

Meeting with Martin Morrison Associate Director, Practitioner & Counter Fraud Services, NNSS – 5 July 2019

Contractor	Issue	PSD Response	Completed
Dental	Dental Reference Officer (DRO) attendance Only 3.3% attendance rate at these appointments. Need to review how appointments being managed in Grampian.	MM to investigate reasons behind this and to escalate implementations of the process adopted elsewhere. MM to provide details on National attendance compared to Grampian. Clinical time for Dental Practice Advisor (national) is being diverted due to legal cases and challenges from practitioners; therefore not doing core business	
Dental	Outstanding DRO visits JI suggested 2-way approach to rationalising list of outstanding DRO and investigations Prioritise practices with numerous outstanding cases.	MM to check new electronic booking system is in place in Grampian and if not prioritise the roll out.	
Dental	Have not engaged with Moray to take up offer of facilities	Uptake and use Elgin clinics to improve patients access	
Dental	Issues relating to Counter Fraud Service (CFS)	MM agreed that PSD will Make GK aware of issues before they involve CFS	
Contractor	Issue	PSD Response	Completed
Dental	Timescales for reporting on actions etc is too long and often over several	MM advised new process and timeline for Dental PV is being worked on by Lorraine Began (PSD)	

	<p>quarterly meetings.</p> <p>e.g. GWR</p>	<p>alongside DPAs.</p> <p>MM to share with Trish for PV Group</p>	
Pharmacy	<p>Length of time to follow up/action issues that PV have highlighted to the Board; or the Board has highlighted to PV.</p> <p>Still have number of outstanding actions (including money to be reclaimed – identified January 2019)</p>	MM will address with PV team	
Pharmacy	Doesn't feel that PV investigations are directed by the Board and issues seem to be explored more if the data analyst is interested in the issue	MM thinks this may be a training issue and will discuss with pharmacy team.	
Pharmacy	Not Collected/Not dispensed issue	MM will chase for SBAR. Believes that NC/ND is certainly PV issue and should be addressed	

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Pharmacy	All information not being picked up on paper scripts (endorsing)	MM will speak to tech team to see if this can be improved and will report back.	
Pharmacy	Number of controls on the pharmacy system being switched off in order to cope with workload. NHS G not informed that this was happening	MM will confirm which controls have been switched off	
Pharmacy	Tableau is not working well for reporting and monitoring. NHS G asked for raw data some months ago and still waiting for this	MM to follow up with team and agreed that we get this raw data.	
Optometry	PV meetings have been much more sporadic with staff shortages/sickness .meetings being cancelled and re-arranged often at very short notice	MM will address this and will feedback on how process will 'get back on track'	
Optometry	<p>Long running investigation by CFS into domiciliary visiting services especially in care homes</p> <p>These providers always appear as significant outliers, but we are constantly advised that this is under review by CFS under the OPCASA umbrella. No feedback received about this or when results are to be expected.</p>	MM & GK to follow up	
Medical	<p>As result of QOF being disbanded some years ago, seems less for Medical PV to do.</p> <p>Visits are now every 6 months and PV meeting also less frequent</p>	MM reported that the medical post not 'lost' in redesign. New posts will be generic to support to each area ; specialising and rotating	

General	MM advised that there is a restructuring of PSD underway. There is an SBAR being presented to the Director awaiting input for AP to discuss staffing and the formation of the PV and payments Team.	MM agreed that he would feedback outcomes of this restructuring.	
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20.09.2019