

CLAHRCBITE

Brokering Innovation Through Evidence

TITLE: The evaluation of the impact of a quality contract, developed to offer consistency of service provision to an agreed quality standard for those registered with a general practice in Liverpool.



To determine the impact that the implementation of the GP Specification (a quality contract) has made upon healthcare activity, quality of general practice and patient experience over a 5-year period.

Assessed against 4 key areas, which are:

- Changes in the management of Long Term Conditions
- Changes in the use of secondary care resources
- Changes in health inequalities
- Changes in the behaviour/system changes in General Practice

Background of the project

The Liverpool General Practice Specification (GP Specification) was conceived against a background of significant variation within general practice in the city. The Liverpool General Practice Specification was developed as a single contract which included a standardised range of services to be offered by general practices in Liverpool. The aim of developing a single specification was to offer consistency of service provision to an agreed quality standard for all patients in the city.

- 20 practice teams invited to participate
- Interviews with multi-disciplinary teams including GPs, nurses, practice managers and admin staff.
- Identified key themes from practice experience
- Overlay quantitative data analysis

What we found and what does this mean?

- Use of Secondary Care
 - Peer reviews of referrals (prospective & retrospective) taking place more systematically and routinely
 - Difficult for general practice to have an impact on ACS admissions in areas with high levels of deprivation
 - Adult ACS admissions have grown by a smaller percentage than peer CCGs
 - Initial analysis suggests admissions have shown the greatest reductions in the areas with the highest and lowest levels of deprivation.

- Health Inequalities
 - Little focus on these during implementation
 - Difficult for general practice to influence due to wider socio-economic factors

- Behaviour and systems
 - Strong clinical and managerial leadership required
 - More staff recruited and up-skilling of existing staff
 - More audit and self-learning
 - Differences in approach to the implementation of the specification between practices

- Long Term Conditions
 - More systematic management of long term conditions
 - Greater consistency of management across different practices
 - Closed the gap with England

What next?

- Final report Spring 2018
- Findings will be disseminated to stakeholders, including Liverpool CCG member practices Liverpool GP Provider Organisation, PPGs situated in Liverpool General Practices, Liverpool CCG and neighbouring commissioning organisations.

Partners / Stakeholders

- Liverpool PCT / CCG
- Liverpool GP Practices
- Liverpool LMC

What is NIHR CLAHRC NWC?

The mission of the NIHR CLAHRC NWC is to work collaboratively with Partner organisations and other stakeholders including members of the public to co-produce and conduct high-quality, leadership enhancing, applied research designed to decrease health inequalities and improve the health of the population of the North West Coast.

Find out more

<http://www.clahrc-nwc.nihr.ac.uk/index.php>

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