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News release

FAO: News editors / health reporters

For: Immediate release

Primecare launches new Quality Accounts for contracted services

Commercial health care provider, Primecare, has this month launched their Quality Accounts programme in collaboration with commissioning PCTs.

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 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 sent to the commissioner on a quarterly basis.

The Accounts include performance measures against several national quality indicators such as medicines 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.

Primecare's Medical Director, Dr Bruce Websdale, 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, that 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."

ENDS

Notes to editors

- 1 To view a sample copy of a Quality Account and to arrange interviews please contact Ruth Wilkin, Head of Communications and Marketing on 0121 214 3763.