

Choice Survey case studies

The following case studies have been drawn from the queries directed to the PCC GP Patient Survey helpdesk and illustrate some of the typical scenarios received and how these were resolved.

Case Study 1

Practice A contacted their PCT to seek confirmation of the GPPS process as they had not appeared in the final results. Because they operated in a particularly deprived area they thought it was possible that patients had not completed the questionnaires. The GPPS Helpdesk, having liaised with Ipsos MORI, was able to provide details of when the Choice questionnaires were delivered and who signed for them. The Practice subsequently discovered that, although they had received the questionnaires, they had temporarily mislaid them and as a consequence had not distributed them within the agreed time frame.

Case Study 2

The Helpdesk was contacted by a PCT who believed Choice results were missing for two of its practices. On further investigation by the GPPS Helpdesk it was revealed that in each of these two instances Ipsos MORI's nominated courier had made two separate attempts to deliver the Choice questionnaires. Ipsos MORI had also written beforehand to practices to make them aware that delivery of the questionnaires would be taking place in the next few days and that a member of the practice's staff would need to sign for the delivery.

Case Study 3

Practice B contacted its local PCT to say that it had not received any Choice surveys. The practice had, at the time of the GPPS, been going through a merger and investigation by the GPPS Helpdesk revealed that they were not included on the DH list supplied to Ipsos MORI. As a consequence the Helpdesk was able to confirm that no questionnaires had been sent out to the practice.

In each of the above instances PCTs were reminded that they had local discretion in deciding whether to pay or not pay practices and that the DH would not make judgements in individual cases.