

Ipsos MORI

ROCR/07/009

Practice Based Commissioning Survey

<<TITLE. INITIAL. SURNAME>>
ADDRESS1
ADDRESS2
ADDRESS3
ADDRESS4
ADDRESS5
POSTCODE

<<ID>>
<<ONLINE USERNAME>>
<<ONLINE PASSWORD>>

June 2007

Dear <<Title>> <<Surname>>

The Department of Health has commissioned Ipsos MORI to conduct a survey to find out your views on Practice Based Commissioning (PBC) implementation. The survey has been approved by the Review of Central Returns Steering Committee (ROCR).

Your practice has been selected at random from all practices across England and I would like to invite you to take part in this short survey. It would be helpful if you complete the questionnaire on behalf of your individual practice, whether you are part of a consortium or not. The questionnaire should take less than 10 minutes to complete. **Please feel able to pass this questionnaire to the most appropriate person at this practice.**

The survey has been designed to obtain a wider view of practice engagement in PBC and give practices a voice on PBC implementation. As such, your views are extremely important to the Department of Health, and your local PCT with whom the survey data will be shared. We will use the data to inform the national picture of PBC and to influence future policy direction. In addition, the responses will give important feedback to your PCT, allowing them to understand better how useful you find their support for PBC, and informing discussion of the PCTs performance with the SHA. We will be repeating the survey every quarter in order to assess how things are changing over time.

All of your answers will be treated in the strictest confidence. No practice will be identifiable from the data - only aggregated results will be shared with DH and PCTs. Indeed, only Ipsos MORI will know you have participated in this research.

If you have any questions or concerns about this survey please do not hesitate to contact Jon Ardill or John Kennedy at Ipsos MORI on 020 7347 3000 or by email at firstname.surname@ipsos-mori.com. Alternatively, you can contact Claire Stoneham at the Department of Health on 020 7633 4001 or email Claire.Stoneham@dh.gsi.gov.uk who will be very happy to help you.

Please return your completed questionnaire in the pre-paid envelope provided with this questionnaire **as soon as possible or by 13 July 2007**. No stamp is required.

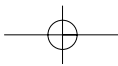
Alternatively, should you wish, you are very welcome to take part in the survey online. You can gain access to an electronic version of the survey by typing the following web address: **www.ipsos-mori.com/pbcsurvey** into your browser and then entering your practice's unique username and password which can be found in the top right-hand corner of this letter.

I very much hope you will be able to take part and thank you very much for your help in advance.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'David C. Thomé'.

David Colin-Thomé
National Clinical Director for Primary Care



SECTION 1 – INTRODUCTION

Q1 How would you rate your relationship with your PCT? PLEASE TICK ONE BOX ONLY

- | | |
|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> Very good | <input type="checkbox"/> Very poor |
| <input type="checkbox"/> Fairly good | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Fairly poor | |

Q2 In general, to what extent do you support or oppose Practice Based Commissioning (PBC) as a policy? PLEASE TICK ONE BOX ONLY

- | | |
|---|--|
| <input type="checkbox"/> Strongly support | <input type="checkbox"/> Tend to oppose |
| <input type="checkbox"/> Tend to support | <input type="checkbox"/> Strongly oppose |
| <input type="checkbox"/> Neither support nor oppose | <input type="checkbox"/> Don't know |

SECTION 2 – PBC BUDGETS AND PLANS

Q3 Has your practice been given an indicative budget for PBC by your PCT for 2007/08? PLEASE TICK ONE BOX ONLY

- YesANSWER Q4
- NoGO TO Q5
- Don't knowGO TO Q5

PLEASE ANSWER IF YOUR PRACTICE HAS BEEN GIVEN AN INDICATIVE BUDGET FOR PBC

Q4 To what extent has the indicative budget made a difference to the way in which your practice operates? PLEASE TICK ONE BOX ONLY

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> A great deal | <input type="checkbox"/> Not at all |
| <input type="checkbox"/> A fair amount | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Not very much | |

EVERYONE PLEASE ANSWER THE NEXT QUESTION

Q5 Have you agreed a commissioning plan with your PCT for 2007/08? PLEASE TICK ONE BOX ONLY

- YesANSWER Q6
- NoGO TO Q7
- Don't knowGO TO Q7

PLEASE ANSWER IF YOU HAVE AGREED A COMMISSIONING PLAN WITH YOUR PCT

Q6 How confident are you that your commissioning plan will free up resources? PLEASE TICK ONE BOX ONLY

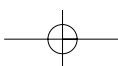
- | | |
|---|---|
| <input type="checkbox"/> Very confident | <input type="checkbox"/> Not at all confident |
| <input type="checkbox"/> Fairly confident | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Not very confident | |

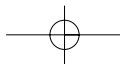
SECTION 3 – SERVICES

EVERYONE PLEASE ANSWER THE FOLLOWING QUESTION

Q7 How many new services, if any, has your practice commissioned as a direct result of PBC? PLEASE TICK ONE BOX ONLY

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> No new services | <input type="checkbox"/> Five or more |
| <input type="checkbox"/> One or two | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Three or four | |





Q8 Is your practice now providing more services commissioned through PBC?
PLEASE TICK ONE BOX ONLY

- Yes
- No
- Don't know

Q9 Have you submitted business cases for service redesign to your PCT?
PLEASE TICK ONE BOX ONLY

- YesANSWER Q10
- NoGO TO Q11
- Don't knowGO TO Q11

PLEASE ANSWER IF YOU HAVE SUBMITTED BUSINESS CASES FOR SERVICE REDESIGN

Q10 How many, if any, of the business cases for service redesign have been accepted by your PCT?
PLEASE TICK ONE BOX ONLY

- All
- Most
- Some
- None
- Don't know

EVERYONE PLEASE ANSWER THE NEXT QUESTIONS

Q11 To what extent do you agree or disagree that the process your PCT has in place for approving business cases is robust enough?
PLEASE TICK ONE BOX ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

Q12 To what extent do you agree or disagree that PBC has improved patient care?
PLEASE TICK ONE BOX ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know
- Too early to tell

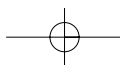
SECTION 4 – INCENTIVES AND SUPPORT FROM PCT

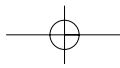
Q13 Has your PCT provided a financial incentive scheme for PBC in 2007/08?
PLEASE TICK ONE BOX ONLY

- Yes
- No
- Don't know

Q14 How would you rate the quality of managerial support for PBC provided by your PCT?
PLEASE TICK ONE BOX ONLY

- Very good
- Fairly good
- Fairly poor
- Very poor
- Don't know





Q15 How would you rate the following aspects of the information provided for PBC by the PCT?
PLEASE TICK ONE BOX PER ROW

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know
The quality of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The format of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The frequency of information provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 How, if at all, do you engage with your local population for PBC purposes?
PLEASE TICK ALL THAT APPLY

- Through consultation events/public meetings
- Through patient groups
- Through patient representatives
- Through patient surveys
- Through public surveys
- Through a voluntary or community sector organisation
- Through collecting ad-hoc patient views in surgery
- Other (PLEASE WRITE IN)

- Don't engage with local population
- Don't know

Q17 Is there anything else you would like to add about the way PBC is developing locally?
PLEASE WRITE IN BELOW.

SECTION 6 – FUTURE CONSULTATION ABOUT PBC

Q18 We are looking at ways to make it easier for you to participate in this survey. In which of the following ways would you prefer to be re-contacted in future about your views on PBC?
PLEASE TICK ONE BOX ONLY

- Post
- Telephone
- Email
- No preference

Please provide your name, telephone number and email address. Your details will only be used for this survey and will not be passed on to any third parties, including PCTs.

All the information we collect will be kept in the strictest confidence, and used for research purposes only. It will not be possible to identify any particular practice in the results.

Name: Dr/ Mr/ Mrs/ Ms/ Miss (*delete as appropriate) _____

Signature _____

Job title _____

Telephone number: _____

Email address _____

Thank you very much for your help.
Please return your completed questionnaire FREEPOST to Ipsos MORI in the envelope provided by 13 July 2007. You do not need a stamp.

