

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:

