

L&SC Integrated Care Board

Primary Care Contracts Sub-Committee

Date of meeting*	13 th November 2025
Title of paper*	Sub-committee Escalation and Assurance Report
Presented by*	Peter Tinson, Director of Primary and Community Commissioning
Author	Sarah Danson, Senior Delivery Assurance Manager David Armstrong, Senior Delivery Assurance Manager
Agenda Item	10
Confidential	No

Purpose of the paper

The paper is the escalation and assurance report from the formal sub-committee groups.

Executive Summary

The paper highlights key matters, issues, and risks discussed at the group meetings detailed below to advise, assure and alert the Primary Care Contracts Sub-committee.

- Primary Medical Services Group: Peter Tinson (Director of Primary and Community Commissioning)
- Primary Dental Services Group: Amy Lepiorz (Associate Director Primary Care)
- Pharmaceutical Services Group: Amy Lepiorz (Associate Director Primary Care)
- Primary Optometric Services Group: Dawn Haworth (Head of Delivery)
- Primary Care Capital Group: Paul Juson (Head of Delivery Assurance)

It also highlights any issues or items referred or escalated to Committees or the Board.

Reports approved by the chair each group are presented to sub-committee to provide assurance that the groups have met in accordance with their terms of reference and to advise the sub-committee of the business transacted.

Recommendations

The Primary Care Contracts Sub-committee is requested to:

- **Receive and note** the Alert, Assure, Advise (AAA) reports from the five primary care groups

Governance and reporting* (list other forums that have discussed this paper and any other engagement that has taken place)

Meeting	Date	Outcomes
Primary Medical Services Group	1 October 2025	To provide oversight to the Primary Care Contracts Sub-committee of the business conducted at the groups during this period.

Primary Dental Services Group	30 October 2025						
Primary Optometric Services Group	8 October 2025						
Pharmaceutical Services Group	15 October 2025						
Primary Care Capital Group	8 October 2025						
Conflicts of interest identified							
Implications							
<i>If yes, please provide a brief risk description and reference number</i>	YES	NO	N/A	Comments			
Quality impact assessment completed			X				
Equality impact assessment completed			X				
Privacy impact assessment completed			X				
Financial impact assessment completed			X				
Associated risks	X			Any risks for sub-committee awareness are included in this triple A report			
Are associated risks detailed on the ICS Risk Register?	X			Where applicable			

Report authorised by	Craig Harris, Chief Operating Officer and Chief Commissioner
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ICB Primary Care Contracts Sub-committee
13th November 2025

Sub-committee Escalation and Assurance Report

1. Introduction

1.1 This report highlights key matters and issues discussed at the group meetings since the last report to advise, assure and alert the sub-committee.

Committee: Primary Medical Services Group	Date: 1st October 2025	Chair: Peter Tinson
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Key Items Discussed		
Issue	Committee Update	Action
Alert		
Nothing to Escalate		
Advise		
Kirkham Physiotherapy	A report regarding the Kirkham physiotherapy service was presented to the group. It outlined the current inequitable service offer. The group agreed the option to transfer the service budget to planned care commissioning colleagues to commission a consistent service offer. This would include impact assessments and a communication plan.	Transfer budget and commissioning responsibility to planned care.
Proactive & Reactive General Practice Visit Framework	A report regarding the proactive and reactive general practice visit framework was presented to the group. It has been developed over the last 18 months and aims to proactively support practices to identify and address any service delivery challenges. Following positive pilot feedback, a wider rollout is now planned, including communications. The group supported the rollout of the framework.	Rollout of the framework.
Assure		
Nothing to Escalate		

2. **Summary of items or issues referred to other committees or the Board over the reporting period.**

Committee and Date	Item or Issue	Referred to

Committee: Primary Care Dental Services Group	Date: 30 th October 2025	Chair: Amy Lepiorz
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Key Items Discussed		
Issue	Committee Update	Action
Alert		
Nothing to Escalate		
Advise		
Relocation Request -Dr I Shaikh	<p>A report was presented to request the relocation of Dr I Shaikh, NHS General Dental Service (GDS) contract, from Moor Park Dental Surgery, 67 Garstang Road, Preston, Lancashire, PR1 1LB to Fulwood Dental Aesthetic and Implant Centre Fatima Health Centre, 228 Garstang Road, Fulwood, Preston, Lancashire PR2 9QB.</p> <p>An internal commissioner review had been undertaken which, overall, did not raise any specific concerns in relation to the relocation request.</p> <p>The group noted the content of the report and approved the relocation, subject to the contractor agreeing to the following:</p> <ul style="list-style-type: none"> • Provide the Primary Care Dental Team with the confirmed relocation date. • Provide a copy of the updated CQC registration which is in line with confirmed relocation date • Agree to a dental practice visit from the Dental Practice Advisor to ensure the relevant contractual requirements are being met. 	Formally notify provider of the outcome.
Mid Year Review Process 25-26	A report was presented to request approval for the Primary Care Dental Team to administer and action the mid-year review process 25-26 in line with national mid-year review recommendations.	

	<p>The group noted the content of the report and approved the Primary Care Dental Team to administer and action the process in line with national guidance.</p>	
National Urgent Dental Incentive Scheme 25-26	<p>A report was presented to highlight to the ICB the new Urgent Dental Incentive Scheme announced by NHS England on the 25th September 2025.</p> <p>The scheme is designed to support dental providers to provide a greater number of urgent dental appointments to bolster and support the Government's commitment to secure 700,000 additional urgent dental appointments (of which ICBs already have a target of additional urgent care appointments to deliver).</p> <p>All ICBs are required to participate in the scheme, which is proposed for the current financial year, due to end on the 31st March 2026.</p> <p>Participating contractors will be required to deliver an increase of 25% urgent care courses of treatment compared to their baseline, calculated on activity delivered between April and July 2025.</p> <p>The incentive payable equates to an additional £50 per course of treatment if the full additional 25% is delivered, reducing by 50% if achievement exceeds 70%.</p> <p>The ICB has calculated the cost of the incentive, based on full achievement, at approx. £750k.</p> <p>NHS England has suggested ICBs offer contractors the option of overperforming on the core contract by 10%, where they are predicted to fully deliver their contract to enable them to participate in the scheme.</p> <p>The group noted the content of the report and approved the following:</p> <ul style="list-style-type: none"> • The implementation of the urgent dental care incentive scheme in full, with the opportunity for providers to 	

	<p>over perform by up to 4% to increase access to urgent dental appointments across the ICB. This value is within the existing ring fenced dental budget and falls within the parameters of the approved dental commissioning plan.</p> <ul style="list-style-type: none"> • A further paper will be submitted to consider increasing the level of overperformance up to a maximum of 10% headroom, if required to deliver the scheme. 	
King Street Dental Surgery -Opening Hours Request Dispute	<p>The group received a verbal update that the provider has appealed the decision made at the Dental Services Group on 25th September 2025 and has contacted NHS Resolution. A further update will be provided following the outcome from NHS Resolution.</p> <p>The group noted the update.</p>	
Assure		
NHS Delegated Assurance Framework Q2	<p>The report highlighted the local approach to ensuring compliance with the assurance requirements NHS England expects from the ICB in relation to the commissioning of delegated primary care services. The paper contains the completed section of the assurance framework for Dental Services for Quarter 2 ending September 2025. There were no areas rated as amber or red that require escalation to the Primary Care Contracting Sub Group.</p> <p>The group noted and approved the content of the report.</p>	
Contract Changes & Contract Hand backs – September 2025	<p>Assure the Primary Care Contracts Sub Group that the Group is assured that all processes and contractual changes made by the Delivery Assurance Team are in line with the regulations and the delegated authority for the Dental Services Group.</p>	

2. Summary of items or issues referred to other committees or the Board over the reporting period.

Committee and Date	Item or Issue	Referred to

Committee: Primary Optometric Services Group	Date: 8 th October 2025	Chair: Dawn Haworth
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Key Items Discussed		
Issue	Committee Update	Action
Alert	Nothing to Escalate	
Advise		
General Ophthalmic Services Contracts (GOS) in Lancashire and South Cumbria (LSC)	<p>Within the Primary Optometric Services Group Highlight Report it was shared that Lancashire and South Cumbria currently hold 169 GOS Mandatory Services contracts and 71 Additional Services contracts.</p> <p>Recent updates from NHSBSA include applications for new contracts, changes to service hours, termination notices, and practice refurbishments. The group has been kept informed of all developments.</p>	
Withdrawal of application for Additional Services Contract	<p>The group had previously agreed to delay issuing an Additional Services Contract to following an application from a provider, until a Welcome Meeting could be held with the contractors, to gain further assurance regarding the delivery of the contract.</p> <p>Following this, the Delivery Assurance Team contacted provider, who confirmed that they no longer wish to proceed with their application to deliver domiciliary services within Lancashire and South Cumbria.</p> <p>The team advised the provider to formally notify NHSBSA of their intention to withdraw the application. An email was subsequently</p>	

	<p>sent to NHSBSA by the team, informing them of the conversation and the contractor's decision to withdraw.</p>	
Post Payment Variation (PPV)	<p>Risk-Based Sampling for Period 6, covering claims submitted between 1st January 2022 and 31st December 2023, has now been received.</p> <p>Post Payment Verification (PPV) is conducted on a Northwest regional basis, with Lancashire and South Cumbria permitted to nominate two practices for audit.</p> <p>Following consultation with the Optometric Clinical Advisor, two practices were selected based on their status as high outliers, specifically due to a high volume of sight tests coded with early retest indicators for patients aged 16–69.</p> <p>At the Northwest regional meeting in September, NHSBSA confirmed that letters had been issued to the identified practices. Some practices have since responded by submitting the requested sample information.</p>	
Quality in Optometry (QIO)	<p>The programme of Quality in Optometry (QIO) visits is ongoing. A recent face-to-face visit to a practice in Pennine Lancashire was successful, with all required evidence provided except for one outstanding item.</p> <p>A completed visit form and an accompanying action plan outlining the missing evidence have been sent to the practice.</p>	

	<p>Another face-to-face visit is scheduled for 22nd October 2025, and the practice is currently in the process of submitting the necessary documentation.</p> <p>However, the Delivery Assurance Team has encountered challenges arranging a QIO visit with one contractor, despite initiating the process earlier in the year and following up with multiple phone calls and emails throughout September.</p> <p>To date, the contractor has not responded, and no visit has been scheduled. If no response is received by the end of September, the team will issue a formal letter reminding the contractor of their contractual obligations, proposing available visit dates, and requesting a response by a specified deadline.</p> <p>The letter will also advise that failure to respond may result in a remedial notice being issued. This action is supported by relevant clauses from the General Ophthalmic Services Contract, including Clause 58 and 59 regarding the provision of information, and Clause 71 concerning the commissioner's right to enter and inspect premises with reasonable notice and written authorisation.</p>	
Complaints Annual Submission 2024-2025	NHSBSA opened the second window for the annual complaint's submission on 21 July 2025, closing on 18 August 2025. Practices were notified of the reopening, and the Delivery Assurance Team	

	<p>issued an email to all contractors, including submission links and a reminder that submitting annual complaints data is a contractual requirement.</p> <p>The final complaints report for Lancashire and South Cumbria ICB for 2024/2025 has now been received, showing an 84% response rate. A total of 55 complaints were submitted, of which 27 were upheld.</p> <p>One practice received six complaints, and eight practices within the same group also reported complaints. No narrative was provided by the practice with six complaints or by the group practices.</p> <p>The Delivery Assurance Team will follow up with the practice to discuss the complaints. Additionally, NHSBSA reported that 30 practices within Lancashire and South Cumbria ICB did not submit their annual complaints return.</p> <p>The Delivery Assurance Team will contact these practices by email regarding their non-submission before seeking Group approval to issue breach notices.</p>	
Special Schools	<p>On 29 August 2025, a paper was submitted to the Commissioning Resource Group (CRG) seeking approval for proof-of-concept practices to continue delivering services in their current format, and for the Request for Information (RFI) to be published via the Atamis Portal and advertised on the Find-a-Tender website.</p>	

	<p>CRG supported both the continuation of the service and the publication of the RFI, recommending these proposals to the Executive Committee for approval. CRG also requested collaboration with the SEND team to ensure integrated working, and an initial meeting has since taken place.</p> <p>Additionally, CRG advised that an Equality and Health Inequality Impact Risk Assessment (EHIIRA) would be required. The outcome of the Executive Committee's consideration is currently awaited.</p> <p>The RFI was published on 2 September 2025, with a submission deadline of noon on 30 September 2025. All contractors across Lancashire and South Cumbria were notified by email.</p> <p>To date, only three responses have been received, along with a small number of clarification questions.</p> <p>Due to the low response rate, the Delivery Assurance Team issued a reminder email to all contractors.</p>	
Out of time Claim	<p>A request has been received from a practice seeking approval for the processing and payment of an out-of-time GOS3 claim.</p> <p>The standard claiming period for GOS3 is three months. The prescription in question was for a high hypermetropic correction, requiring two pairs of</p>	

	<p>spectacles, one of which was tinted.</p> <p>The lenses were custom-made, involving significant raw material and skilled labour costs, which the practice has already covered.</p> <p>Despite multiple attempts to contact the patient during the three-month period including phone calls and signed-for letters sent in January and February 2025 no response was received.</p> <p>The practice acknowledges that the claim was submitted outside the prescribed timeframe and that it was subsequently rejected by PCSE, who advised the practice to contact the ICB for consideration.</p> <p>The group is now asked to review and approve a late payment authorisation totalling £128.52</p>	
NHS Business Services Authority (NHSBSA) System Update	<p>NHSBSA has informed regional teams that, due to the ongoing ISFE system update, there will be delays throughout September in processing supplier set-ups and amendments for contractors.</p> <p>Existing contractors have been notified of changes to their payment dates because of this update. The implementation of ISFE2 is scheduled to take place on 1 October 2025.</p>	
Assure		
	Nothing to Escalate	

2. **Summary of items or issues referred to other committees or the Board over the reporting period.**

Committee and Date	Item or Issue	Referred to

Committee: Pharmaceutical Services Group	Date: 15/10/2025	Chair: Amy Lepiorz
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Key Items Discussed		
Issue	Committee Update	Action
Alert		
Nothing to Escalate		
Advise		
DSP application - Asrev Healthcare Ltd	<p>An application has been received from Asrev Healthcare Ltd requesting to operate a distance selling pharmacy at 1st Floor, 7 Hardy Close, Nelson Court Business Centre, Ashton-on-Ribble, Preston, PR2 2XP.</p> <p>The Group considered the application alongside the pharmacy regulations and found that it did not meet them.</p> <p>Refused</p>	Communicate refusal to PCSE
DSP application - Blueco Healthcare P5L9Y9	<p>An application has been received from Blueco Healthcare Ltd requesting to operate a distance selling pharmacy at Caxton House, Caxton Road, Fulwood, Preston, PR2 9NZ.</p> <p>The Group considered the application alongside the pharmacy regulations and found that it did not meet them.</p> <p>Refused</p>	Communicate refusal to PCSE
DSP application - Blueco Healthcare P5V7H4	<p>An application has been received from Blueco Healthcare Ltd requesting to operate a distance selling pharmacy at 468 Ranglet Road, Walton Summit Centre, Bamber Bridge, Preston, PR5 8AR.</p> <p>The Group considered the application alongside the</p>	Communicate refusal to PCSE

	<p>pharmacy regulations and found that it did not meet them.</p> <p>Refused</p>	
DSP application - Cure Clinics	<p>An application has been received from Cure Clinics Dispensing Services Ltd requesting to operate a distance selling pharmacy at 10 Cable Court, Pittman Way, Fulwood, Preston, PR2 9YW.</p> <p>The Group considered the application alongside the pharmacy regulations and found that it did not meet them.</p> <p>Refused</p>	Communicate refusal to PCSE
DSP application - Direct Health	<p>An application has been received from Direct Health Ltd requesting to operate a distance selling pharmacy at Suite 2, The Venue, St Marys Street North, Preston, PR1 5LG.</p> <p>The Group considered the application alongside the pharmacy regulations and found that it did not meet them.</p> <p>Refused</p>	Communicate refusal to PCSE
DSP application - Kim Pharma Ltd	<p>An application has been received from Kim Pharma Ltd requesting to operate a distance selling pharmacy at 12 Commercial Street, Brierfield, Nelson, BB9 5HH.</p> <p>The Group considered the application alongside the pharmacy regulations and found that it did not meet them.</p> <p>Refused</p>	Communicate refusal to PCSE

<p>DSP application - MPharma1 Ltd</p>	<p>An application has been received from MPharma1 Ltd requesting to operate a distance selling pharmacy at 141 St James Street, Burnley, BB11 1PD.</p> <p>The Group considered the application alongside the pharmacy regulations and found that it did not meet them.</p> <p>Refused</p>	<p>Communicate refusal to PCSE</p>
<p>DSP application - Seriva</p>	<p>An application has been received from Seriva Ltd requesting to operate a distance selling pharmacy at 117-121 Bond Street, Blackpool, FY4 1EY.</p> <p>The Group considered the application alongside the pharmacy regulations and found that it did not meet them.</p> <p>Refused</p>	<p>Communicate refusal to PCSE</p>

Assure		
	The Contract Manager is making decisions in line with the Pharmacy Policy Handbook.	

2. Summary of items or issues referred to other committees or the Board over the reporting period.

Committee and Date	Item or Issue	Referred to

Committee: Primary Care Capital Group	Date: 08 October 2025	Chair: Donna Roberts
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Key Items Discussed		
Issue	Committee update	Action
Alert		
General Practice – Notional Rent revaluations.	The group reviewed the District Valuation Offices' tri-annual reports for notional rents for several practices. All revaluations were approved and are reported in line with the Premises Cost Directions (2013 or 2024). The approval included the practice rent review that was queried at the previous meeting, the issues raised were resolved and accepted by the group.	Issue documentation to practices notifying and requesting acceptance of the revised values.
Reapportionment of the Business-as-Usual Capital budget.	The group reviewed the year to date spend on the Business-as-Usual Capital budget, with an underspend projected on the grant budget the group approved the recommendation to increase the GPIT proportion. This will allow the digital team to reprofile expenditure on GPIT equipment and consider capitalising digital licences in the next financial year.	Inform the digital team to generate further investment PIDs for GPIT.
Advise		
	Nothing to Escalate	
Assure		
	Nothing to Escalate	

3. Conclusion

3.1 Each of the service groups has conducted their business in line with their terms of reference.

4. Recommendations

4.1 The Primary Care Contracts Sub-committee is requested to:

- Receive and note the Alert, Assure and Advise (AAA) reports from the five primary care groups.

Sarah Danson and David Armstrong
Senior Delivery Assurance Managers
October 2025