



## Thank you!

## **Understanding person centred coordinated care in Somerset**

A huge thank you for taking part so far in the evaluations currently underway in Somerset to better understand person centred coordinated care. The following document sets out the timeline for all the elements of the evaluation and where we hope you, as a GP practice, will be able to contribute.

Your contribution to this work is supporting the continuation of the SPQS Pilot

### About the evaluation:

- During 2016, in collaboration with Somerset CCG and the GP practices within Somerset, the South West Academic Health Science Network (AHSN) and South West CLAHRC (Collaboration for Leadership Applied Health Research and Care) at Plymouth University are evaluating the development of person centred coordinated care (PCCC) as part of the Somerset Practice Quality Scheme (SPQS) and the Test & Learn projects (T&L).
- The evaluation is designed to understand to what extent PCCC is being achieved, through the following perspectives:
  - Organisational change towards delivering person centred coordinated care
  - Practitioner experience of person centred coordinated care
  - Patient experience of person centred coordinated care

As we are evaluating both SPQS and the Test & Learn projects, we are working hard to ensure that you and your patients are not asked to complete the same questionnaire twice!

### Where we need your help:

We would like you to complete 2 different questionnaires this year;

#### 1. The Organisational Change Tool:

- Completed twice this year by 1-2 people in your practice, e.g. Practice Manager/Lead Clinician
- Helps map your progress, as an organisation, towards delivering person centred coordinated care (PCCC)
- It is quite lengthy (sorry) but once completed, it will provide you and your practice team with a
  good understanding of where you are excelling, and where you might want to focus on
  development based on national and international evidence of 'what good looks like'
- We will be feeding back your results to you directly over the next couple of months.

#### 2. The Practitioner Survey:

- Completed individually once for SPQS and at two other time points over 1 year for T&L sites
- It is a measure of your own personal experience of delivering PCCC.

We will be asking your patients about their experience of person centred and coordinated care through a questionnaire, focus groups or qualitative interviews. We may need your help in identifying some willing patients, but the questionnaire will be administered centrally.

The diagram overleaf outlines the timescales for each questionnaire. We will remind you of key dates, and will feedback results back to you when we can.

# Overview of all evaluation questionnaires to be completed by Somerset practices:

**GP Practice Perspective** 

Organisational Change Tool (OCT)

Somerset Organisational Change
Tool Survey

https://www.surveymonkey.co.uk/ r/PCCC OCT First time

Jan-March 2016

**36** GP Practices have already completed the OCT – **thank** –**you!** 

YOU CAN STILL COMPLETE THE OCT

 Please follow the link to complete online Second time

Dec 2016-Jan 2017

We will send you the link to complete this survey again in December 2016

Practitioner Perspective
Practitioner Experience Survey

Somerset Practitioner Experience
Survey

https://www.surveymonkey.co.uk/r /TestAndLearnStaffSurvey Only once for SPQS

**April - May 2016** 

**46** practitioners have already completed this survey – **thank** –**you!** 

We will provide

individual practice

feedback on your

**OCT** results

THERE'S STILL TIME TO COMPLETE
THE PRACTITIONER SURVEY

 Please follow the link to complete online Second time for T&L

Nov –Dec 2016

2017

Third time

for T&L

We will send you the link to complete this survey again in Nov-Dec 2016 We will send you the link to complete this survey again in April-May 2017

**April** – May

Patient Perspective
Practitioner Experience Survey

We will be sending out patient questionnaires centrally or via the Test & Learn Hubs. We will let you know before we send anything to your patients.

No action required from practices.

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