p>2024. Vacancies were presented and noted.</p> <p>Covid – Performance breakdown showed vaccinations delivered across the autumn/winter season. This showed a slightly below average number of vaccinations administered but care home support was good. Uptake was lower in 2023/24, compared to the previous year.</p> <p>PCN Capacity & Access - Funding opportunities available to PCNS for capacity and access had been taken up. Oldham PCN plans were signed off by the locality in July 2023 and work is underway across GM and with the PCNs, to assure the delivery of these plans.</p> <p>Appointments – Further work was needed to validate the information. PCNs were aware of this. 967K appointments delivered so far between April 2023 – December 2023, with the majority being face to face.</p> <p>PCN workforce – The workforce has increased in Oldham over last 12 months with 13 more people employed by practices with equates to 27 additional WTE. The actual number of GPs has remained stable. Nursing staff figures have dropped slightly by 4, with the WTE less than 1. Overall, the number of staff has increased.</p> <p>Presentation to be circulated.</p> <p>MB welcomed the presentation and recommended that each and all of the 5 PCNs be invited into this space to discuss the data.</p> <p>MB also asked to see each one of these over the next financial year i.e. 2 in each meeting etc together with a schedule of how this moves forward.</p> <p>MB also requested a meeting with JP and MC to discuss way forward.</p> <p>JP advised that access is tricky and his practice has put extra clinics on for complex conditions and coughs and colds. Long Term Conditions improvements were being seen and have become stabilised and retaining this was in the model for primary care.</p> <p>Individual Funding Requests (IFR) – Improvements are needed around the late diagnoses of cancer.</p> <p>SWalton highlighted that the number of targets for primary care was huge, and the difficulty in balancing work and priorities. The data presented was from December 2023 which was 2 months behind and practices had undertaken work since this date.</p> <p>SWalton also highlighted that South PCN ARR budgets would be decreased by £90k next year. The population has increased and the PCN were overspent with threats to the system.</p> <p>TS was aware of the impact of list sizing and funding and that locality underspend would be off set with the data lag acknowledged. Access to</p>	<p>TS</p> <p>TS</p> <p>MC/TS</p> <p>MB</p>
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	<p>additional funding and any funding available will always be applied for to ensure Oldham gets a fair share.</p> <p>Members received and noted the details of the report.</p>	
<p>9.</p>	<p>The Duru Practice list dispersal update</p> <p>The Committee received an update report regarding the current position following a CQC inspection in May 2023 when the practice had been rated as Inadequate and placed in special measures. Following a lengthy process the practice’s contract had subsequently been terminated with effect from midnight on 15th December 2023 and caretaking arrangements put in place from 18th December 2023.</p> <p>Following termination of a contract the options to ensure continued provision of care to registered patients are a list dispersal (known as caretaking and dispersal) or procurement of a new contract (known as Caretaking and Procurement).</p> <p>At an extraordinary meeting on 15th January 2024, Oldham Place Primary Care Commissioning Committee approved a recommendation to disperse the registered list of The Duru Practice Oldham with closure of the practice on 31st March 2024.</p> <p>Patients are now in the process of being dispersed by registering at a practice of their choice. The practice will close on 31 March 2024, patients not registered with a new practice will be re-allocated to an alternative practice.</p> <p>Members noted the IT implications and the availability of the operational provider who is not available to support the final allocation of patients and close down of the practice until 28th May 2024 due to other commitments. The report sought approval for an extension to the current caretaking arrangements to ensure that a residual service is provided until final close down can be completed.</p> <p>JP highlighted that GP practices are closing throughout the country and that despite closures in Oldham, whole time equivalent figures remained stable and therefore recommended supporting the extension.</p> <p>The Committed noted the content of this report for information and approved an extension to the current caretaking arrangements.</p> <p>The Committee would also receive a further update once further work is completed to understand scope and costs of a residual service at the existing practice between 1st April 2024 and 28th May 2024 in respect of:</p> <ul style="list-style-type: none"> ○ Any remaining patients may attend the current practice seeking care, advice or support ○ Any urgent clinical access to care for patients as a safety net ○ Provision of clinical information to receiving practices if required 	

10.	Any Other Business There were no other items of business raised.	
11.	Date and time of next meeting 11 th April 2024 9.30am – 11am via Teams.	

Oldham Place-Based Primary Care Commissioning Committee Part 1

Action Log updated after 26.2.24 meeting

	Date of meeting	For Action	Details of action/Decision	Action By	Status	Due Date	Comments
1.	26.2.24	Action	<p>Diabetes educator update</p> <p>MB requested to see a proposal for the post prior to current funding ending in August 2024.</p>	MC/GL			
2.	26.2.24	Action	<p>Primary Care Quality Improvement Scheme 2023 / 24 Update</p> <p>A one off meeting for MC and JP is to be arranged to agree a proposed methodology for the threshold review.</p> <p>JP suggested a GP Board representative attend to bring oversight into the decision making. S Walton to suggest a representative.</p>	<p>MC/JP</p> <p>SW</p>		<p>26.3.24</p> <p>26.3.24</p>	
3.	26.2.24	Action	<p>PCN update</p> <p>Presentation to be circulated.</p> <p>MB welcomed the presentation and recommended that each and all of the 5 PCNs be invited into this space to discuss the data.</p> <p>MB also asked to see each one of these over the next financial year i.e. 2 in each meeting</p>	TS			

			etc together with a schedule of how this moves forward. MB also requested a meeting with JP and MC to discuss way forward.	MC/TS MB			
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Oldham Place Based Primary Care Commissioning Committee

11th April 2024

**Oldham Primary Medical Services Quality and Assurance
Update**

1 Background

- 1.1 The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England. Its remit is to ensure health and social care services provide people with safe, effective, compassionate and high-quality care.

The CQC inspection focusses on all aspects of a GP Practice to determine if services are safe, effective, caring, responsive to people's needs and is well-led.

- 1.2 It is recognised that most providers of primary medical care operate to high standards and while GP Practices as providers are accountable for the quality of the services they provide, localities are responsible for monitoring the quality, safety and performance of those services.

- 1.3 Oldham locality has robust monitoring arrangements in place that aim to create a balance of oversight and intervention where necessary through a culture of openness and transparency that promotes and supports ongoing improvement.

The monitoring and assurance of Primary Medical Services in Oldham is based around the annual Practice Assurance Visiting Programme, CQC ratings and other sources of supporting intelligence, data and information.

- 1.4 The purpose of this report is to provide PCCC with an update on:

1.4i The outcome of CQC inspections and report publications carried out at Oldham GP practices over recent months. The current CQC position for all Oldham practices shown within Appendix One

1.4ii An overview of the current Sitrep position of General Practice for the Oldham Locality.

2. CQC Ratings and Inspections

2.1 Oldham Medical Services – The contract is currently held by Dr Aliaa Hasan and Dr Fouzia Rashid

The CQC carried out an announced inspection at Oldham Medical Services on 25th January 2024 and the report being published 22nd February 2024. The five key areas were rated- Safe 'Good' – Effective 'Good' – Caring 'Good' – Responsive 'Requires Improvement' – Well Led 'Good' with an overall rating of 'Good'

The practice provided care in a way that kept patients safe and protected them from avoidable harm. Patients received effective care and treatment that met their needs. Staff dealt with patients with kindness and respect and involved them in decisions about their care. The results of the most recent General Practice Patient Survey highlighted areas for improvement around access to services. The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

During the inspection the CQC found that the practice were working towards improving the responsiveness of the service and highlighted the efforts being put in place although these were not yet reflected in the patient feedback.

No breaches were found although the CQC recommended the practice was to continue with their plan to improve patient concerns and experience.

An action plan was requested to outline how the practice is going to improve the decline in patient satisfaction across the various aspects of the patient survey.

The practice has been working on an action plan from July 2023, following on from the last patient survey results, and identified areas that required improvement.

Regular patient surveys were sent out and monitored along with an overview of staff understanding on navigation and signposting to appropriate services. Staff training was developed around the patient demographic and delivered to all reception staff to achieve better understanding of patient needs. This is scored and staff will receive further individualised training to support their needs. Completion of this is due by the 30th April 2024

A triage clinic was introduced for both morning and afternoon clinics, to support patients needs and allow appointments to be appropriately designated.

An email appointment request was set up allowing patients to request an appointment through email which was responded to the same day if received prior to 1pm Mon-Fri. This would be triaged and an appropriate appointment would be given either same day by phone, face to face or a scheduled appointment with the practice or other service.

A regular locum service was also introduced at the start of the year to increase available appointments on a weekly basis along with a social prescriber to support across the practice.

The practice has also signed off on the new web-based telephony service and feels that this will have a big impact on patient satisfaction. However, the migration to the service has yet to be given a date to go live but the practice has been in constant contact with the provider who have informed them that they are currently in phase two of the rollout.

During this time the practice have started engaging more with patients to enrol in online access such as the NHS app and support awareness of self-referral pathways and community pharmacy. During new patients checks support is given to download and use the NHS app.

To support this further a digital champion has been appointed to work alongside others across GM to gain further understanding of what further support can be given and promoted throughout the practice.

3. Sitrep Current Position (Oldham)

The sitrep has been consistent reporting tool for the practices across Oldham with varying outcomes due to annual pressures and staff issues. There have been some exceptions of non-reporting due to staff absences or annual leave, but this has been improving on a weekly basis. A weekly reminder is sent out to practices that have not completed.

Practices that haven't submitted a response have been contacted to ensure that the practice is operating safely.

The previous 4 weeks have shown a consistent level of reporting across levels 5 through to 7. Practices that have submitted a significant increase in demand (either a 7 or 8) have been contacted to check for any support that may be needed with all responses being that they are currently coping it has just been busier than usual.

Week Commencing	Number of Practices Non reporting	Number of practices reporting 5 or below	Number of practices reporting 6	Number of practices reporting 7	Number of practices reporting 8
04.03.2024	3	6	17	7	-
11.03.2024	5	5	17	6	-
18.03.2024	5	7	16	5	-
25.03.2024	3	7	16	5	-

Overall practices are reporting that due to an increase in list sizes, patient demand has grown which has in turn increased workload. In some cases, this is due to practice closures along with others stating that due to the closures there is an estates issues and further space is required along with IT and other equipment.

4. Recommendation

Primary Care Commissioning Committee is asked to receive and note the content of the report.

5. Appendices

Appendix One: Overview of current CQC ratings across Oldham

Appendix One

Overview current CQC Ratings in Oldham

Practice	Date of Last Inspection	Date Report Published	Overall	Safe	Effective	Caring	Responsive	Well Led
St. Mary's Medical Centre	10/08/2017	28/09/2017	Good	Good	Good	Good	Good	Good
The Chowdhury Practice	13/09/2019	15/10/2019	Good	Good	Good	Good	Good	Good
Chadderton Medical Practice	10/11/2020	30/12/2020	Good	Good	Good	Good	Good	Good
Leesbrook Surgery	10/11/2017	03/01/2018	Good	Good	Good	Good	Good	Good
Oldham Family Practice	09/04/2019	21/05/2019	Good	Good	Good	Good	Good	Good
Woodlands Medical Practice	19/05/2016	11/07/2016	Good	Good	Good	Good	Good	Good
CH Medical Practice	15/12/2023	19/01/2024	Good	Good	Good	Good	Requires Improvement	Good
Oldham Medical Services	25/01/2024	22/02/2024	Good	Good	Good	Good	Requires Improvement	Good
Royton & Crompton Family Practice	26/09/2022	03/11/2022	Good	Good	Good	Good	Good	Good
Hopwood House Surgery	24/01/2020	11/03/2020	Good	Good	Good	Good	Good	Good
Alexandra Group Medical Practice	31/05/2019	05/07/2019	Good	Good	Good	Good	Good	Good
Saddleworth Medical Practice	16/08/2017	24/08/2017	Good	Good	Good	Good	Good	Good
Oak Gables Partnership	17/10/2022	30/11/2022	Good	Requires Improvement	Good	Good	Good	Good
Danson Family Practice	20/05/2022	10/06/2022	Good	Good	Good	Good	Good	Good
Royton Medical Centre	05/05/2023	02/06/2023	Good	Good	Good	Good	Good	Good
Springfield House Medical Practice	23/11/2018	25/01/2019	Good	Good	Good	Good	Good	Good
Greenbank Medical Practice	26/06/2018	24/08/2018	Good	Good	Good	Good	Good	Good
Lees Medical Practice	29/08/2023	26/10/2023	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement
Quayside Medical Practice	08/11/2023	15/12/2023	Good	Good	Good	Good	Good	Good
The Jalal Practice	07/04/2017	12/05/2017	Good	Good	Good	Good	Good	Good
Littletown Family Medical Practice	02/08/2023	14/09/2023	Good	Good	Good	Good	Good	Good
Moorside Medical Practice	09/06/2023	07/07/2023	Good	Good	Good	Good	Good	Good
Dr B Perkins	18/10/2022	03/11/2022	Good	Good	Good	Good	Good	Good
Medlock Medical Practice	13/09/2022	03/11/2022	Requires Improvement	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement
Werneth Medical Practice	13/07/2023	30/08/2023	Good	Good	Requires Improvement	Good	Good	Good
Village Medical Practice	27/09/2017	26/10/2017	Good	Good	Good	Good	Good	Good
Kapur Family Care	30/06/2021	30/07/2021	Good	Good	Good	Good	Good	Good
Glodwick Medical Practice	Recently procured. Yet to be inspected		Good	Good	Good	Good	Good	Good
Pennine Medical Centre	11/11/2022	04/01/2023	Good	Good	Good	Good	Good	Good
Hill Top Surgery	23/07/2016	16/11/2016	Outstanding	Good	Outstanding	Outstanding	Outstanding	Outstanding
John Street Medical Practice	18/07/2017	30/08/2017	Good	Good	Good	Good	Good	Good
Lindley Medical Practice	30/06/2022	04/08/2022	Good	Good	Good	Good	Good	Good
Hollinwood Medical Practice	20/03/2018	24/05/2018	Outstanding	Good	Good	Outstanding	Outstanding	Outstanding



Oldham Place Based Primary Care Commissioning Committee

Part One

11th April 2024

The Duru Practice (Y01124) List Dispersal Update

1. Report Summary

- 1.1 The purpose of this report is to provide an update on the dispersal of the registered list at The Duru Practice, Oldham.
- 1.2 Oldham Place Based Primary Care Commissioning Committee is asked to note the content of this report for information.

2. Background

- 2.1 On 15th January 2024, Oldham Place Based Primary Care Commissioning Committee approved dispersal of the registered list at The Duru Practice following termination of the Personal Medical Services (PMS) contract held by Dr G. Duru in December 2023.
- 2.2 Caretaking arrangements are being provided by GoToDoc Healthcare (GTD) and will remain in place until The Duru Practice closes.
- 2.3 All registered patients were notified of the decision to disperse the list and provided with information to help them register with another practice of their choice and seek support if needed. Staff at the Duru Practice have continually reminded patients of the need to register with another practice through regular text updates, reminders on the practice answerphone system, opportunistically when patients are seen in the practice and posters on the practice reception desk.
- 2.3 On 17th January 2024 the clinical system supplier (EMIS) was notified of the intention to close the practice on 31st March 2024. However due to pre-existing commitments in other areas, the earliest date that EMIS can facilitate the close down of the practice is 28th May 2024. This date has been secured with EMIS with a request that Oldham locality be offered any earlier dates should any become available through cancellations from other areas.

The impact of EMIS being unavailable until 28th May 2024 means that the final allocation of any remaining patients and full closedown of the practice cannot take place until this time.

- 2.4 On 26th February 2024 Oldham Place Primary Care Commissioning Committee approved the final allocation of any patients still registered with the Duru Practice at the date of closure to Lindley Medical Practice.

3. Current Position

Despite patients receiving regular reminders to register at another practice of their choice by 31st March 2024, 1,444 remain on the registered list. As the final allocation of remaining patients cannot take place until 28th May 2024 and the original caretaking agreement expired on 31st March 2024 a residual service at the practice is required to ensure that:

- Any remaining patients are provided with:
 - Care, advice and support or access to urgent clinical care as a safety net.
 - Information on how to register with another practice of their choice
- Clinical information including test results is forwarded to receiving practices if required.

The original caretaking arrangement has been extended to cover April and May (inclusive) based on contractual entitlements for managing any remaining patients.

While the majority of staff have now been deployed to other positions or found alternative employment, a residual team is in place to provide a presence at the front desk to assist patients who may contact the practice and manage the safe allocation of remaining patients and final closedown of the practice on 28th May 2024.

4. Property Implications

The current premises used for delivery of primary care services are not owned by the Contractor, therefore on closure of the existing practice they would be available for the future provision of primary medical services.

5. Next Steps

Patients will continue to be reminded to register with an alternative practice as soon as possible.

GoToDoc are phoning remaining patients to:

- Encourage them to register at another practice of their choice
- Identify any patients who may need additional support to register elsewhere
- Inform them that they will be allocated to Lindley Medical Practice on 28th May 2024 if they do not choose to register with another practice before then.

7. Recommendation

Primary Care Commissioning Committee is asked to note the content of this report for information.

Oldham Place-Based Primary Care Commissioning Committee

11th April 2024

Primary Care Network Enhanced Access Update

1. Report Summary

From 1 October 2022, Primary Care Networks (PCNs) have been required to provide Enhanced Access between the hours of 6.30pm and 8pm Mondays to Fridays and between 9am and 5pm on Saturdays (“Network Standard Hours”), in accordance with the requirements set out in the Primary Care Network Direct Enhanced Service (DES) Specification.

This report provides a summary of the service provision being provided by each PCN and the activity data for the period April 2023 to February 2024.

2. Background

The five Oldham PCNs (Oldham North, Oldham South, Milltown Alliance, Oldham East and Oldham Central) have differing models of provision for Enhanced Access. Each PCN surveyed its patients during the design phase and has tailored its provision according to the needs of its registered population.

a) Oldham East PCN

Oldham East PCN subcontracts its service to IGP Care Limited (IGPC). The service is delivered from Leesbrook Surgery on Monday – Friday evenings, between 6:30pm – 9pm. Saturday appointments alternate weekly between Pennine Medical Centre and Saddleworth Medical Practice during the hours of 9am to 5pm.

The service is advertised via the PCN practice websites, and it is actively promoted within each practice. Patients are given the choice of an enhanced service appointment as a choice when booking via practice reception staff.

b) Oldham South PCN

Oldham South PCN has a hybrid service, with some of the service being delivered by the PCN itself, and some subcontracted to IGPC. Some appointments are delivered outside of Network Standard Hours, as agreed with the Commissioner.

The PCN provides the service from the following locations at these times:

- 9 hours per week between 7am - 8am. 5 hours of HCA appointments, 4 hours of GP appointments from three practices (Medlock, Hollinwood, Quayside)
- 14 hours per week of daytime / “in hours” appointments. 10 hours of paediatric appointments from Hollinwood Medical Practice, 4 hours of physiotherapist appointments from Quayside Medical Practice
- 25 hours per week between 6.30pm - 8pm. 12.5 hours of GP appointments, 12.5 hours of nurse appointments at Hollinwood Medical Practice
- 8 hours per week of GP appointments on a Saturday at Hollinwood Medical Practice

Information about the service is shared via practice websites and using text messages to patients.

The PCN has applied to the Commissioner to vary this model and GM ICB is currently reviewing the request.

c) Oldham Central PCN

Oldham Central PCN subcontracts the delivery of its service to gtd healthcare.

The PCN delivers appointments from the Oldham Integrated Care Centre between 6:30pm to 8pm, Monday to Friday, and 9am to 5pm on Saturdays.

All of Oldham Central's appointments are provided within Network Standard Hours.

d) Oldham North PCN

Oldham North PCN previously subcontracted its service to IGPC, with the service being delivered from Royton Health & Wellbeing Centre on Monday – Friday evenings, between 6:30pm – 9pm, and on Saturdays between 9am to 5pm.

The PCN submitted to the ICB a request to change its delivery model, as detailed below. This request has been approved.

The PCN has decided to provide enhanced access internally and has given notice to its subcontractor. Royton Medical Centre and Royton & Crompton Family Practice will be delivering the service on behalf of the PCN.

The majority of appointments will remain GP-based, with approximately 25% being either with a nurse, a Health Care Assistant (HCA) or a phlebotomist. Initially, the nurse appointments will be for taking blood samples, but the intention of the PCN is to extend this to other services including cytology, immunisations and vaccinations and screening, as soon as possible.

The service will be delivered from Royton Medical Centre from 6.30pm - 8.00pm, Monday – Friday, and 9.00am - 5.00pm on Saturday, and from Royton Health & Well Being Centre from 7.30am - 8.00am, Monday to Friday.

The PCN re-issued its patient engagement survey late in 2023 and the responses demonstrated a clear preference for GP appointments on Saturdays and in the evenings, but for some appointments to be made available in the early mornings. The new service will allow direct booking for patients, which will streamline the process and make it simpler and more convenient for patients, as at present they are given a telephone number to ring to book their own appointment.

e) Milltown Alliance PCN

Milltown Alliance PCN, representing practices in the West part of Oldham, provides about 20% of appointments via its own practices, with the remainder provided under subcontracting arrangements with IGPC.

56% of its appointments are provided during Network Standard Hours between 6:30pm – 8pm, Monday to Friday, and 9am to 5pm on Saturdays. Services are delivered from South Chadderton Health Centre and from individual practice sites.

The service is promoted by practices when patients call the practice, as well as via websites

and social media.

3. Activity Data: April 2023 – February 2024

a) Oldham East PCN

On 1st January 2023, Oldham East PCN had an adjusted registered population size of 54,046; contractually it is obliged to provide 60 minutes of Enhanced Access service for every 1,000 patients of its adjusted population size. This means that it should be delivering a minimum of around 3,243 minutes, or about 54 hours, of Enhanced Access appointments per week.

Between April 2023 and February 2024, Oldham East PCN offered 10,790 appointments. On average, the PCN delivered approximately 56 hours of appointments per week – above the 54-hour target. This means that over the 11-month period, it has delivered 26 hours more than the required minimum.

Of those 10,790 appointments, 8,942 (83%) were delivered within network standards hours, with the remaining 1,848 (17%) delivered between 8pm – 9pm each week, which is classified as outside of Network Standard Hours.

8,326 (77%) of appointments offered were face-to-face, with 2,464 (23%) offered over the telephone.

5,496 (51%) of offered appointments were routine, or booked in advance, with 5,294 (49%) offered as acute, or booked on-the-day.

7,670 (71%) of appointments offered were with a GP, with the remaining 3,120 (29%) provided by phlebotomists.

The utilisation rate of all appointments this period was 99%, with a 4% “did not attend” (DNA) rate.

b) Oldham South PCN

On 1st January 2023, Oldham South PCN had an adjusted registered population size of 46,596, which equates to around 2,796 minutes, or 47 hours, of Enhanced Access appointments per week.

Between April 2023 and February 2024, Oldham South PCN offered 9,349 appointments. On average, the PCN delivered approximately 55 hours of appointments per week – above the 47-hour target. This means that over the 11-month period, it has delivered 90 hours more than the required minimum.

6,047 (65%) of appointments were delivered within Network Standard Hours, with 3,302 (35%) delivered outside of those hours (either before 8am, after 8pm or during core practice hours of 8:30am to 6:30pm).

7,329 (78%) of appointments were delivered face-to-face, with 1,896 (20%) delivered via telephone and 124 (1%) online.

3,032 (32%) of offered appointments were routine, or booked in advance, with 4,354 (47%) offered as acute, or booked on-the-day. 1,474 (16%) of appointments were for planned clinics, such as long-term condition management, and 489 (5%) were for planned screening / vaccinations.

Appointments were provided by:

- GP - 4,873 (52%)
- Advanced Nurse Practitioner (ANP) - 1,974 (21%)
- Nurse - 797 (9%)
- HCA - 1,370 (15%)
- First Contact Practitioner - 172 (2%)
- Mental Health Practitioner - 114 (1%)

The utilisation rate of all appointments in the period from April 2023 to February 2024 was 88%, with a DNA rate of 8%.

c) Oldham Central PCN

On 1st January 2023, Oldham Central PCN had an adjusted registered population size of 82,575, which equates to around 4,955 minutes, or 83 hours, of Enhanced Access appointments per week.

On average, the PCN delivered approximately 100 hours of appointments per week in the 11-month period to February 2024: this resulted in a provision of 190 hours above the required minimum.

All the appointments were delivered within Network Standard Hours.

19,029 (99%) of appointments were delivered face-to-face, with 4 appointments delivered via telephone.

5,978 (31%) of appointments were routine, or booked in advance, with 13,055 (69%) booked on-the-day.

Appointments were provided by:

- GP - 7,106 (37%)
- ANP - 4,046 (21%)
- Nurse - 1,430 (8%)
- HCA - 1,280 (7%)
- Phlebotomist - 2,920 (15%)
- Other Additional Roles Reimbursement Scheme (ARRS) practitioners – 2,232 (12%)

The utilisation rate of all appointments in the 11-month period to February 2024 was 80%, with an DNA rate of 9%.

d) Oldham North PCN

On 1st January 2023, Oldham North PCN had an adjusted registered population size of

43,306, which equates to around 2,598 minutes, or 43 hours, of Enhanced Access appointments per week.

On average, the PCN delivered 43 hours of appointments per week in the 11-month period to February 2024.

7,190 (87%) of appointments were delivered within Network Standard Hours, with 1,096 (13%) delivered outside of those hours (either before 8am, after 8pm or during core practice hours of 8:30am to 6:30pm)

6,602 (80%) of appointments were delivered face-to-face, with 1,684 (20%) delivered via telephone.

4,214 (51%) of appointments were routine, or booked in advance, and 4,072 (49%) were acute, or on-the-day appointments.

5,982 (72%) of appointments were provided by a GP and 2,304 (28%) were provided by a phlebotomist.

The utilisation rate of all appointments in the 11-month period to February 2024 was 100%, with a DNA rate of 4%.

e) Milltown Alliance PCN

On 1st January 2023, Milltown Alliance PCN had an adjusted registered population size of 62,089, which equates to around 3,725 minutes, or 62 hours, of Enhanced Access appointments per week.

On average, the PCN delivered approximately 63 hours of appointments per week in the 11-month period to February 2024: this resulted in an over-provision of 14 hours across the whole period.

7,179 (56%) of those appointments were within Network Standard Hours, with 5,617 (44%) outside of these Hours.

8,898 (70%) appointments were routine, or booked in advance, with 3,277 (26%) booked on-the-day. 529 (4%) of appointments were at planned clinics, either for long-term condition management or screening. 77 (1%) appointments were structured medication reviews.

Appointments were provided by:

- GP - 10,166 (79%)
- ANP - 246 (2%)
- Nurse - 780 (6%)
- HCA / Phlebotomist - 913 (7%)
- Clinical Pharmacist - 130 (1%)
- First Contact Practitioner – 13 (<1%)
- Community Paramedics – 262 (2%)
- Nursing Associate – 286 (2%)

The utilisation rate of all appointments in the 11-month period to February 2024 was 99%,

with a DNA rate of 5%.

4. Service Data Analysis

Only Oldham Central PCN delivers the service exclusively within Network Standard Hours.

Oldham PCNs have delivered an average of 312 hours per week against a target of 289 hours. This has increased from 261 hours per week against a target of 274 hours between October 2022 and March 2023.

80% of all appointments have been delivered within Network Standard Hours; this has increased from 78% between October 2022 and March 2023.

50% of appointments have been acute, or booked on-the-day, with 46% classed as routine, or booked in advance. This has increased from the period to March 2023, when 44% of appointments were acute and 43% classed as routine.

3% of all appointments have been planned clinics for patients with long-term conditions, compared to 2% between October 2022 and March 2023.

The number of appointments delivered at planned clinics for vaccinations and screening has decreased from 9% in the period to March 2023, compared to 1% for the period from April 2023 to February 2024. This is mainly because Oldham North PCN used enhanced access appointments to deliver Covid vaccinations in 2022.

80% of all appointments have face-to-face, with 20% provided by telephone; in the period to March 2023, this ratio was 77% to 23%.

The majority of appointments continue to be with a GP (59%, the same as the period to March 2023). ANP appointments have increased from 7% to 10% in 2023/24; nurse appointments have reduced from 12% to 5%, partly due to the reduced number of Covid vaccinations delivered in the service. HCA appointments have decreased from 7% to 6% in 2023/24, phlebotomist appointments have increased from 12% to 14%.

PCNs have continued to use ARRS roles for enhanced access, with appointments offered with clinical pharmacists, first contact practitioners / physiotherapists, community paramedics, physician associates, nursing associates and mental health practitioners.

4 Oldham PCNs have exceeded the minimum provision for enhanced access; Oldham North PCN has delivered against target. GM ICB Oldham is not forecasting an under-provision for 2023/24.

Patient feedback is good for the PCNs that provide this data, with positive ratings of 97% for Oldham North, 98% for Oldham East, 99% for Oldham South and 97% for Milltown Alliance. Oldham Central PCN does not currently provide this data.

5. Service Delivery Issues

There have been no notable service delivery issues in 2023/24. Issues that arose when the service was launched – for example, accessing premises – have been resolved.

Whilst the PCNs have met – and exceeded – the targets for service delivery, they have not yet been able to fully implement the service models that they would like to, due to the IT limitations. This should be resolved shortly as the ICB has approved the purchase of EMIS Community licences, which will provide more flexibility for booking and running clinics. This system should be in place within the first quarter of 2024/25.

6. Conclusion

Oldham PCNs continue to meet their contractual requirements for delivering the Enhanced Access as per the requirements laid out in the Network Contract Directed Enhanced Service for 2023/24.

Initial issues regarding estates and workforce have been addressed, with a solution to IT issues on the horizon via the implementation of an improved system.

The services provided by Oldham PCNs has been well-utilised and the appointments provided continue to help address access issues that are currently affecting all GP practices nationally.

The service has been well-received by patients, with a high satisfaction rating recorded by the PCNs that currently capture this information.

Where improvements are required, the Commissioner will continue to work with the PCNs to help to improve service delivery and patient experience to ensure that the best outcomes are met.

Appendix 1.1 – Oldham East PCN Activity Data – Overall Summary

Oldham East PCN - overall data summary	
Adjusted Patient Population 1st January 2023	54,046
Minimum Required Hours per Week	54
Minimum Required Minutes per Week	3,243

	Adjusted Patient Population 1st January 2023	Minimum Required Hours per Week	Minimum Required Minutes per Week	Total appointments offered	Total Hours Offered	Total Minutes Offered	Average Hours per Week	Average Minutes per Week	Provision above / (below) Minimum Required (Hours)	Provision above / (below) Minimum Required (Minutes)	Total Appointments Utilised	Total Hours Utilised	Utilisation Rate %	DNA Rate %
Apr-23	54,046	54	3,243	1,000	250	15,000	58	3,500	4.3	257.3	1,000	250	100%	6%
May-23				950	238	14,250	54	3,218	(0.4)	(25.0)	950	238	100%	4%
Jun-23				960	240	14,400	56	3,360	2.0	117.3	950	238	99%	3%
Jul-23				1,020	255	15,300	58	3,455	3.5	212.1	1,020	255	100%	3%
Aug-23				980	245	14,700	55	3,319	1.3	76.6	980	245	100%	3%
Sep-23				1,020	255	15,300	60	3,570	5.5	327.3	1,020	255	100%	3%
Oct-23				960	240	14,400	54	3,252	0.1	8.9	950	238	99%	3%
Nov-23				960	240	14,400	56	3,360	2.0	117.3	950	238	99%	4%
Dec-23				1,020	255	15,300	58	3,455	3.5	212.1	1,020	255	100%	3%
Jan-24				980	245	14,700	55	3,319	1.3	76.6	980	245	100%	5%
Feb-24				940	235	14,100	57	3,403	2.7	160.7	940	235	100%	4%
TOTAL / AVERAGE							10,790	2,698	161,850	56	3,383	26	1,541	10,760

Appendix 1.2 – Oldham East PCN Activity Data – Appointment Type

Oldham East PCN - appointment type

	Total Appointments	Appointments in Network Standard Hours	Appointments outside of Network Standard Hours	Acute	Routine	Planned Clinics (LTD management etc)	Planned Clinical Procedure (vaccinations & screening)	Structured Medication Review	Other	F2F appointments	Telephone appointments
Apr-23	1,000	840	160	460	540	0	0	0	0	800	200
May-23	950	822	128	450	500	0	0	0	0	760	190
Jun-23	960	784	176	460	500	0	0	0	0	760	200
Jul-23	1,020	852	168	510	510	0	0	0	0	764	256
Aug-23	980	804	176	490	490	0	0	0	0	736	244
Sep-23	1,020	852	168	510	510	0	0	0	0	764	256
Oct-23	960	784	176	460	500	0	0	0	0	760	200
Nov-23	960	784	176	480	480	0	0	0	0	764	196
Dec-23	1,020	852	168	510	510	0	0	0	0	764	256
Jan-24	980	796	184	492	488	0	0	0	0	698	282
Feb-24	940	772	168	472	468	0	0	0	0	756	184
TOTAL	10,790	8,942	1,848	5,294	5,496	0	0	0	0	8,326	2,464
% of TOTAL		83%	17%	49%	51%	0%	0%	0%	0%	77%	23%

Appendix 1.3 – Oldham East PCN Activity Data – Appointments by Clinician

Oldham East PCN - appointments by clinician

	Total Appointments	GP	ANP	Nurse	HCA	Phlebotomist	Clinical Pharmacist	Social Prescribing Link Workers	First Contact / Practitioners Physios	Community Paramedics	Physician Associates	Mental Health Practitioner	Other / ARRS
Apr-23	1,000	700	0	0	0	300	0	0	0	0	0	0	0
May-23	950	670	0	0	0	280	0	0	0	0	0	0	0
Jun-23	960	680	0	0	0	280	0	0	0	0	0	0	0
Jul-23	1,020	680	0	0	0	340	0	0	0	0	0	0	0
Aug-23	980	740	0	0	0	240	0	0	0	0	0	0	0
Sep-23	1,020	720	0	0	0	300	0	0	0	0	0	0	0
Oct-23	960	680	0	0	0	280	0	0	0	0	0	0	0
Nov-23	960	680	0	0	0	280	0	0	0	0	0	0	0
Dec-23	1,020	720	0	0	0	300	0	0	0	0	0	0	0
Jan-24	980	700	0	0	0	280	0	0	0	0	0	0	0
Feb-24	940	700	0	0	0	240	0	0	0	0	0	0	0
TOTAL	10,790	7,670	0	0	0	3,120	0	0	0	0	0	0	0
% of TOTAL		71%	0%	0%	0%	29%	0%	0%	0%	0%	0%	0%	0%

Appendix 2.1 – Oldham South PCN Activity Data – Overall Summary

Oldham South PCN - overall data summary	
Adjusted Patient Population 1st January 2023	46,596
Minimum Required Hours per Week	47
Minimum Required Minutes per Week	2,796

	Adjusted Patient Population 1st January 2023	Minimum Required Hours per Week	Minimum Required Minutes per Week	Total appointments offered	Total Hours Offered	Total Minutes Offered	Average Hours per Week	Average Minutes per Week	Provision above / (below) Minimum Required (Hours)	Provision above / (below) Minimum Required (Minutes)	Total Appointments Utilised	Total Hours Utilised	Utilisation Rate %	DNA Rate %			
Apr-23	46,596	47	2,796	714	201	12,066	47	2,815	0.3	19.6	652	184	91%	10%			
May-23				892	257	15,400	58	3,477	11.4	681.7	814	237	91%	10%			
Jun-23				871	258	15,483	60	3,613	13.6	816.9	783	230	90%	8%			
Jul-23				834	244	14,646	55	3,307	8.5	511.4	749	217	90%	8%			
Aug-23				935	269	16,143	61	3,645	14.2	849.4	801	238	86%	7%			
Sep-23				771	219	13,142	51	3,066	4.5	270.7	672	196	87%	7%			
Oct-23				904	253	15,186	57	3,429	10.6	633.3	841	231	93%	8%			
Nov-23				893	256	15,342	60	3,580	13.1	784.0	693	226	78%	9%			
Dec-23				791	221	13,280	50	2,999	3.4	202.9	727	203	92%	8%			
Jan-24				892	223	13,404	50	3,027	3.8	230.9	794	199	89%	8%			
Feb-24				852	221	13,270	53	3,203	6.8	407.2	730	201	86%	7%			
TOTAL / AVERAGE							9,349	2,623	157,361	55	3,287	90	5,408	8,256	2,361	88%	8%

Appendix 2.2 – Oldham South PCN Activity Data – Appointment Type

Oldham South PCN - appointment type

	Total Appointments	Appointments in Network Standard Hours	Appointments outside of Network Standard Hours	Acute	Routine	Planned Clinics (LTD management etc)	Planned Clinical Procedure (vaccinations & screening)	Structured Medication Review	Other	F2F appointments	Telephone appointments	Online appointments
Apr-23	714	495	219	288	273	96	57	0	0	558	156	0
May-23	892	523	369	405	313	127	47	0	0	714	178	0
Jun-23	871	497	374	410	274	127	60	0	0	631	227	13
Jul-23	834	644	190	428	263	119	24	0	0	616	202	16
Aug-23	935	546	389	421	264	178	72	0	0	748	168	19
Sep-23	771	497	274	340	274	92	65	0	0	636	120	15
Oct-23	904	572	332	407	252	182	63	0	0	723	167	14
Nov-23	893	755	138	456	251	136	50	0	0	689	185	19
Dec-23	791	459	332	435	245	104	7	0	0	596	179	16
Jan-24	892	529	363	369	340	166	17	0	0	672	215	5
Feb-24	852	530	322	395	283	147	27	0	0	746	99	7
TOTAL	9,349	6,047	3,302	4,354	3,032	1,474	489	0	0	7,329	1,896	124
% of TOTAL		65%	35%	47%	32%	16%	5%	0%	0%	78%	20%	1%

Appendix 2.3 – Oldham South PCN Activity Data – Appointments by Clinician

Oldham South PCN - appointments by clinician

	Total Appointments	GP	ANP	Nurse	HCA	Phlebotomist	Clinical Pharmacist	Social Prescribing Link Workers	First Contact / Practitioners Physios	Community Paramedics	Physician Associates	Mental Health Practitioner	Other / ARRS
Apr-23	714	422	103	59	94	0	0	0	28	0	0	8	0
May-23	892	437	225	64	110	0	0	0	45	0	0	11	0
Jun-23	871	398	77	110	278	0	0	0	0	0	0	8	0
Jul-23	834	422	211	55	88	0	0	0	42	0	0	16	0
Aug-23	935	409	242	87	133	0	0	0	43	0	0	16	5
Sep-23	771	426	154	84	73	0	0	0	14	0	0	20	0
Oct-23	904	403	232	81	164	0	0	0	0	0	0	12	12
Nov-23	893	463	222	60	126	0	0	0	0	0	0	16	6
Dec-23	791	468	196	53	61	0	0	0	0	0	0	7	6
Jan-24	892	609	89	66	117	0	0	0	0	0	0	0	11
Feb-24	852	416	223	78	126	0	0	0	0	0	0	0	9
TOTAL	9,349	4,873	1,974	797	1,370	0	0	0	172	0	0	114	49
% of TOTAL		52.1%	21.1%	8.5%	14.7%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	1.2%	0.5%



Appendix 3.1 – Oldham Central PCN Activity Data – Overall Summary

Oldham Central PCN - overall data summary	
Adjusted Patient Population 1st January 2023	82,575
Minimum Required Hours per Week	83
Minimum Required Minutes per Week	4,955

	Adjusted Patient Population 1st January 2023	Minimum Required Hours per Week	Minimum Required Minutes per Week	Total appointments offered	Total Hours Offered	Total Minutes Offered	Average Hours per Week	Average Minutes per Week	Provision above / (below) Minimum Required (Hours)	Provision above / (below) Minimum Required (Minutes)	Total Appointments Utilised	Total Hours Utilised	Utilisation Rate %	DNA Rate %			
Apr-23	82,575	83	4,955	1,331	329	19,725	77	4,603	(5.9)	(352.0)	954	242	72%	0%			
May-23				1,510	364	21,840	82	4,932	(0.4)	(22.9)	1,148	285	76%	11%			
Jun-23				1,694	425	25,500	99	5,950	16.6	995.5	1,385	350	82%	10%			
Jul-23				1,922	478	28,650	108	6,469	25.2	1,514.8	1,537	393	80%	12%			
Aug-23				1,876	471	28,230	106	6,375	23.7	1,420.0	1,494	383	80%	11%			
Sep-23				1,857	458	27,495	103	6,209	20.9	1,254.0	1,564	398	84%	10%			
Oct-23				1,802	446	26,770	101	6,045	18.2	1,090.3	1,474	376	82%	8%			
Nov-23				1,913	477	28,640	111	6,683	28.8	1,728.1	1,560	401	82%	9%			
Dec-23				1,635	422	25,315	95	5,716	12.7	761.8	1,346	358	82%	9%			
Jan-24				1,756	467	27,990	105	6,320	22.8	1,365.8	1,482	404	84%	9%			
Feb-24				1,737	456	27,350	110	6,602	27.5	1,647.2	1,426	384	82%	9%			
TOTAL / AVERAGE							19,033	4,792	287,505	100	5,991	190	11,403	15,370	3,973	80%	9%

Appendix 3.2 – Oldham Central PCN Activity Data – Appointment Type

Oldham Central PCN - appointment type

	Total Appointments	Appointments in Network Standard Hours	Appointments outside of Network Standard Hours	Acute	Routine	Planned Clinics (LTD management etc)	Planned Clinical Procedure (vaccinations & screening)	Structured Medication Review	Other	F2F appointments	Telephone appointments
Apr-23	1,331	1,331	0	893	438	0	0	0	0	1,331	0
May-23	1,510	1,510	0	1,048	462	0	0	0	0	1,510	0
Jun-23	1,694	1,694	0	1,326	368	0	0	0	0	1,694	0
Jul-23	1,922	1,922	0	1,326	596	0	0	0	0	1,922	0
Aug-23	1,876	1,876	0	1,292	584	0	0	0	0	1,876	0
Sep-23	1,857	1,857	0	1,288	569	0	0	0	0	1,857	0
Oct-23	1,802	1,802	0	1,229	573	0	0	0	0	1,802	0
Nov-23	1,913	1,913	0	1,269	644	0	0	0	0	1,913	0
Dec-23	1,635	1,635	0	1,053	582	0	0	0	0	1,635	0
Jan-24	1,756	1,756	0	1,158	598	0	0	0	0	1,756	0
Feb-24	1,737	1,737	0	1,173	564	0	0	0	0	1,733	4
TOTAL	19,033	19,033	0	13,055	5,978	0	0	0	0	19,029	4
% of TOTAL		100%	0%	69%	31%	0%	0%	0%	0%	100%	0%

Appendix 3.3 – Oldham Central PCN Activity Data – Appointments by Clinician

Oldham Central PCN - appointments by clinician

	Total Appointments	GP	ANP	Nurse	HCA	Phlebotomist	Clinical Pharmacist	Social Prescribing Link Workers	First Contact / Practitioners Physios	Community Paramedics	Physician Associates	Mental Health Practitioner	Other / ARRS
Apr-23	1,331	288	362	133	168	249	0	0	0	0	19	0	112
May-23	1,510	521	294	191	153	227	0	0	0	0	0	0	124
Jun-23	1,694	655	392	88	94	278	0	0	0	0	0	0	187
Jul-23	1,922	807	287	155	136	311	0	0	0	0	0	0	226
Aug-23	1,876	700	369	140	133	314	0	0	0	0	0	0	220
Sep-23	1,857	938	209	126	102	261	0	0	0	0	0	0	221
Oct-23	1,802	820	270	127	92	264	0	0	0	0	0	0	229
Nov-23	1,913	680	479	132	92	267	0	0	0	0	0	0	263
Dec-23	1,635	586	360	132	99	259	0	0	0	0	0	0	199
Jan-24	1,756	559	521	103	101	249	0	0	0	0	0	0	223
Feb-24	1,737	552	503	103	110	241	0	0	0	0	0	0	228
TOTAL	19,033	7,106	4,046	1,430	1,280	2,920	0	0	0	0	19	0	2,232
% of TOTAL		37%	21%	8%	7%	15%	0%	0%	0%	0%	0%	0%	12%



Appendix 4.1 – Oldham North PCN Activity Data – Overall Summary

Oldham North PCN - overall data summary	
Adjusted Patient Population 1st January 2023	43,306
Minimum Required Hours per Week	43
Minimum Required Minutes per Week	2,598

	Adjusted Patient Population 1st January 2023	Minimum Required Hours per Week	Minimum Required Minutes per Week	Total appointments offered	Total Hours Offered	Total Minutes Offered	Average Hours per Week	Average Minutes per Week	Provision above / (below) Minimum Required (Hours)	Provision above / (below) Minimum Required (Minutes)	Total Appointments Utilised	Total Hours Utilised	Utilisation Rate %	DNA Rate %
Apr-23	43,306	43	2,598	810	203	12,150	47	2,835	3.9	236.7	810	203	100%	4%
May-23				718	180	10,770	41	2,432	(2.8)	(166.4)	718	180	100%	6%
Jun-23				718	180	10,770	42	2,513	(1.4)	(85.3)	718	180	100%	5%
Jul-23				810	203	12,150	46	2,744	2.4	145.2	810	203	100%	4%
Aug-23				718	180	10,770	41	2,432	(2.8)	(166.4)	718	180	100%	3%
Sep-23				820	205	12,300	48	2,870	4.5	271.7	820	205	100%	5%
Oct-23				718	180	10,770	41	2,432	(2.8)	(166.4)	718	180	100%	5%
Nov-23				718	180	10,770	42	2,513	(1.4)	(85.3)	718	180	100%	4%
Dec-23				820	205	12,300	46	2,777	3.0	179.1	820	205	100%	4%
Jan-24				728	182	10,920	41	2,466	(2.2)	(132.5)	728	182	100%	3%
Feb-24				708	177	10,620	43	2,563	(0.6)	(34.9)	708	177	100%	5%
TOTAL / AVERAGE							8,286	2,072	124,290	43	2,598	(0)	(5)	8,286

Appendix 4.2 – Oldham North PCN Activity Data – Appointment Type

Oldham North PCN - appointment type

	Total Appointments	Appointments in Network Standard Hours	Appointments outside of Network Standard Hours	Acute	Routine	Planned Clinics (LTD management etc)	Planned Clinical Procedure (vaccinations & screening)	Structured Medication Review	Other	F2F appointments	Telephone appointments
Apr-23	810	730	80	324	486	0	0	0	0	660	150
May-23	718	630	88	360	358	0	0	0	0	594	124
Jun-23	718	610	108	360	358	0	0	0	0	594	124
Jul-23	810	730	80	404	406	0	0	0	0	600	210
Aug-23	718	614	104	358	360	0	0	0	0	536	182
Sep-23	820	716	104	412	408	0	0	0	0	656	164
Oct-23	718	610	108	360	358	0	0	0	0	594	124
Nov-23	718	610	108	362	356	0	0	0	0	602	116
Dec-23	820	716	104	410	410	0	0	0	0	686	134
Jan-24	728	620	108	368	360	0	0	0	0	508	220
Feb-24	708	604	104	354	354	0	0	0	0	572	136
TOTAL	8,286	7,190	1,096	4,072	4,214	0	0	0	0	6,602	1,684
% of TOTAL		87%	13%	49%	51%	0%	0%	0%	0%	80%	20%

Appendix 4.3 – Oldham North PCN Activity Data – Appointments by Clinician

Oldham North PCN - appointments by clinician

	Total Appointments	GP	ANP	Nurse	HCA	Phlebotomist	Clinical Pharmacist	Social Prescribing Link Workers	First Contact / Practitioners Physios	Community Paramedics	Physician Associates	Mental Health Practitioner	Other / ARRS
Apr-23	810	570	0	0	0	240	0	0	0	0	0	0	0
May-23	718	526	0	0	0	192	0	0	0	0	0	0	0
Jun-23	718	526	0	0	0	192	0	0	0	0	0	0	0
Jul-23	810	570	0	0	0	240	0	0	0	0	0	0	0
Aug-23	718	526	0	0	0	192	0	0	0	0	0	0	0
Sep-23	820	580	0	0	0	240	0	0	0	0	0	0	0
Oct-23	718	526	0	0	0	192	0	0	0	0	0	0	0
Nov-23	718	526	0	0	0	192	0	0	0	0	0	0	0
Dec-23	820	580	0	0	0	240	0	0	0	0	0	0	0
Jan-24	728	536	0	0	0	192	0	0	0	0	0	0	0
Feb-24	708	516	0	0	0	192	0	0	0	0	0	0	0
TOTAL	8,286	5,982	0	0	0	2,304	0	0	0	0	0	0	0
% of TOTAL		72%	0%	0%	0%	28%	0%	0%	0%	0%	0%	0%	0%

Appendix 5.1 – Milltown Alliance PCN Activity Data – Overall Summary

	Adjusted Patient Population 1st January 2023	Minimum Required Hours per Week	Minimum Required Minutes per Week	Total appointments offered	Total Hours Offered	Total Minutes Offered	Average Hours per Week	Average Minutes per Week	Provision above / (below) Minimum Required (Hours)	Provision above / (below) Minimum Required (Minutes)	Total Appointments Utilised	Total Hours Utilised	Utilisation Rate %	DNA Rate %
Apr-23	62,089	62	3,725	1,105	261	15,675	61	3,658	(1.1)	(67.8)	1,095	261	99%	6%
May-23				1,147	268	16,065	60	3,628	(1.6)	(97.8)	1,114	267	97%	6%
Jun-23				1,128	271	16,260	63	3,794	1.1	68.7	1,115	269	99%	6%
Jul-23				1,154	277	16,590	62	3,746	0.3	20.8	1,151	277	100%	5%
Aug-23				1,097	263	15,780	59	3,563	(2.7)	(162.1)	1,093	263	100%	4%
Sep-23				1,165	278	16,695	65	3,896	2.8	170.2	1,154	279	99%	6%
Oct-23				1,187	282	16,935	64	3,824	1.6	98.7	1,185	283	100%	5%
Nov-23				1,243	288	17,280	67	4,032	5.1	306.7	1,237	288	100%	5%
Dec-23				1,208	287	17,190	65	3,882	2.6	156.3	1,184	286	98%	4%
Jan-24				1,225	289	17,325	65	3,912	3.1	186.8	1,220	289	100%	3%
Feb-24				1,137	270	16,215	65	3,914	3.1	188.6	1,133	270	100%	4%
TOTAL / AVERAGE							12,796	3,034	182,010	63	3,804	14	869	12,681

Appendix 5.2 – Milltown Alliance PCN Activity Data – Appointment Type

Milltown Alliance PCN - appointment type

	Total Appointments	Appointments in Network Standard Hours	Appointments outside of Network Standard Hours	Acute	Routine	Planned Clinics (LTD management etc)	Planned Clinical Procedure (vaccinations & screening)	Structured Medication Review	Other	F2F appointments	Telephone appointments
Apr-23	1,105	741	364	335	717	45	0	8	0	679	426
May-23	1,147	627	520	280	811	41	7	8	0	572	575
Jun-23	1,128	593	535	290	779	49	2	9	0	587	541
Jul-23	1,154	654	500	300	795	48	4	7	0	657	497
Aug-23	1,097	611	486	290	755	39	1	12	0	653	444
Sep-23	1,165	675	490	311	798	47	2	7	0	619	546
Oct-23	1,187	734	453	308	817	56	0	6	0	659	528
Nov-23	1,243	620	623	289	892	52	4	6	0	625	618
Dec-23	1,208	693	515	310	847	45	2	4	0	642	566
Jan-24	1,225	634	591	288	874	41	2	4	16	699	526
Feb-24	1,137	597	540	276	813	38	4	6	0	636	501
TOTAL	12,796	7,179	5,617	3,277	8,898	501	28	77	16	7,028	5,768
% of TOTAL		56%	44%	26%	70%	4%	0%	1%	0%	55%	45%

Appendix 5.3 – Milltown Alliance PCN Activity Data – Appointments by Clinician

Milltown Alliance PCN - appointments by clinician

	Total Appointments	GP	ANP	Nurse	HCA	Phlebotomist	Clinical Pharmacist	Social Prescribing Link Workers	First Contact / Practitioners Physios	Community Paramedics	Nursing Associate	Physician Associates	Mental Health Practitioner	Other / ARRS
Apr-23	1,105	883	0	64	116	12	8	0	0	22	0	0	0	0
May-23	1,147	917	0	84	69	10	43	0	0	24	0	0	0	0
Jun-23	1,128	912	0	46	61	11	26	0	0	30	42	0	0	0
Jul-23	1,154	890	45	69	58	16	8	0	4	28	36	0	0	0
Aug-23	1,097	844	41	63	77	4	12	0	4	24	28	0	0	0
Sep-23	1,165	974	15	63	50	12	7	0	0	22	22	0	0	0
Oct-23	1,187	964	24	68	67	16	6	0	0	6	36	0	0	0
Nov-23	1,243	979	24	77	77	12	6	0	0	28	40	0	0	0
Dec-23	1,208	961	30	66	71	12	4	0	0	28	36	0	0	0
Jan-24	1,225	941	36	93	79	16	4	0	2	26	28	0	0	0
Feb-24	1,137	901	31	87	59	8	6	0	3	24	18	0	0	0
TOTAL	12,796	10,166	246	780	784	129	130	0	13	262	286	0	0	0
% of TOTAL		79%	2%	6%	6%	1%	1%	0%	0%	2%	2%	0%	0%	0%

Appendix 6.1 – All PCNs Activity Data – Overall Summary

ALL OLDHAM PCNs - overall data summary	
Adjusted Patient Population 1st January 2023	288,612
Minimum Required Hours per Week	289
Minimum Required Minutes per Week	17,317

	Adjusted Patient Population 1st January 2023	Minimum Required Hours per Week	Minimum Required Minutes per Week	Total appointments offered	Total Hours Offered	Total Minutes Offered	Average Hours per Week	Average Minutes per Week	Provision above / (below) Minimum Required (Hours)	Provision above / (below) Minimum Required (Minutes)	Total Appointments Utilised	Total Hours Utilised	Average Utilisation Rate %	Average DNA Rate %			
Apr-23	288,612	289	17,317	4,960	1,244	74,616	281	16,849	(7.8)	(467.9)	4,511	1,139	91%	5%			
May-23				5,217	1,305	78,325	295	17,686	6.2	369.6	4,744	1,205	91%	7%			
Jun-23				5,371	1,374	82,413	310	18,609	21.5	1,292.7	4,951	1,266	92%	6%			
Jul-23				5,740	1,456	87,336	329	19,721	40.1	2,404.3	5,267	1,344	92%	6%			
Aug-23				5,606	1,427	85,623	322	19,334	33.6	2,017.5	5,086	1,309	91%	6%			
Sep-23				5,633	1,416	84,932	320	19,178	31.0	1,861.4	5,230	1,333	93%	6%			
Oct-23				5,571	1,401	84,061	316	18,982	27.7	1,664.8	5,254	1,331	94%	6%			
Nov-23				5,727	1,441	86,432	325	19,517	36.7	2,200.2	4,944	1,289	86%	6%			
Dec-23				5,474	1,390	83,385	314	18,829	25.2	1,512.1	5,233	1,354	96%	6%			
Jan-24				5,581	1,406	84,339	317	19,044	28.8	1,727.6	5,148	1,299	92%	6%			
Feb-24				5,374	1,359	81,555	307	18,416	18.3	1,098.8	3,511	883	65%	5%			
TOTAL / AVERAGE							60,254	15,217	913,016	312	18,742	261	15,681	53,879	13,751	89%	6%

Appendix 6.2 – All PCNs Activity Data – Appointment Type

	Total Appointments	Appointments in Network Standard Hours	Appointments outside of Network Standard Hours	Acute	Routine	Planned Clinics (LTD management etc)	Planned Clinical Procedure (vaccinations & screening)	Structured Medication Review	Other	F2F appointments	Telephone appointments
Apr-23	4,960	4,137	823	2,300	2,454	141	57	8	0	4,028	932
May-23	5,217	4,112	1,105	2,543	2,444	168	54	8	0	4,150	1,067
Jun-23	5,371	4,178	1,193	2,846	2,279	176	62	9	0	4,266	1,105
Jul-23	5,740	4,802	938	2,968	2,570	167	28	7	0	4,559	1,181
Aug-23	5,606	4,451	1,155	2,851	2,453	217	73	12	0	4,549	1,057
Sep-23	5,633	4,597	1,036	2,861	2,559	139	67	7	0	4,532	1,101
Oct-23	5,571	4,502	1,069	2,764	2,500	238	63	6	0	4,538	1,033
Nov-23	5,727	4,682	1,045	2,856	2,623	188	54	6	0	4,593	1,134
Dec-23	5,474	4,355	1,119	2,718	2,594	149	9	4	0	4,323	1,151
Jan-24	5,581	4,335	1,246	2,675	2,660	207	19	4	16	4,333	1,248
Feb-24	5,374	4,240	1,134	2,670	2,482	185	31	6	0	4,443	931
TOTAL	60,254	48,391	11,863	30,052	27,618	1,975	517	77	16	48,314	11,940
% of TOTAL		80%	20%	50%	46%	3%	1%	0%	0%	80%	20%

Appendix 6.3 – All PCNs Activity Data – Appointments by Clinician

	Total Appointments	GP	ANP	Nurse	HCA	Phlebotomist	Clinical Pharmacist	Social Prescribing Link Workers	First Contact / Practitioners Physios	Community Paramedics	Nursing Associate	Physician Associates	Mental Health Practitioner	Other / ARRS
Apr-23	4,960	2863	465	256	378	801	8	0	28	22	0	19	8	112
May-23	5,217	3071	519	339	332	709	43	0	45	24	0	0	11	124
Jun-23	5,371	3171	469	244	433	761	26	0	0	30	42	0	8	187
Jul-23	5,740	3369	543	279	282	907	8	0	46	28	36	0	16	226
Aug-23	5,606	3219	652	290	343	750	12	0	47	24	28	0	16	225
Sep-23	5,633	3638	378	273	225	813	7	0	14	22	22	0	20	221
Oct-23	5,571	3393	526	276	323	752	6	0	0	6	36	0	12	241
Nov-23	5,727	3328	725	269	295	751	6	0	0	28	40	0	16	269
Dec-23	5,474	3315	586	251	231	811	4	0	0	28	36	0	7	205
Jan-24	5,581	3345	646	262	297	737	4	0	2	26	28	0	0	234
Feb-24	5,374	3085	757	268	295	681	6	0	3	24	18	0	0	237
TOTAL	60,254	35,797	6,266	3,007	3,434	8,473	130	0	185	262	286	19	114	2,281
% of TOTAL		59.4%	10.4%	5.0%	5.7%	14.1%	0.2%	0.0%	0.3%	0.4%	0.5%	0.0%	0.2%	3.8%

Oldham Place Based Primary Care Commissioning Committee

Part One

11th April 2024

COVID-19 Spring Booster Vaccination Programme Update

1. Report Summary

The purpose of this paper is to provide Primary Care Commissioning Committee with an update on the implementation of the locality COVID-19 Spring Booster Vaccination Programme 2024.

Primary Care Commissioning Committee is asked to note the content of this report for information.

2. Background

The programme commences on 15th April 2024 with implementation delivered in two phases.

The following cohorts have now been announced and authorised for vaccination:

- Residents in care homes for older adults
- Eligible housebound patients
- Adults aged 75 years (This includes those who turn 75 by 30th June 2024)
- Individuals aged 6 months and over who are immunosuppressed (as defined in the Green book, chapter 14a; tables 3 and 4)

Phase 1 - Visits to older adult care homes and eligible housebound patients should begin 15 April 2024.

Phase 2 - All other eligible cohorts, vaccinations should start by 22 April 2024 and end on 30 June 2024 (11 weeks).

3. Current Position

All Oldham PCNs are participating in the programme and are offering vaccinations to the residents in care homes for older adults, and eligible housebound patients.

A list of the care homes and visiting organisations is included below.

CARE HOME	POSTCODE	VISITING ORGANISATION
Werneth Lodge Care Home	OL9 7AP	Kapur Family Care
Ashgrove House Care Limited	OL9 8DX	CH Medical
Coppice Nursing Home	OL8 1RQ	Werneth Medical Practice
Chamber Mount	OL8 4DJ	Littletown Family Medical Practice
Neville House Residential Home	OL9 6LD	Woodlands Medical Practice
Care at Parkside	OL9 7QW	MD Family Practice
Chadderton Total Care Unit Limited	OL9 9SR	CH Medical
Franklin House Limited	OL1 2DP	The Jalal Practice
Elizabeth House	OL8 2AX	Greenbank medical practice
Hadfield House	OL8 2AX	Oldham Central PCN
Fernbank Care Home	OL8 2BA	Oldham Central PCN
Longwood Lodge Care Home	OL8 2BA	St Marys Medical Centre
Treetops Nursing Home	OL8 1LL	Oldham Central PCN
Park House Residential Care Home	OL8 2BA	Oldham Central PCN
Alexandra - Oldham	OL8 2BA	Oldham Central PCN
Abbey Hey	OL8 2BY	Alexandra Group Medical Practice
Avalon Park	OL4 5HG	Hopwood House Surgery
Moorhaven Care Home Ltd	OL1 4HR	Oldham East PCN

Avonleigh Gardens	OL1 4HT	Oldham East PCN
Springfields	OL4 2JL	Oldham East PCN
Oakdene Care Home	OL4 3LH	Oldham East PCN
Millfield	OL4 3NN	Oldham East PCN
Stoneleigh House	OL4 4QS	Oldham East PCN
Ashbourne House Care Home	OL4 5PP	Oldham East PCN
St George's Nursing Home (Oldham)	OL1 4RU	Oldham East PCN
Stoneswood Residential Home	OL3 5EB	Oldham East PCN
Anbridge Care Home	OL4 2QU	Oldham East PCN
Sandon House	OL5 0JG	Oldham East PCN
Laburnum House Shaw Limited	OL2 8RS	Oldham North PCN
Royley House Care Home	OL2 5ED	Oldham North PCN
Edge Hill Rest Home	OL2 6AB	Oldham North PCN
Dryclough Manor	OL2 6DA	Oldham North PCN
Rye House	OL2 6LY	Oldham North PCN
Shawside Care Home	OL2 8SP	Oldham North PCN
Park Hills Nursing Home	OL8 4DJ	Oldham South PCN
Acorn Lodge Nursing Home	M35 0AL	Oldham South PCN
Brierfields	M35 9HB	Oldham South PCN
Oaklands Rest Home Limited	OL2 6DA	Oldham South PCN
Boston House	OL8 1XR	Oldham South PCN
Firs Hall Care Home Limited	M35 0BL	Oldham South PCN

This information has been submitted to the System Vaccination Operations Centre (SVOC) as requested on 18th March 2024 alongside confirmation that the PCN's are visiting both these sites and the eligible housebound patients for the spring booster programme 2024.

4. Communication and Engagement

All local community pharmacy partners have been reached out to, to support the delivery of vaccinations to the remaining eligible cohorts:

- Adults aged 75 years (This includes those who turn 75 by 30th June 2024)
- Individuals aged 6 months and over who are immunosuppressed (as defined in the Green book, chapter 14a; tables 3 and 4)

Responses have been asked for with confirmation of:

- Are the community pharmacy site(s) happy for primary care to direct people to their community pharmacy sites for their spring booster vaccinations?
- If so - which cohort(s) would they like directing to them (75+/ immunosuppressed/ both)?

Responses to date have been positive. Initial focus will be on patients booked via National Booking Service (NBS) with additional provision for walk ins where capacity allows.

5. Next Steps

Once all responses are received from community pharmacy colleagues, communications will be drafted to direct the remaining eligible population (that are not being vaccinated by the PCN's) towards appropriate sites.

Communications will direct residents to the National Booking System (for pre-bookable slots) / and to the locations of the relevant community pharmacy sites (for walk in vaccinations).

6. Recommendation

Primary Care Commissioning Committee is asked to note the content of this update for information.