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# Intelligent Monitoring Report

## **The MWH Practice**

71-73 The Broadway  
Southall  
Middlesex  
UB1 1LA

June 2015

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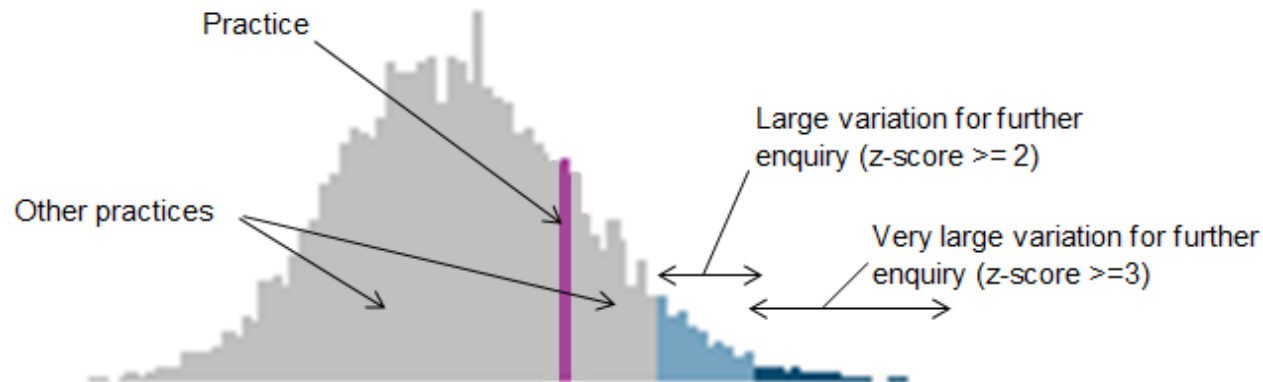
## Intelligent Monitoring (IM) Report: June 2015

GP IM is an initial list of 33 indicators that currently cover three of our five key questions - Effective, Caring and Responsive. The tool draws on existing and established national data sources (e.g. Quality and Outcomes Framework, GP Patient Survey).

This report presents CQC's view of the IM indicators for The MWH Practice.

The information helps CQC to plan inspection activities and identify areas for further local enquiry. This information is not a judgement on the quality of care provided. CQC's judgement takes the form of ratings which are published after an inspection has been carried out.

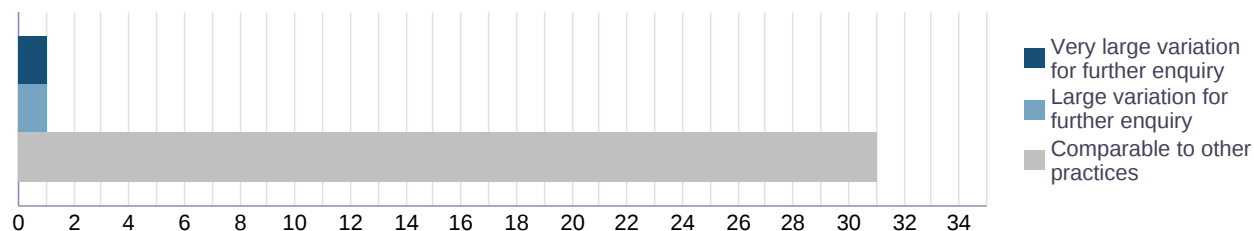
We have published a document setting out the definition and full methodology for each indicator, a paper on the statistical methodology and a Frequently Asked Questions document. If, after consulting these documents, you have any further queries or need more information please email [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) putting the phrase "**GP IM Verification**" in the subject line and quoting in the body of the email your practice's 10 digit registration ID number (this appears at the top right corner of this report).

**Key for distribution chart**

A 'z-score' (sometimes known as a 'standardised score') tells us how far away a particular practice's score is from the mean average score for that indicator, and measures this in standard deviations. The histogram above represents the z-score distribution for an indicator and will differ from the distribution in observed values. Calculation of a z-score takes account of the sentiment for the indicator so variation is always shown to the right of the thresholds. The vertical y-axis is the count or frequency that a z-score occurs. The horizontal x-axis is the z-score. For a normal distribution, you would expect the peak of the curve to be at a z-score of zero and in the centre of the chart as this represents the mean or expected value. The "large variation for further enquiry" threshold has a z-score value of 2 and the "very large variation for further enquiry" threshold has a z-score value of 3. The purple line displays where the practice falls in the distribution. Identification of large or very large variation for an indicator is not of itself a statement regarding quality and merely identifies possibly unwarranted variation in the data that merits discussion and explanation.

## Practice Summary

Count of variations and comparable indicators



|                                    |               |
|------------------------------------|---------------|
| Percentage score*                  | 4.5%          |
| Rating from last inspection        | Not yet rated |
| Inspection report publication date | -             |

\*The percentage score gives a guide to the amount of variation shown for the practice by the indicators. It is calculated as follows:

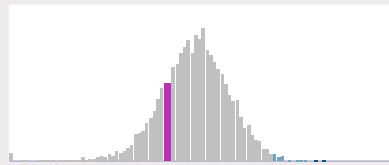
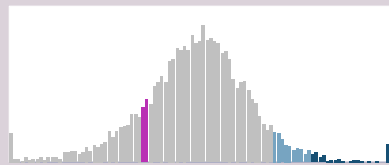
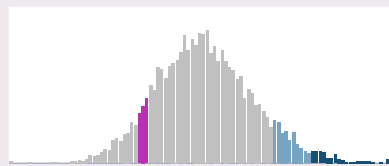
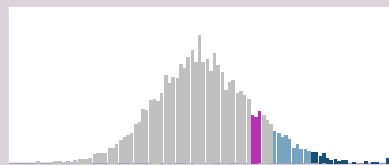
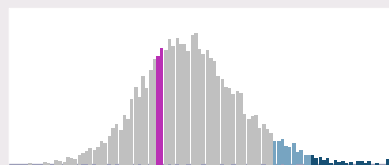
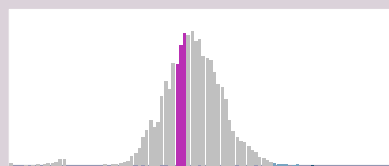
$$\frac{(2 \times \text{number of indicators with very large variation}) + (\text{Number of indicators with large variation})}{2 \times \text{total number of indicators}} \times 100$$

## Very large variation for further enquiry

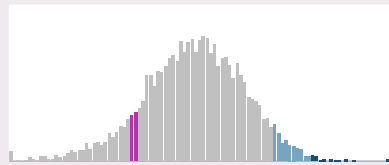
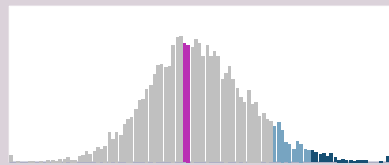
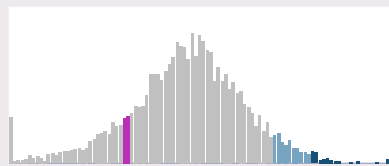
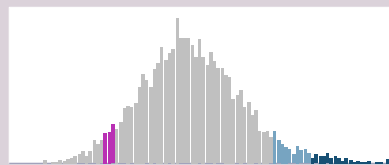
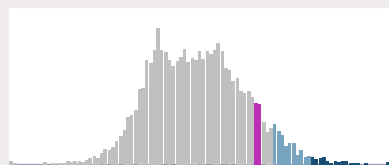
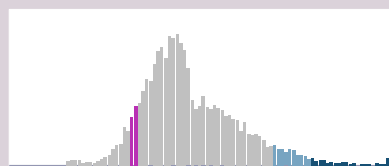
QOFGP55: The contractor has regular (at least 3 monthly) multidisciplinary case review meetings where all patients on the palliative care register are discussed (01/04/2013 to 31/03/2014)

## Large variation for further enquiry

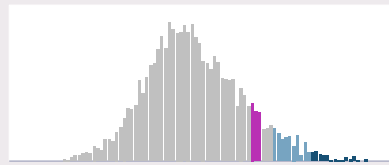
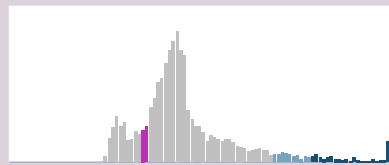
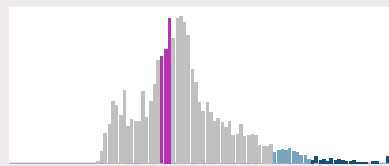
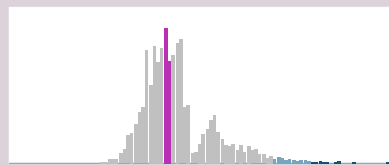
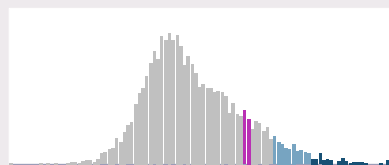
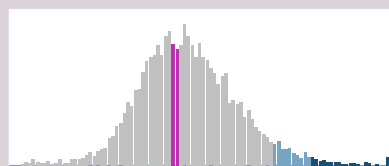
GPPS021: The percentage of respondents to the GP patient survey who stated that the last time they saw or spoke to a nurse, the nurse was good or very good at treating them with care and concern. (01/01/2014 to 30/09/2014)

| Domain    | ID: Indicator description (time period)                                                                                                                          | Observed         | Average | Numerator        | Denominator      | Z-score | Z-score range                                                                         |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------|------------------|------------------|---------|---------------------------------------------------------------------------------------|
| Effective | GPHLIAC01: The number of Emergency Admissions for 19 Ambulatory Care Sensitive Conditions per 1,000 population. (01/01/14 to 31/12/14)                           | 11.50            | 14.40   | 76               | 6.61             | -0.77   |    |
|           | GPHLIAP: Number of antibacterial prescription items prescribed per Specific Therapeutic group Age-sex Related Prescribing Unit (STAR PU). (01/01/14 to 31/12/14) | 0.22             | 0.28    | 2779             | 12667            | -1.41   |    |
|           | GPHLICH01: The ratio of reported versus expected prevalence for Coronary Heart Disease (CHD) (01/04/13 to 31/03/14)                                              | 0.90             | 0.72    | 206              | 229.72           | -1.46   |    |
|           | GPHLICPD: The ratio of reported versus expected prevalence for Chronic Obstructive Pulmonary Disease (COPD) (01/04/13 to 31/03/14)                               | 0.35             | 0.61    | 54               | 152.8            | 1.47    |    |
|           | GPHLICQI: Percentage of antibiotic items prescribed that are Cephalosporins or Quinolones (01/01/14 to 31/12/14)                                                 | 3.4%             | 5.3%    | 91               | 2657             | -1.15   |  |
|           | GPHLIEC01: Emergency cancer admissions per 100 patients on disease register. (01/01/14 to 31/12/14)                                                              | Value suppressed | 7.39    | Value suppressed | Value suppressed | -0.49   |  |

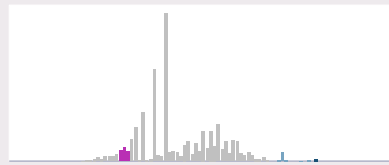
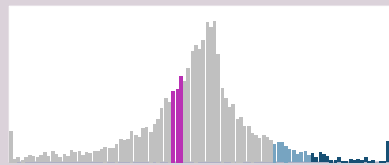
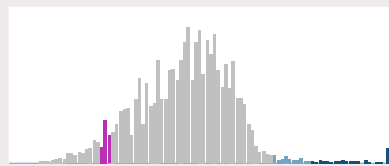
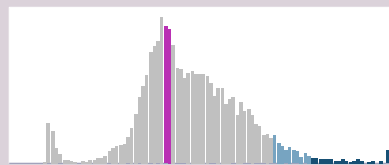
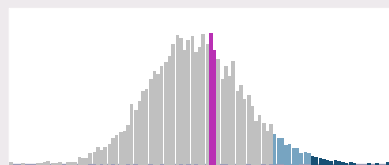
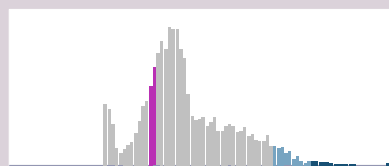
 Other practices
  Practice
  Large variation for further enquiry
  Very large variation for further enquiry

| Domain    | ID: Indicator description (time period)                                                                                                                                                          | Observed | Average | Numerator | Denominator | Z-score | Z-score range                                                                         |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------|-----------|-------------|---------|---------------------------------------------------------------------------------------|
| Effective | 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 31/01/14) | 64.9%    | 52.3%   | 451       | 695         | -1.82   |    |
|           | GPHLIFV02: The percentage of patients aged 65 and older who have received a seasonal flu vaccination (01/09/13 to 31/01/14)                                                                      | 74.7%    | 73.2%   | 442       | 592         | -0.31   |    |
|           | GPHLIHP: Average daily quantity of Hypnotics prescribed per Specific Therapeutic group Age-sex Related Prescribing Unit (STAR PU). (01/01/14 to 31/12/14)                                        | 0.13     | 0.28    | 6573      | 49571       | -1.86   |    |
|           | GPHLIINI: Number of Ibuprofen and Naproxen Items prescribed as a percentage of all Non-Steroidal Anti-Inflammatory drugs Items prescribed (01/01/14 to 31/12/14)                                 | 90.2%    | 75.1%   | 938       | 1040        | -2.40   |    |
|           | 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)                        | 67.6%    | 77.7%   | 347       | 513         | 1.58    |  |
|           | QOFGP104: The percentage of patients on the diabetes register, with a record of a foot examination and risk classification within the preceding 12 months (01/04/13 to 31/03/14)                 | 97.1%    | 88.3%   | 503       | 518         | -1.82   |  |

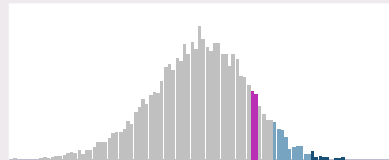
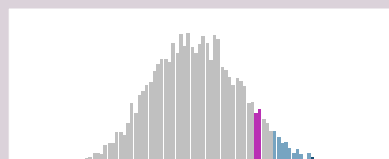
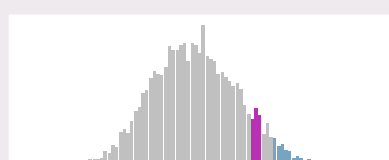
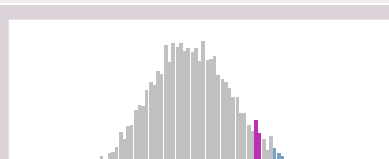
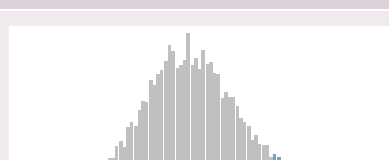
 Other practices
  Practice
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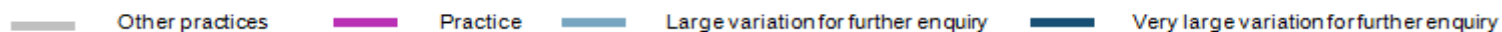
| Domain    | ID: Indicator description (time period)                                                                                                                                                                                                   | Observed | Average | Numerator | Denominator | Z-score | Z-score range                                                                         |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------|-----------|-------------|---------|---------------------------------------------------------------------------------------|
| Effective | 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)                                          | 66.8%    | 78.5%   | 336       | 503         | 1.54    |    |
|           | 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)            | 97.5%    | 86.0%   | 39        | 40          | -1.37   |    |
|           | QOFGP111: The percentage of patients with schizophrenia, bipolar affective disorder and other psychoses whose alcohol consumption has been recorded in the preceding 12 months (01/04/13 to 31/03/14)                                     | 95.5%    | 88.6%   | 42        | 44          | -0.91   |    |
|           | QOFGP150: The percentage of patients with atrial fibrillation (with CHADS2 score of 1), measured within the last 12 months, who are currently treated with anticoagulation drug therapy or an antiplatelet therapy (01/04/13 to 31/03/14) | 100.0%   | 98.3%   | 9         | 9           | -0.78   |    |
|           | 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)                                                            | 77.2%    | 83.1%   | 759       | 983         | 1.18    |  |
|           | 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)                                                                    | 96.6%    | 95.3%   | 1344      | 1392        | -0.68   |  |

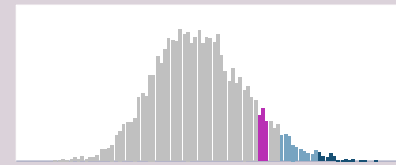
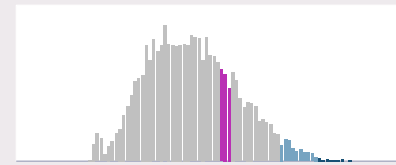
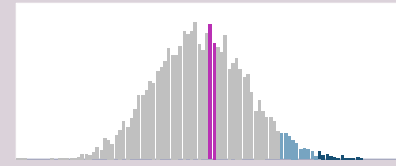
 Other practices
  Practice
  Large variation for further enquiry
  Very large variation for further enquiry

| Domain    | ID: Indicator description (time period)                                                                                                                                                          | Observed | Average | Numerator | Denominator | Z-score | Z-score range                                                                         |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------|-----------|-------------|---------|---------------------------------------------------------------------------------------|
| Effective | 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) | 100.0%   | 81.3%   | 6         | 6           | -1.96   |    |
|           | QOFGP182: The percentage of women aged 25-64 whose notes record that a cervical screening test has been performed in the preceding 5 years (01/04/13 to 31/03/14)                                | 84.0%    | 81.9%   | 1236      | 1471        | -0.59   |    |
|           | 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)                              | 100.0%   | 83.8%   | 12        | 12          | -2.46   |    |
|           | 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)                      | 90.7%    | 85.9%   | 469       | 517         | -0.77   |    |
|           | 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)   | 79.9%    | 81.6%   | 398       | 498         | 0.33    |  |
|           | 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)                          | 98.5%    | 93.5%   | 458       | 465         | -1.32   |  |

 Other practices
  Practice
  Large variation for further enquiry
  Very large variation for further enquiry

| Domain    | ID: Indicator description (time period)                                                                                                                                                                                            | Observed | Average | Numerator | Denominator | Z-score | Z-score range                                                                         |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------|-----------|-------------|---------|---------------------------------------------------------------------------------------|
| Effective | 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)                                            | No       | -       | -         | -           | -       |                                                                                       |
| Caring    | GPPS004: The percentage of respondents to the GP patient survey who stated that they always or almost always see or speak to the GP they prefer. (01/01/14 to 30/09/14)                                                            | 20.9%    | 37.4%   | 10.49     | 50.25       | 1.39    |    |
|           | GPPS014: The percentage 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 (01/01/14 to 30/09/14)       | 70.1%    | 81.6%   | 63.28     | 90.21       | 1.55    |    |
|           | GPPS015: The percentage 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. (01/01/14 to 30/09/14)               | 74.6%    | 85.1%   | 70.12     | 94.02       | 1.50    |    |
|           | GPPS020: The percentage 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 involving them in decisions about their care (01/01/14 to 30/09/14) | 74.9%    | 84.9%   | 56.26     | 75.14       | 1.58    |   |
|           | GPPS021: The percentage 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. (01/01/14 to 30/09/14)         | 76.0%    | 90.4%   | 62.19     | 81.79       | 2.40    |  |



| Domain     | ID: Indicator description (time period)                                                                                                                                                                      | Observed | Average | Numerator | Denominator | Z-score | Z-score range                                                                       |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------|-----------|-------------|---------|-------------------------------------------------------------------------------------|
| Caring     | GPPS025: The percentage of respondents to the GP patient survey who described the overall experience of their GP surgery as fairly good or very good. (01/01/14 to 30/09/14)                                 | 72.9%    | 85.3%   | 66.25     | 90.88       | 1.48    |  |
| Responsive | GPPS001: The percentage of respondents to the GP patient survey who gave a positive answer to 'Generally, how easy is it to get through to someone at your GP surgery on the phone?'. (01/01/14 to 30/09/14) | 65.8%    | 74.4%   | 62.53     | 95.02       | 0.53    |  |
|            | GPPS023: The percentage of respondents to the GP patient survey who were 'Very satisfied' or 'Fairly satisfied' with their GP practice opening hours. (01/01/14 to 30/09/14)                                 | 77.5%    | 78.9%   | 70.76     | 91.3        | 0.20    |  |