

February 11, 2009

More Evidence Based QOF Changes

Press Release

After many months of negotiation, both NHS Employers and the GPC have finally agreed on a new set of indicators for the new GMS contract for 2010/11.

The changes, which have been broadly welcomed by patient groups, are much in line with the recent moves, headed by Lord Darzi, towards enhancing the customer experience for patients in the NHS.

The BMA said that it had made significant improvements to the initial negotiating position and had insisted on a change of the emphasis from one of a quaint old-fashioned teashop, to a more modern and robust coffee house stance as befitting the new NHS..

The changes in brief include a new set of indicators for customer service:

MOCHA 1 (50 points) The practice can produce a full register (or menu) of hot and cold beverages available free of charge to its patients at the reception desk.

MOCHA 2 (100 points) The practice can offer those fine chocolate powder sprinkles in a pretty heart shape floating on the top of the frothy milk.

MOCHA 3 (200 points) The number of desserts and sweets available free of charge to patients (payment stages – variable, more points are available to those practices offering homemade selections that include Swiss chocolate cheesecake, blueberry muffins and carrot and coriander cake with buttercream on top).

MOCHA 4 (50 points) The percentage of seating in the waiting area devoted to comfortable leather armchairs, soft sofas and plush loungers (payment stages 50-90%).

MOCHA 5 (20 points) The percentage of patients called by their first name to collect their order (payment stage 100%).

MOCHA 6 (10 points) The percentage of patients able to connect wirelessly to the practice internet service whilst enjoying their hot beverage (payment stages 40-70%).

Indicators for obesity, ischaemic heart disease and diabetes have all been removed from the GMS contract in order to accommodate the new customer service indicators.

The Department of Health also chose the opportunity to announce a modification to revalidation plans by introducing an innovative name badge scheme for GPs. In the new scheme, GPs would be able to sport a gold star on their name badge for each completed revalidation year. With every five gold stars, the GP would be able to renew their licence to cater in the NHS.