



## Havering Primary Care Trust

### Quality and Outcome Framework Annual Review Feedback

Overall, Assessors and Practices viewed the Quality and Outcome Framework Annual Review process as a positive baseline assessment, and a useful learning tool for all parties involved.

More than 80% of Practices indicated that the first review process was either excellent or good.

Eighty-seven percent of practices agreed that they were sufficiently prepared for the review process. A few Practices encountered difficulties due to the fact that new computer systems were installed shortly before the visit took place.

Seventy-five percent of Practices either agreed, or agreed strongly, that the assessing team were sufficiently prepared for the visit, and 65% agreed that they were able to discuss their future aspiration.

More than 60% agreed that the assessing team asked appropriate questions to develop the discussion as well as demonstrating knowledge and skills in relation to overall understanding of the NHS, good knowledge of the GMS contract and PMS arrangements. These Practices also agreed that the assessing team displayed a clear understanding of:

- the principles, purposes and processes involved in review visits
- awareness of and commitment to confidentiality
- personal skills in interviewing, listening, giving feedback
- skills in chairmanship
- time management and team working
- good understanding of evidence required for each indicator
- skills in summarising/report writing by the assessing team were also indicated by more than 60% of Practices.

More than 90% of Practices felt the process was fair and in the spirit of a high trust contract, and were given the opportunity to comment on the factual accuracy of the draft report.

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