



Llywodraeth Cymru
Welsh Government

Our Ref: ATISN 11535

13 September 2017

Dear ,

ATISN 11535 – GP Monitoring

Thank you for your request to the Welsh Government for information under the Freedom of Information Act 2000, received on 18 August. Apologies for the delay in acknowledging your request.

Your request was as follows:

I would like to be provided with the following information regarding ways in which the NHS in Wales monitors the performance of GP practices: I refer to these as "monitoring schemes" below. In England, examples of the schemes that exist are the Care Quality Commission's Intelligent monitoring scores (<http://www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-gp-practices>) and the GP patients survey results (<https://www.gp-patient.co.uk/>). I am looking for details of comparable schemes in Wales.

- a) a list of the monitoring schemes which are in use, or have been used in the recent past, or are under consideration for implementation in the future
- b) for each of the schemes, a web address where I can find an overview of the aims of the scheme, the measures it collects, and the method(s) by which those measures are obtained (if no information is available online, then a copy of any internal documents which you hold which summarise similar information will be fine)
- c) details of how I can obtain the latest (and if possible, any historic) performance ratings for a GP practice within Wales under each of these schemes.
- d) Any information you hold which describes or assesses the effectiveness of each scheme, its strengths and weaknesses, and possible improvements which have been identified.

Welsh Government holds some of the information requested.

Welsh Government does not compile performance ratings for general practice. Health Boards in Wales are responsible for the provision of health services and as contract holders they are also responsible for the performance management of general medical services. In this context, you may wish to consider contacting Health Boards directly. I have attached a

link to the contact details for Health Boards in Wales here:

<http://www.wales.nhs.uk/ourservices/directory/LocalHealthBoards>

Welsh Government collects data from the seven health boards and publishes analysis in statistical bulletins. I have attached the following links which you may find useful:

GP opening time and appointment times <http://gov.wales/statistics-and-research/gp-access-wales/?lang=en>

General Medical Services Contract: Quality and Outcomes Framework <http://gov.wales/statistics-and-research/general-medical-services-contract/?lang=en>

Health Inspectorate Wales are responsible for a programme of general practice inspections, details of the programme and reports are available from their website

<http://hiw.org.uk/about/whatwedo/inspect/gp/?lang=en>

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or email: FreedomOfInformationOfficer@wales.gsi.gov.uk

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,