

GP Patient Survey: Your doctor, your experience, your say

This briefing note is intended to reflect developments and lessons learned since the GP Patient Survey was launched in January.

Improved Access Scheme

1. The Survey was developed alongside the 'Improved access Scheme' directed enhanced service (DES). The scheme aims to reward good GP access by using some of the Survey results to assess practice performance against the standards set out in the scheme.
2. The Survey was administered by Ipsos MORI in the form of a postal questionnaire to around 5 million members of the public, sent between January and March 2007. The Survey results will be available in late May with practices receiving their DES payments in the first quarter of the 2007/08 financial year.
3. Payments are linked to the number of positive responses received from patients surveyed. The access questions have a graded scoring level attached with high percentage scores receiving higher payments. The PCT will assess the levels achieved guided by the Financial Reporting Standards (FRS) 12 rules around provision.
4. Paragraphs 7B 22-26 of the Statement of Financial Entitlements set out the mandatory translation tables that link survey results to specific levels of payment.
5. Practices that chose to opt out of the Survey or score less than the minimum levels will not receive payment. It is likely that some practices may give reasons for low scores or non-participation in the Survey. The SFE provides no power for PCTs to make any payments where the normal criteria are not met.

Choice/Choose and Book

6. The Choice element of the Choose and Book DES was conducted at practice level between 15th January – 30th March.
7. Practices will receive a reward payment if 60% or more of their patients who respond to the questionnaire agree that they had a discussion about choice with their GP. The detailed payment scheme is set out in paragraph 7D of the SFE.

8. The full value of the DES is 96 pence per registered patient and comprises two equal components: 48 pence for choice and 48 pence for Choose and Book.
9. Half is paid as an aspiration payment with the remaining half to be paid if at least 60% of patients agree they were offered choice.
10. In addition practices will receive a one-off payment for handing out the questionnaire to relevant patients. This is 2.8p per registered patient registered on 1st January 2007.

Survey data

11. The Survey results will be available in late May. SHAs have been asked to provide email addresses for all their PCTs so that DH can email the raw results data directly to a named contact.
12. The results will be placed in the public domain and will attract interest from the media. The results will be a resource to contribute to PCTs' plans to develop services or improve access and to their discussions with local practices and patients.
13. For more detailed guidance please refer to the following DH website page:
http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_073623