



Spotlight on Primary Care Quality & Safety

Friday 29 April 2016 at Leigh Sports Village

FOLLOW UP NOTES

Question and Answers

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| <p>What is the incentive for a practice to improve, if necessary, following a Care Quality Commission (CQC) inspection?</p> | <p>If a practice is deemed to require improvement by the CQC then they must come up with an action plan for how they will address the issues. If the necessary improvements aren't made, they could be de-registered and cease to practice which is the incentive to improve.</p> <p>Practices who receive a good rating don't necessarily have an incentive to encourage them to move from good to outstanding. If patients at the practice challenge the standards then this may be the incentive for them.</p> |
| <p>Is the Friends & Family Test mandatory?</p> | <p>Yes it is, and practices report their Friends & Family Test results to NHS England on a monthly basis.</p> |
| <p>What is Patient Opinion and why is it not used much?</p> | <p>Patient Opinion is a national, online web based system. It is an independent feedback service that aims to promote feedback between patients and organisations. Patients are able to leave feedback about a particular service or organisation online, and the relevant organisation is able to respond.</p> <p>Patient Opinion is not marketed, which may explain why some people do not know about it. At the moment Patient Opinion tends to be used more around secondary care, i.e. people wishing to give feedback on hospital services rather than for GP services.</p> <p>https://www.patientopinion.org.uk/</p> |
| <p>What is the incentive around the Quality Outcomes Framework (QOF) and do practices have to achieve them all?</p> | <p>Within the Quality Outcomes Framework (QOF) there are a set of indicators that practices have to achieve against. Practices have to meet <u>all</u> indicators. There is a monetary incentive attached the Quality Outcomes Framework (QOF).</p> |
| <p>Are Quality Outcomes Framework (QOF) results in the public domain and can people search to see how their practice is doing?</p> | <p>Yes, the information is published online. Some practices publish their results on the practice website also. The following link to the QOF database should be helpful.</p> <p>http://www.gpcontract.co.uk/browse/02H/15</p> |
| <p>Are practices required to see patients within a certain number of days?</p> | <p>There is nothing in the GP contract to state that they need to see routine or urgent patients within a set amount of time. It is best practice to see urgent patients within 48 hours, but there is likely variation across the Borough.</p> <p>One of the Greater Manchester Primary Care Standards is around improving access to primary care, but not around seeing patients within a set amount of time.</p> |

Table discussion: What does Quality & Safety mean to you? And what would be the most important thing to you and your family?

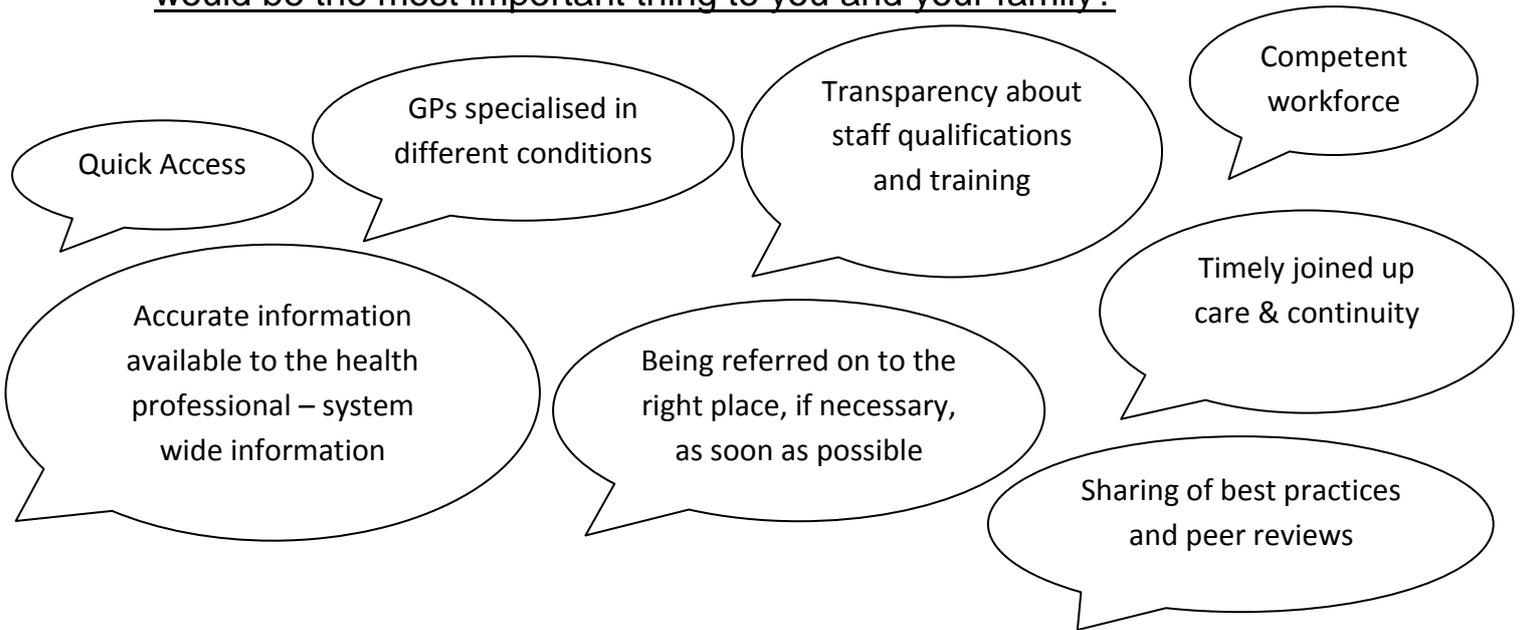
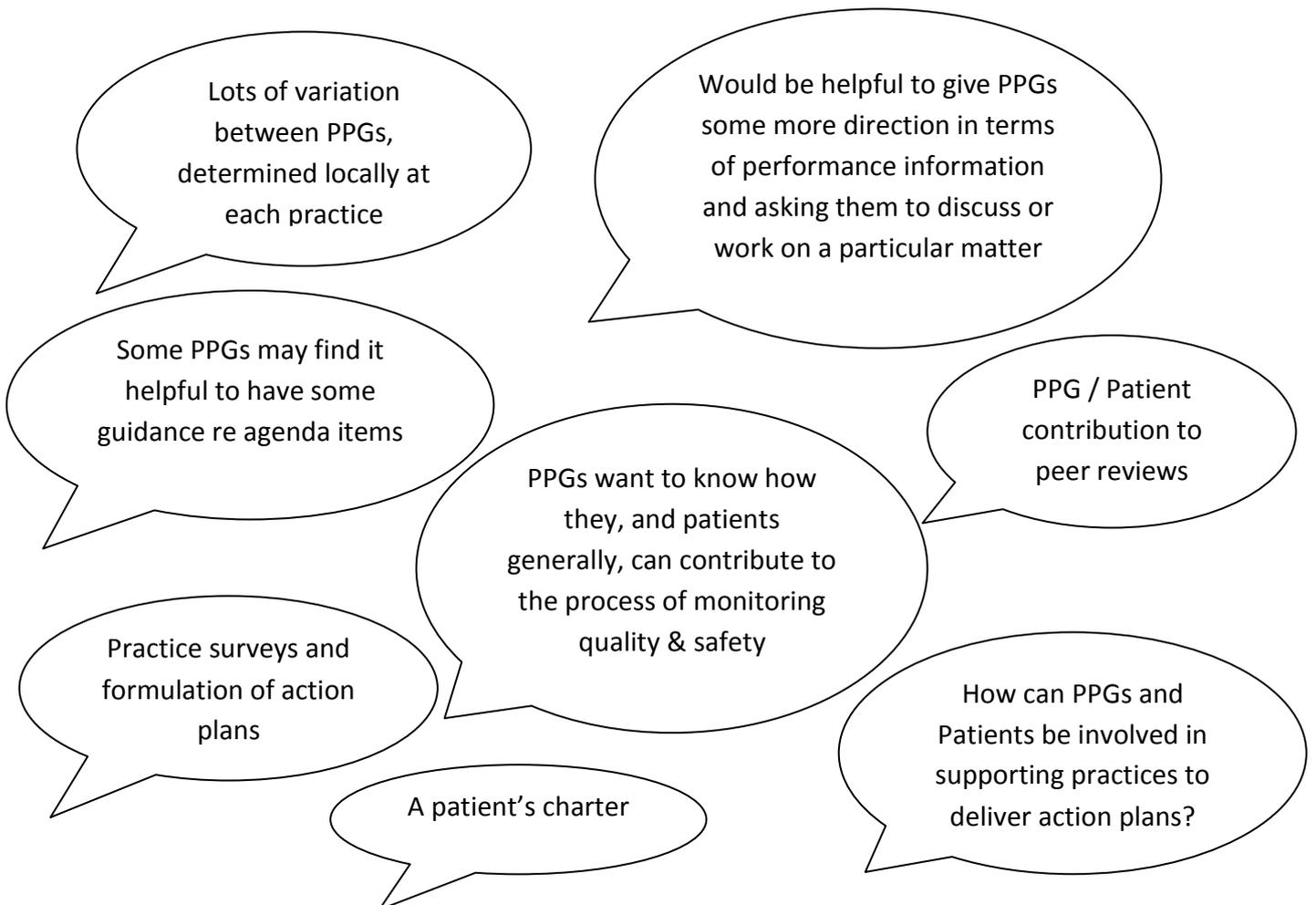


Table discussion: what role do PPGs currently play in the quality and safety agenda and how could they in the future?



Some things for us to work on ...

People need a better understanding of the Quality Outcomes Framework (QOF)

A system of displaying achievements

Explore the idea of simplified performance scorecards in practices to enable patients and members of the public to see how the practice is doing at a glance – headline information

Raising awareness of Patient Online and Ulysses

Helping PPGs get more information/feedback on the quality and safety measures for their practice

Links to other pieces of work referenced...

- Greater Manchester Primary Care Standards
- Primary Care Workforce
- Self-education / Self-management
- Accessible Information and IM&T

Any questions/queries please contact:

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