



*Developing Primary Care*

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# **Reviews For Practice Development**

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# What we do

## Individual practice requests

- Data gathering and questionnaires; structured visits and interviews
- Comparative analysis, Individual PPDP; Report

## Practices with specific problems

- Tailored information gathering and visit
- Practice report

## PCO contracts for multi-practices

- Data gathered on all practices; criteria based visiting proforma and structured visits
- Comparative analysis, Individual PPDPs; Report and RAG status

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# The Diagnostic Model

## The Process

- Scoping the issues and the approach
- Information gathering
- Practice visit by trained and experienced team
- A report
- A practice professional development plan if required

## The assessment is based on four domains

- Clinical effectiveness and outcomes
- Patient experience
- Organisational effectiveness
- Patient safety

## The information comes from

- Information from the PCO
- Practice pre-visit questionnaire
- Practice visit including interviews

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# Key Attributes

## Practice-centric

- Developmental
- Voluntary

## Attractive to PCOs

- Can link to quality incentive scheme
- Identifies where standards are unacceptable

## Clear focus

- Assesses organisational competency
- Doesn't guarantee clinical competency

## Offers a prescription

- The PPDP offers a pathway for each practice
- Overall report guides for the PCO

## Cost Effective

- Prices are tailor-made to circumstances
- Customer feedback indicates appreciation of value for money

## Acceptable

- CHEC is objective and part of the NHS ethos
  - All parties accept the outcomes
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