

Primary Care and Community - Delivery Assurance Team

2024/25 Annual Report

Primary Care and Secondary Care Dental Contract Summary

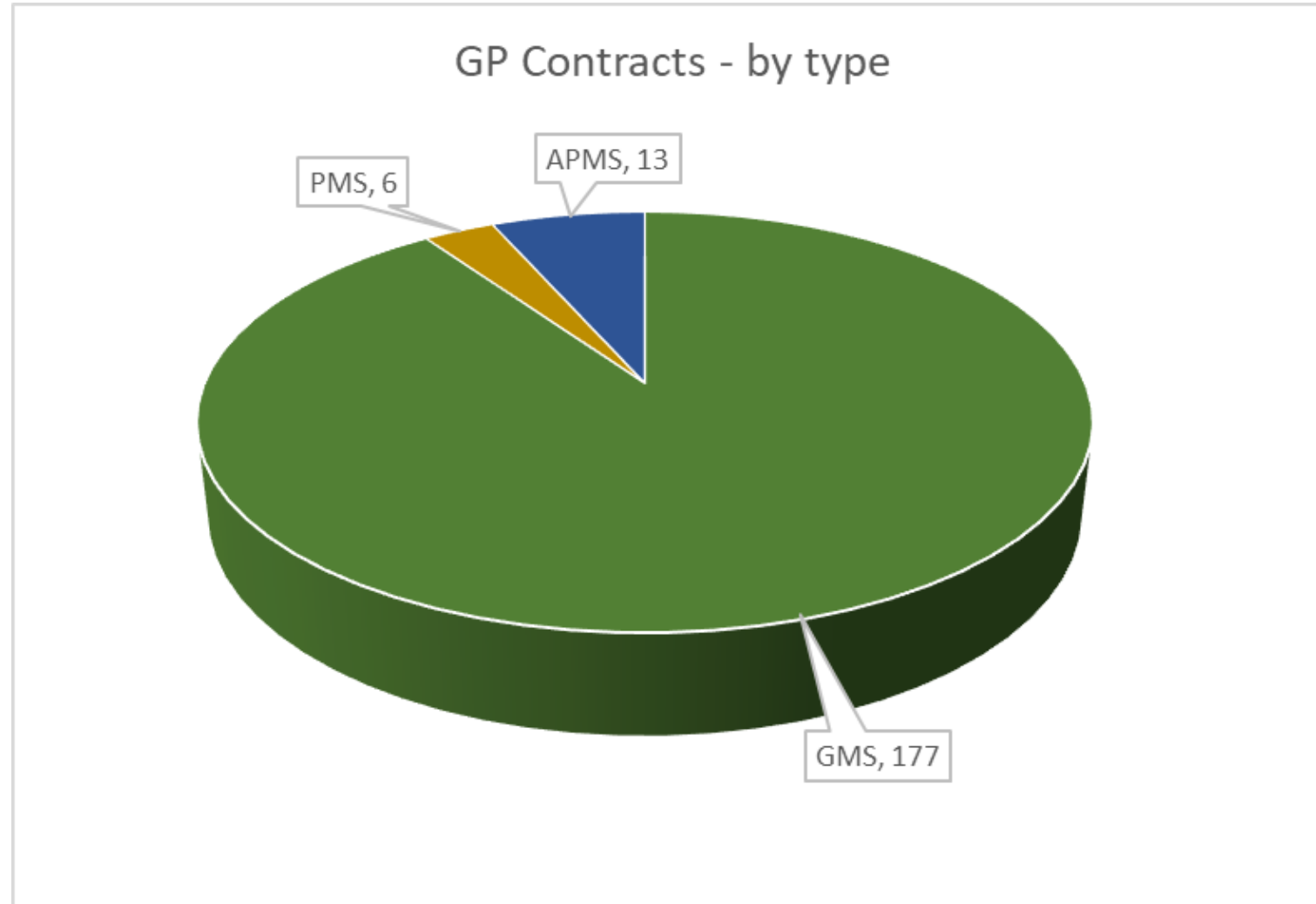
01/04/24 – 31/03/2025

	Number of Contracts	Annual Budget £000's
GP Practices (Including 1 Special Allocation Scheme Contract)	197	£370,404
Pharmacies (Includes Dispensing Appliance Contractors & GP Dispensing Practices)	388	£44,975
Dental Contracts (includes routine dentistry, specialist orthodontics, minor oral surgery, endodontics, sedation and community dental services)	225	£107,404
Secondary Care Dental Contracts – Oral Health Specialities	13	£27,043
Optometrists – Mandatory	172	£18,510
Optometrists – Domicillary	70	£1,523
Total	1067	£515,142

General Practice Contract Activity

Summary 2024-2025

GP Contracts by Type



Definitions	
List Closures	Applications from practices to temporarily close their list to new patient registrations.
Premises Relocations	Applications to relocate one or more of a practice's premises to an alternative location(s).
Practice Mergers	Applications to merge practices and their lists of registered patients. This results in a reduction in the number of contracts but not a reduction in the levels of services.
Boundary Changes	Application to change the practice area affecting the cohort of patients eligible to register with the practice. This can be a reduction or increase
Premises Closures	Applications to close either a branch surgery site or the practice. The results is a reduction in patient choice and access.
PMS to GMS	All practices with a PMS agreement have the express right to choose to revert to holding a GMS contract as an alternative. The option to move from GMS to PMS does not exist
Incorporations	A practice can apply to change their contract from being held by an individual GP or partnership, to one held by a company limited by shares.
Dis-incorporations	A practice can apply to change their contract from being held by a company limited by shares, to one held by an individual GP or partnership
Practice Name Changes	Applications to change the trading name of a GP practice
Special Allocation Scheme Appeals	Patients placed on the SAS have the right of appeal against that decision.
Contract Variations	A document used to reflect a change to the partners named on a contract following a GP joining, resigning, or retiring from the practice. This only applies to GP partners and not salaried GPs or locums working at a practice.

Contractual Changes Summary

01/04/24 – 31/03/2025

	Complete	Active	Total
List Closures	1	0	1
Premises Relocations	4	1	6
Practice Mergers	0	2	2
Boundary Changes	0	4	4
Premises Closures	0	3	3
PMS to GMS	1	0	1
Incorporations	0	3	3
Dis-Incorporations	0	0	0
Practice Name Changes	2	1	3
Special Allocation Scheme Appeals	6	0	6
Contract Variations			
Inclusions	6	10	16
Resignations	3	7	10
Retirements	11	9	20
24 Hour Retirements	6	2	8
Total	40	42	82

Access Challenges

- 1 current proposed practice closure (East Lancashire) with a managed dispersal of patients to neighbouring practices.
- 2 current applications to close a branch surgery site (Central and North Lancs) in progress
- No significant impact on any one Place/Locality.

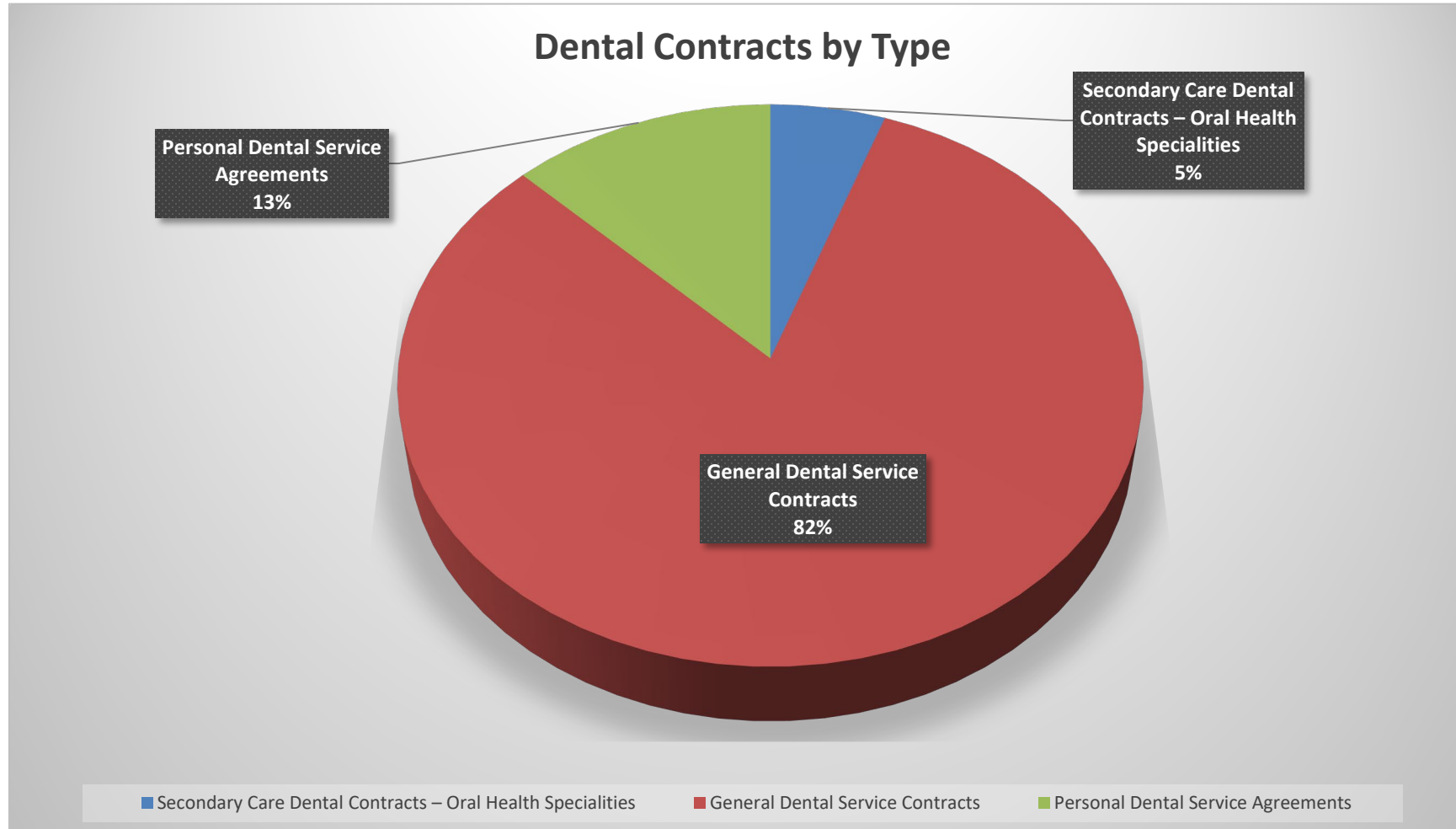
Supporting Contract Management Delivery - Medical

QOF	Offering of QOF on CQRS Amendment of achievement on CQRS for any of the 197 practice with anomalies. Undertaking the validation of data. Approval for payment.
SAS panel	Patients submit an appeal against either being placed on or remaining on the Special Allocation Scheme.
SAS procurement	Re-procurement of the Special Allocation Scheme contract.
Quality Assurance & Reporting	E-Dec – Electronic Practice Declaration receipt and analysis PCAR – annual national submission for assurance.
Place support	Relocation – PWE Dill Hall Coniston
CQRS/DESS	Offering of all Direct Enhanced Services (DESS) that are available for offer on CQRS Undertaking any amendment requests received from practices to allow for them to declare their achievement. Ensuring all appropriate access is maintained across all staff and practices. Approvals for payment
Clinical Waste	Procurement of the Clinical Waste Contracts Legal Challenge
Supporting GPIP	General Practice Improvement Programme
Development and delivery of ICB 5-year roadmap	Development and delivery

Dental Contract Activity

Summary 2024-2025

Dental Contracts by Type



Definitions	
Incorporations	A dental practice can apply to change their contract from being held by an individual or partnership, to one held by a company limited by shares, dental corporation or a limited liability partnership depending on type of contract held
Dis-incorporations	A dental practice can apply to change their contract from being held by a company limited by shares, dental corporation or a limited liability partnership to one held by an individual or partnership contractor depending on contract held
Change to opening hours	Changes to hours during which the contractor provides dental services
Changes to contract holders	Changes to parties who hold the dental contract
Contract Extensions	An agreement between the dental contract holder and the ICB to extend the terms of their existing contract for a further period of time
Orthodontic Contract	Contract for the provision of Orthodontic services
Relocation	Applications to relocate one or more of a practice's premises to an alternative location(s).
Sub – contracting	Ability to sub-contract contract/ part of contract to a third party
National variations	A document used to reflect a change in the terms of a dental contract which are issued by NHS England. Ordinarily issued to reflect a change in national regulations

Contract Variations

01/04/2024-31/03/2025

Type	Complete	Pending with Contractor	Pending with ICB	Total
Incorporations/Dis-incorporations	12	1	2	15
Change In Activity/Services (combination of increases and reductions to access)	205	13	49	267
Change To Opening Hours	1	0	0	1
Change To Contract Holders (S)	55	0	1	56
Contract Closures	1	0	0	1
Contract Extensions	1	0	0	1
Orthodontic Contract	0	0	0	0
Relocation	2	0	0	2
Sub-contracting	2	0	0	2
National Variation Sept 2023 PDS & GDS Contracts	61	0	173	234
24 Hour Retirements	1	0	0	1
Total	341	14	225	580

Contractual Reconciliation Timeline

Time period	Reconciliation Element
May 2024 – October 2024	2023/24 Year end contract reconciliation
October 2024 – December 2024	2024/25 Mid year contract review
May 2025 – October 2025	2024/25 Year end contract reconciliation

- The Dental year end contract reconciliation is the process of reviewing and verifying the total number of Units of Dental Activity (UDAs), Units of Orthodontic Activity (UOAs), and courses of treatment involving sedation or domiciliary services delivered under an NHS dental contract against the contracted targets for the financial year. This process ensures that the ICB has paid the correct amount for the services provided.
- The Dental mid-year contract reconciliation is a review process conducted halfway through the NHS dental contract year. It assesses a dental practice's performance against its contracted activity targets, specifically focusing on Units of Dental Activity (UDAs) and other contractually agreed services. This review helps identify potential issues and allows for corrective actions before the year-end reconciliation

End of Year 2023-24 Outcome Summary

Contracts Delivering Units Of Dental Activity (UDA)		Contracts Delivering Units Of Orthodontic Activity (UOA)		Contracts Delivering Sedation Services. This Service Measurement Is A Course Of Treatment (COT)	
Threshold	Total Number of Contracts	Threshold	Total Number of Contracts	Threshold	Total Number of Contracts
UDA service delivered under 96% and will receive a breach notice. Outcome: financial repayment.	84	UOA service delivered under 96% and will receive a breach notice. Outcome: financial repayment.	5	Sedation service delivered under 96% and will receive a breach notice. Outcome: financial repayment.	1
UDA service delivered between 96 – 100%. Outcome: carry forward of activity into next financial year or repayment of carry forward	17	UOA service delivered between 96% – 100% Outcome: carry forward of activity into next financial year	5	Sedation service delivered between 96 – 100% Outcome: carry forward of activity into next financial year or repayment of carry forward	0
UDA service delivered between 100% - 110%. Outcome: financial payment	42	UOA service delivered between 100% - 110%. Outcome: financial payment	16	Sedation service delivered between 100% - 110% Outcome: financial payment	0
UDA service exempted from Year End Process. Outcome: N/A	2 (Enhanced Training Practices)	UOA service exempted from Year End Process. Outcome: N/A	0	Sedation service exempted from Year End Process Outcome: N/A	0

End of Year 2023-24 Outcome Summary

The delivery assurance team were responsible for the End of Year 2023-24 calculations for 53 contracts. These are referred to as Category 3 and require manual calculation:

- Pathway 1 : 1st April 2023 - 31st March 2024
- Pathway 2 : 1st April 2023 - 31st March 2024
- Pathway 3 : 1st April 2023 - 31st March 2024
- Blackpool Together Scheme : 1st April 2023 - 31st March 2024
- Enhanced Paediatric Pathway : 1st April 2023 - 31st March 2024
- Therapist Concessions (UDA offsets)

Mid-Year Review Process 2024-25

Outcome Summary

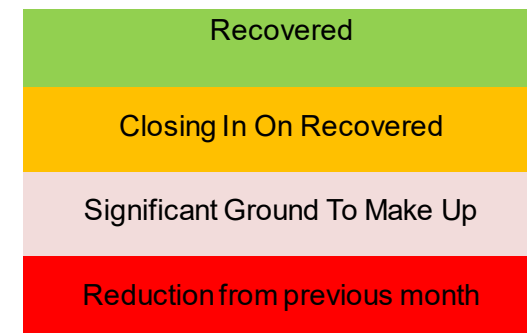
Mid-Year 2023-2024	Total
Total Number Of Contractors Not Met 30%	28
Total Number Of Contractors Submitted Action Plans And Reviewed By Delivery Assurance Team	17
Total Number Of Contractors Failed To Engage In Process	11
Total Number Of Contractors Issued With Remedial Notice For Non-compliance	11
Total Number Of Contractors Issued With Remedial Notice Not Satisfied Letter for For Non-compliance	7

End of Year Review 2024/25

- 2 months to submit FP17s for treatment completed by 31.3.25
- Provisional end of year position @25 June 2025:
61 Category 1 and Category 2 contracts below 96% tolerance
- HOWEVER:-
This is raw data and does not include New Patient Premium UDA's
71 Contracts are Category 3 due to local flexible commissioning
which requires a manual adjustment to reported activity

Access to primary care dental services

- Primary care general dental services funding is based on around 60 per cent of the population accessing NHS services.
- Dental access is measured by counting the number of unique patient contacts in the previous 24 months for adults and 12 months for children, as this is the longest NICE guidance suggests patients with good oral health can be left.
- LDN focus is local population inequalities
- ICB routine dental access recovery dashboard - key



Access Challenges

- Access rates by local authority based on the number of patients who are resident in LSC and have access an NHS dental practice.
- Westmorland and Furness – Work to conclude regarding the new data received from NHS BSA
- Fylde Coast (including Blackpool) – Access rates are dropping as opposed to improving

nt LA Name	Actual numbers									Expressed as a percentage								
	Child Access			All Adults			Over 65			Child Access			All Adults			Over 65		
	Mar 20	Apr 25	Difference	Mar 20	Apr 25	Difference	Mar 20	Apr 25	Difference	Mar 20	Apr 25	Difference	Mar 20	Apr 25	Difference	Mar 20	Apr 25	Difference
Blackburn with Darwen	25,212	27,882	2,670	56,755	56,953	198	9,990	10,434	444	63%	69%	6%	49%	49%	-1%	46%	46%	0%
Blackpool	15,617	14,547	-1,070	59,280	48,105	-11,175	14,236	12,372	-1,864	56%	51%	-5%	52%	42%	-10%	50%	42%	-8%
Burnley	12,923	13,195	272	37,464	35,676	-1,788	7,896	8,297	401	59%	60%	0%	51%	48%	-3%	47%	49%	2%
Chorley	15,562	16,697	1,135	48,796	42,702	-6,094	11,227	10,756	-471	65%	70%	5%	52%	45%	-7%	48%	44%	-4%
Cumberland	1,070	916	-154	3,146	2,057	-1,089	898	532	-366									
Fylde	9,236	9,126	-110	37,666	32,849	-4,817	12,389	11,462	-927	67%	66%	-1%	55%	47%	-8%	56%	50%	-6%
Hyndburn	12,798	12,694	-104	33,254	28,428	-4,826	6,733	6,251	-482	69%	67%	-2%	52%	44%	-9%	45%	41%	-4%
Lancaster	15,757	17,479	1,722	53,290	48,135	-5,155	13,084	12,689	-395	60%	67%	6%	46%	40%	-6%	45%	43%	-2%
North Yorkshire	649	573	-76	2,927	2,303	-624	882	803	-79									
Pendle	13,974	14,598	624	38,200	36,057	-2,143	8,647	8,668	21	61%	63%	2%	52%	49%	-4%	50%	50%	0%
Preston	19,048	19,901	853	54,083	47,545	-6,538	10,659	10,151	-508	58%	57%	-1%	47%	39%	-8%	51%	46%	-5%
Ribble Valley	7,407	6,907	-500	21,886	18,317	-3,569	5,518	5,150	-368	64%	56%	-7%	44%	35%	-8%	38%	34%	-4%
Rossendale	10,473	10,385	-88	29,055	26,007	-3,048	6,054	6,010	-44	69%	68%	-1%	52%	46%	-6%	45%	44%	-1%
South Ribble	15,522	15,366	-156	44,734	40,603	-4,131	10,825	10,849	24	70%	69%	-2%	50%	45%	-6%	45%	45%	0%
West Lancashire	14,674	15,105	431	50,288	44,688	-5,600	13,272	13,061	-211	68%	68%	0%	53%	45%	-7%	52%	51%	-1%
Westmorland and Furness		16,731			52,276			15,136			56%			53%			34%	
Wyre	12,300	10,945	-1,355	48,643	38,304	-10,339	15,844	13,199	-2,645	61%	53%	-8%	53%	40%	-13%	51%	42%	-9%

Supporting Contract Management Delivery

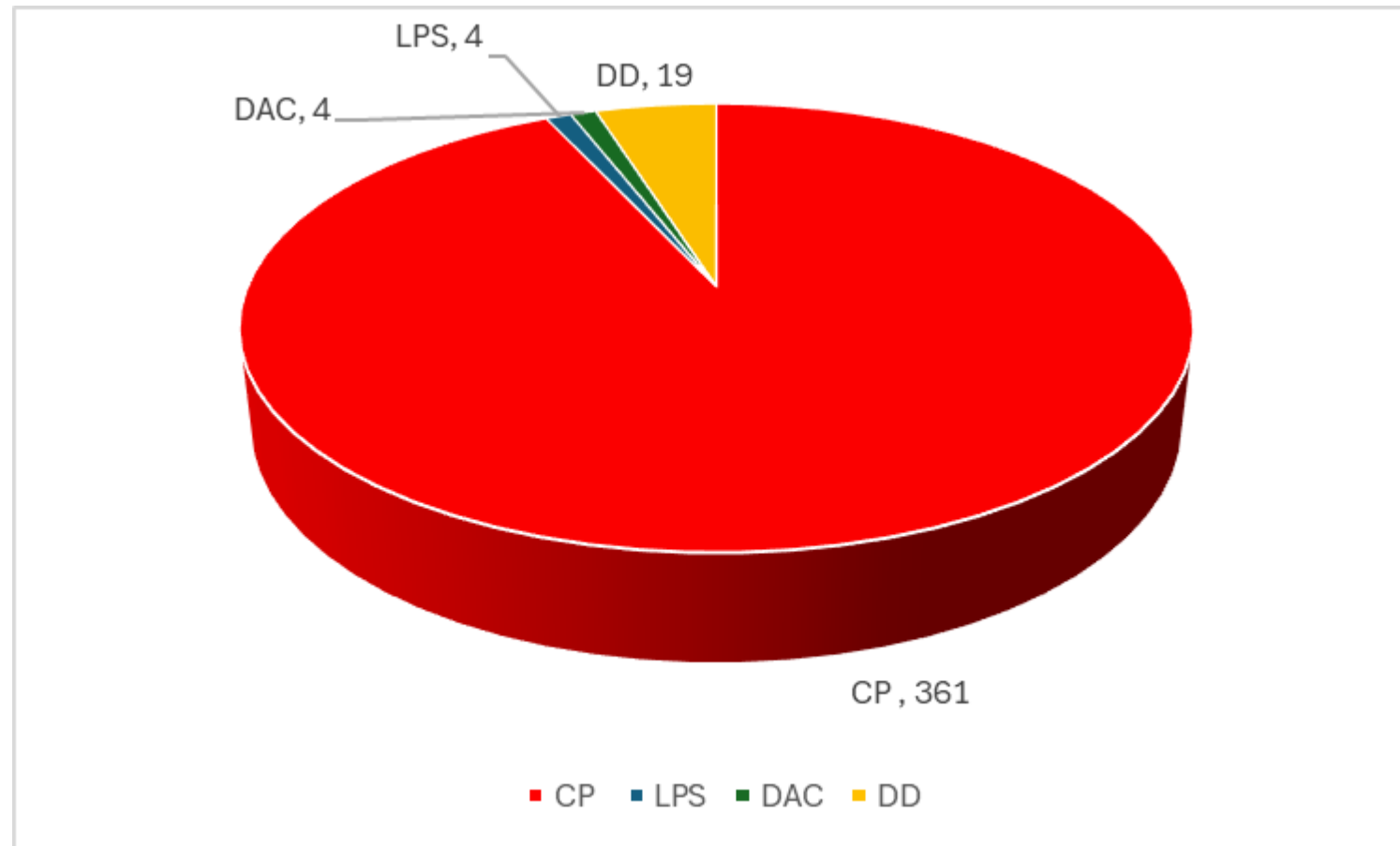
- Dental

Management of Secondary Care Dental	Commissioning of all Oral Health acute specialities within standard NHS Contracts. Including Orthodontic fragile service management and children and young people (CYP) services.
Procurements	Currently - Community Dental Services and Tier 2 Minor Oral Surgery
Development of new pathways with Local Dental Network	Providing contractual guidance
Implementation and management of new service pathways	Urgent and Non-urgent Care Pathway, Integrated Dental Access Pathway, Oral Health in Care Homes Pathway, Paediatric Pathway and Tier 2 Minor Oral Surgery
MP letters and Patient enquiries	Providing ICB response regarding dental issues
Quality Assurance (DAF) with NHS BSA and reporting	Working with the NHS BSA and ICB Dental Practice Advisor to monitor and manage clinical quality issues
Support for ICB Dental Access Programme	Provide contractual, technical and management support
ICB 5 year roadmap	Development and delivery
Local Dental Network and Managed Clinical Networks	Provide contractual and technical support
Contractor Support	Provide contractual and technical support to contractors raising enquiries

Pharmaceutical Contract Activity

Summary 2024-2025

Pharmaceutical Contracts by Type



Definitions	
Change of Director	Applications submitted to the ICB to change their company Director.
Change of Superintendent	Applications submitted to the ICB to change their company Superintendent.
Change of Ownership	When a pharmacy changes ownership from one company to another.
Unforeseen Benefits	Routine application to secure improvements, or better access, to pharmaceutical services not included in the relevant PNA
Fitness to Practice	This is undertaken by the ICB and is relation to changes in Director, Superintendent and Changes of Ownership.
Supplementary Hours (Permanent)	When a pharmacy permanently changes their supplementary hours. Supplementary hours are those hours over and above the core which a pharmacy is required to open each week.
Core Hours reduction	A reduction in the core hours that a pharmacy must be open per week.
Core Hours (100 Hours) reduction	A reduction from 100 hours per week down to a minimum of 72 hours per week.
Consolidation	Application to merge 2 pharmacy contracts into one by the same company.
Distance Selling Premises (DSPs)	Include mail order and internet pharmacies that remotely manage patients' medicine logistics and distribution.
Identified Future Need	An application to meet a future need identified in the Pharmaceutical Needs Assessment (PNA)
No Significant Change Relocation	Relocations which do not result in significant change to pharmaceutical services or access for patients.
Temporary Relocation	A temporary move to another approved premises.
Outline Consent Premises Approval	An application from a GP practice when becoming a dispensing GPs.
Relocation After Outline Consent	An application to relocate a dispensing GP practice.
Closures	Complete closure of the pharmacy.

Contract Activity 2024 - 2025	Complete	Active	Total
Change of Director (CoD)	0	1	1
Change of Superintendent (CoSI)	0	0	0
CoD & CoSI	2	0	2
Change of Ownership (CoO)	26	12	38
Fitness to Practice (FtP)	14	3	17
Supplementary Hours (Permanent)	21	8	29
Core Hours	3	0	3
Core Hours (100hrs)	6	0	6
Consolidations	2	2	4
Distance Selling Premises (DSP)	2	2	4
No Significant Change Relocation (NSCR)	4	0	4
Unforeseen Benefits (UB)	6	2	8
Right of Return (LPS)	1	0	1
Withdrawals	5	0	5
Total	87	30	117

Breakdown

- Overall pharmacy reduction of 4 (closures / consolidations)
- 100hrs premises reduced to 41
 - 5 = 100hrs
 - 36 = 72-100hrs
- Distance-selling Premises (DSPs) increased to 15
- Permanent Supplementary Hours Reductions:
 - Affecting mainly evenings/weekends
- No undue impact on any Place/Locality
 - Reflected in support to PNA

Supporting Contract Management Delivery - Pharmacy

Community Pharmacy Assurance Framework (CPAF)	Annual monitoring and visits
Quality Assurance and Reporting	Pharmaceutical Services Group Primary Care Quality Group Primary Care Operations Group
Advanced and locally commissioned services - linked to ICB pharmacy access programme.	Pharmacy First Contraception Hypertension Case-finding ICB minor ailment supply service
LPS Contracts	Contract Monitoring Procurement
Dispensing Doctors	Dispensing Services Quality Scheme (DSQS) Patient serious difficulty applications
Contractor Support	Provide contractual and technical support to contractors raising enquiries
Community Pharmacy Lancashire and South Cumbria (CPLSC) Liaison	Provide contractual and technical support Developing new services.
Local Professional Network (LPN)	Provide contractual and technical support
Procurements	Pharmaceutical Waste Procurement
Pharmaceutical Needs Assessment (PNA)	Support to Council Health and Wellbeing Boards
ICB Five Year Roadmap	Development and delivery

Supporting Contract Management Delivery – Pharmacy Future Work

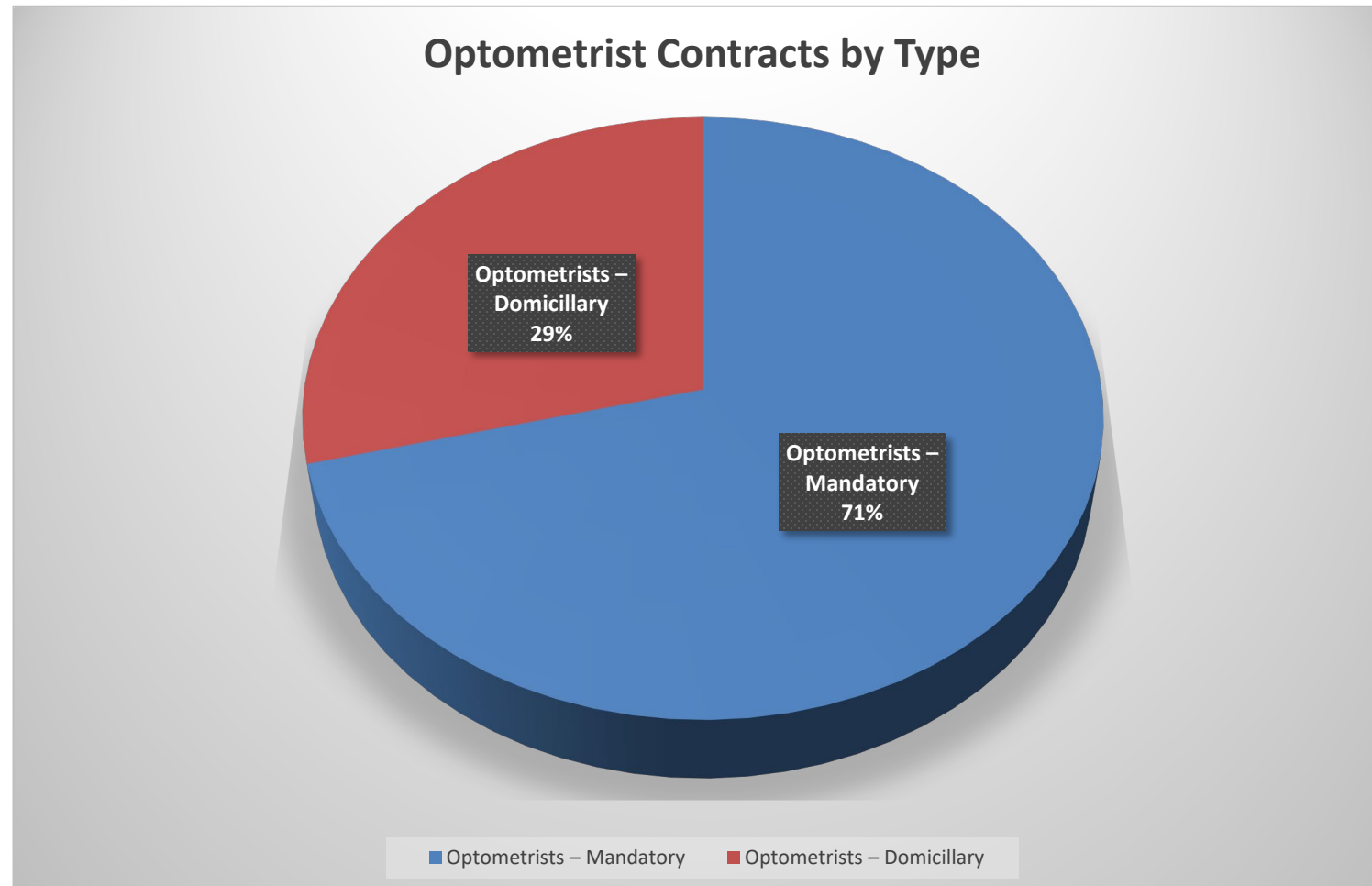
- Effect of divestment of multiple/corporate pharmacy chains resulting in increased independents / small groups
- Steady stream of applications
- Distance Selling Premises (DSP) - from 23 June 2025, no new DSP applications can be accepted/are permitted.
- Increased Unforeseen Benefits Applications
- Permanent Supplementary Hour changes - from 23 June 2025, new Regulatory test to redistribute core opening hours.

Optometric Contract Activity Summary

2024-2025

Proud to be part of

Optometry Contracts by Type



Definitions

Mandatory Contracts	Mandatory Services General Ophthalmic Service Contracts (GOS) are delivered on the high street by opticians
New Additional Contracts	Additional Services GOS contracts undertake eye tests in domestic settings to patients meeting the criteria. Delivery of services in care homes, homeless shelters, migrant health settings and special schools.
New Dispensing Only	A dispensing only – No General Ophthalmic Service Contract (GOS) required. Interprets optical information from prescription, advise patients on glasses, fits, adjusts and repairs.
Change Ownerships	New directors' checks are undertaken, new directors are included on the contract, existing directors are removed. An assurance visits is undertaken as this is significant change.
Relocations	Practices advised they wish to relocate one or more of a practice's premises to an alternative location(s). An assurance visit is undertaken
Change in Directors	When there are more than two directors and only one change is being implemented new director checks are undertaken – on clearance new director included on the contract - or one of the existing director is retiring
General Contract Variation	A document used to reflect a change to the partners or directors named on a contract A request to change days or hours the practice tests eyes. A change of registered address .

Overview of Application Types

01/04/2024 – 31/03/2025

Type	Applied	Approved
New Mandatory Contracts	1	1
New Additional Contracts	6	6
New Dispensing Only	0	0
Change Ownerships	0	0
Relocations	2	2
Change in Directors	1	1
General Contract Variation	31	31
Totals	41	41

Mandatory, Additional and Dispensing Only Contracts

01/04/2024 – 31/03/2025

Mandatory Contracts – 172 Dispensing Contracts 8	Additional Contracts - 70
Practices across all localities in Lancashire and South Cumbria.	Providers are not designated to one area. Deliver services to patients across Lancashire and South Cumbria.

Breakdown of Additional Services Contract Provision 01/04/2024 – 31/03/2025

Homeless Provision	Area	Shelters
LSC ICB have several Additional Services contractors who provide Eye Care Service to the homeless population. Support is also provided to a Women's shelter in East Lancashire.	Blackpool	5
	East Lancashire	7
	Blackburn With Darwen	8
	North Lancashire	1
Special Schools Pilot	Area	Shelters
LSC ICB has three providers who delivery services to special schools.	East Lancashire	5
	Blackburn With Darwen	1
	Preston	1
Migrant Health	Area	Shelters
LSC ICB Opticians provide migrant health eye health services.	Blackpool	1
	Fylde Coast	1

Impact on Services Provision

Terminations	
Additional	1
Mandatory	5
New Contracts	
<i>No Impact on Service Provision</i>	
<i>Mandatory services capacity in all areas</i>	
Additional	8
Mandatory	1

Supporting Contract Management Delivery - Optometric

ICB Five Year Roadmap	Development and Delivery
Quality In Optometry	<p>QIO runs in a three-year cycle 2022 to 2025</p> <p>Helps to support the maintenance and improvement of services contractors provide</p> <p>QIO has and continues to provide Lancashire and South Cumbria with assurance that contractors meet their:</p> <ul style="list-style-type: none">• Contractual requirements• Quality requirements

Primary Care Capital Investments 2024-2025

Investment Programme

Activities	
Management of Primary Care Capital Resources	Manage the Primary Care Capital Group and report to the Primary Care Commissioning Sub Committee. Including the management of capital allocations and apportionment of resources into GPIT acquisition and improvement grant targets.
General Practice Improvement Grants	Management of the application process, review and awarding of GP Grants – 10 grants awarded in 2024/25 with a total investment of £556k.
GPIT	Management of the application process and investment in GPIT capital items – 4 separate PIDs processed in 2024/25 with a total investment of £2,863k
Capital Planning	Management of the capital pipeline
GP Infrastructure	Support and management of general practice estate and digital infrastructure – including any financial implication including cyclical review of rent reimbursement, stamp duty and legal fees, and any financial consequences of practice relocation or lease renegotiations

Other Work – DA Team

Co-ordination of the response to Clinical Waste legal challenge
Procurement of wider primary care contracts and transformation programmes
Primary care workforce development agenda and management of workforce development managers

Manage and Support to Primary Care Service Groups:

- Medical Service Group
- Dental Service Group
- Pharmacy Service Group
- Optometry Service Group
- Support to Primary Care Operational Groups
- Standardisation for the administration of service groups