

Developing Quality Accounts for Primecare services

During 2010, Primecare led the way in the development of regular quality reporting for commissioning organisations.

Primecare are the first independent health care provider to have developed this unique reporting system which allows regular, transparent reporting of both national and locally agreed quality indicators.

The Quality Accounts were developed as a means of assuring Primecare's patients, the public and commissioning organisations, which includes Primary Care Trusts, Local Health Boards and Police Forces, of the quality and safety of Primecare services. A different Quality Account is produced for each of Primecare's services which is then shared with the commissioner on a quarterly basis at quality assurance meetings.

The Accounts include performance measures against a number of indicators under the headings of patient safety, effectiveness and patient experience and are in addition to the standard National Quality Requirements. They include medicines management, audit, clinician management, usage of local clinicians, patient experience and rota fulfilment. As well as these national indicators that are included in each Quality Account, a number of local indicators have been developed in collaboration with commissioners which will evidence continuous improvement in topics which are locally driven and add local value to the overall health economy.

Primecare's Head of Safety and Quality, Judy Prescott, said:

"We have developed these Quality Accounts because we are committed to providing our commissioners with regular, transparent information on the quality and safety of our services, which goes above and beyond our

contractual requirements. We are using a combination of national indicators alongside local priorities that are of particular interest or importance to the local population.

"Our intention is to work with commissioners to make these Quality Accounts available to the public because we believe that patients should have access to information about how their health services measure up."

NHS Mid Essex is one of Primecare's commissioners who are pleased to see this new development. Head of Strategic Change, Tracy Porter, said:

"Primecare have demonstrated a pro-active approach in the development of these Quality Accounts. The Accounts are invaluable in providing the right levels of assurance to us on our out of hours services and other Primecare contracts. We have particularly appreciated the opportunity to add local indicators that reflect the priorities of our organisation."



Key features of Quality Accounts in Primecare out of hours services

- Overview of quality measures - what patients value
- Performance against Primecare Quality Improvement initiatives
- Standards against locally agreed priorities
- Quarterly performance against 22 quality standards
- Performance against National Quality Requirements (NQRs)
- Patient feedback



Safety

- Rota fulfilment
- Investigation of any NQR breaches
- Medicines management compliance
- Prescribing
- Facilities check-list
- New doctor hours
- Agency doctor hours
- Risk registers
- Use of local doctors

Effectiveness

- Audit of clinician / patient interactions
- Clinical compliance with standards
- Clinical newsletters
- Mandatory training
- Integrated care pathways meetings

Patient experience

- Number of complaints
- Complaints acknowledged
- Complaint timescales met
- Learning outcomes from complaints
- Patient surveys completed
- Patient experience results
- Meetings with patients

