

Do you agree or disagree that incentives like QOF and IIF should form part of the income for general practice?

Incentive schemes may be useful in informing change within general practice however it is important to ensure that the data being collected as part of these schemes is representative of the needs and experiences of service users. This data should always include patient feedback alongside statistical data in order to provide a complete picture of the care experience.

Do you agree or disagree that QOF and IIF help ensure that sufficient resources are applied to preventative and proactive care?

N/A

Would relative improvement targets be more effective than absolute targets at delivering improvements in care quality while also addressing health inequalities?

The use of relative performance targets would allow providers in more challenging areas to improve the standard of care they provide within the scope of the local area. Setting targets at the national level ignores potential differences in the needs of the local population which may not be reflected across the whole country. Only by listening to the needs and experiences of the local population can these targets be tailored to the specific needs of these people, improving the care that they receive.

To what degree, if any, do you think that ICBs should influence the nature of any incentive scheme?

The ICB for a particular locality will have a better understanding of the care needs of the people living there than a national body making these decisions based on statistical data. Local people also have a clearer pathway to inform the ICB of what exactly they require from their care providers to help inform meaningful change. It is therefore important that the indicators being used to inform these decisions are rooted in the needs and experiences of service users as identified through detailed feedback.

Do you agree or disagree that a PCN-level incentive scheme like IIF encourages PCN-wide efforts to improve quality?

N/A

What type of indicators, if any, within incentive schemes do you think most help to improve care quality? (Select all that apply)

While statistical markers are useful in initial observation of care quality, detailed experience feedback will always be the best method of identifying the needs and concerns of service users. Data such as clinical outcomes may miss key issues within the care process as a positive outcome was still reached. Some of the methods of identification may even inconvenience the service users such as by having to take time off work to attend an appointment for an annual review rather than actually improving their care. In order to meet the needs of service users a flexible approach to care must be employed at all times. Patient feedback gives a holistic view of the care experience allowing key barriers and challenges experienced by service users to be highlighted more clearly. This will therefore allow for meaningful change in these services informed by the voices of the people using them.

Do you think there is a role for incentives to reward practices for clinical outcomes measured at PCN or place level?

In most cases gathering feedback the PCN level will yield a more representative sample of a given population and therefore can help to tailor the care provided to the needs of people in those areas. This may not always be the case however and in some areas the place level may be more representative of a given population. It is important to determine at which level the data is measured based upon what will provide the most representative view of the needs and experiences of service users. It is also important that the data gathered also includes detailed experience feedback as this is the only way to get a complete picture of the care provided within a given area.

Do you agree or disagree that there is a role for incentive schemes to focus on helping to reduce pressures on other parts of the health system?

While yes it is important to improve care in general practice to avoid unnecessary strain on other areas of the healthcare service it is important to ensure that this does not take away resources from solving problems in other areas. Every condition is different and many hospital visits are not entirely preventable through GP intervention, so it is important to ensure that pathways to these care services are just as well maintained in the event that they are needed.

Do you agree or disagree that incentives should be more tailored towards quality of care for patients with multiple long-term conditions?

While care tailored to specific conditions is important it must still be considered that these conditions can affect everyone differently and conditions can intersect in a number of ways. As a result there must still be flexibility in the approach to how practitioners provide care for these conditions. Practitioners must take a holistic, patient focussed approach to care incorporating feedback from the patients themselves.

Do you agree or disagree that patient experience of access could be improved if included in an incentive scheme?

While incentive schemes can likely be used to improve experience of access it is important to consider the type of data being used to shape these decisions. What exactly are the indicators for experience of access? Once again the focus of this research should be on obtaining continuous detailed feedback from the people accessing these services rather than statistics which do not reflect the entire experience of accessing these services.

Do you agree or disagree that continuity of care could be improved if included in an incentive scheme?

When discussing continuity of care it is important to consider the needs and wants of the specific patient or service user. Using general practice data is unlikely to fully represent the whole patient experience as many may feel uncomfortable being referred elsewhere but feel that they have no choice. People are only able to express these opinions through detailed patient feedback around continuity of care.

Do you agree or disagree that patient choice could be improved if included in an incentive scheme?

N/A

Do you agree or disagree that the effectiveness of prescribing could be improved if included in an incentive scheme?

Utilising data that compares prescribing between pharmacies is not always useful due to differences that may be present in the needs of the populations. This information may also miss the reasons for these differences between populations due to lack of detail which would be captured in service user feedback. It is therefore important to make sure that these decisions are informed on the local level with detailed service user feedback being used to lead improvements in the quality of care provided.

Do you think we could improve this process?

We believe that there are a number of key issues with the survey used for this consultation process. We firstly feel that when requesting feedback from the general public, additional information is required to explain the proposals being discussed in more detail. More clarity is also required as to the subject of each question with the use of abbreviations and specific bodies potentially acting as a barrier to the public's understanding. These issues with understanding are likely to impact the quality of feedback being received and should therefore be addressed for future consultations. It should also be noted that the ability to add a qualifying statement being tied to the specific responses given makes it difficult to express certain sentiments. This led to situations where we were required to select a response which did not reflect our view and then qualify this in the text response in order to voice our concerns. This is confusing for both those providing feedback and those looking at the responses and can lead to important feedback being missed. It is also disappointing to see that this survey is only available online in this specific format. The survey should have been provided in other formats to be more accessible to individuals with additional sensory and language needs as well as allowing other ways to comment on the proposal.

