

**NHS East of England
PBC Survey Report - Wave 2
December 2007**

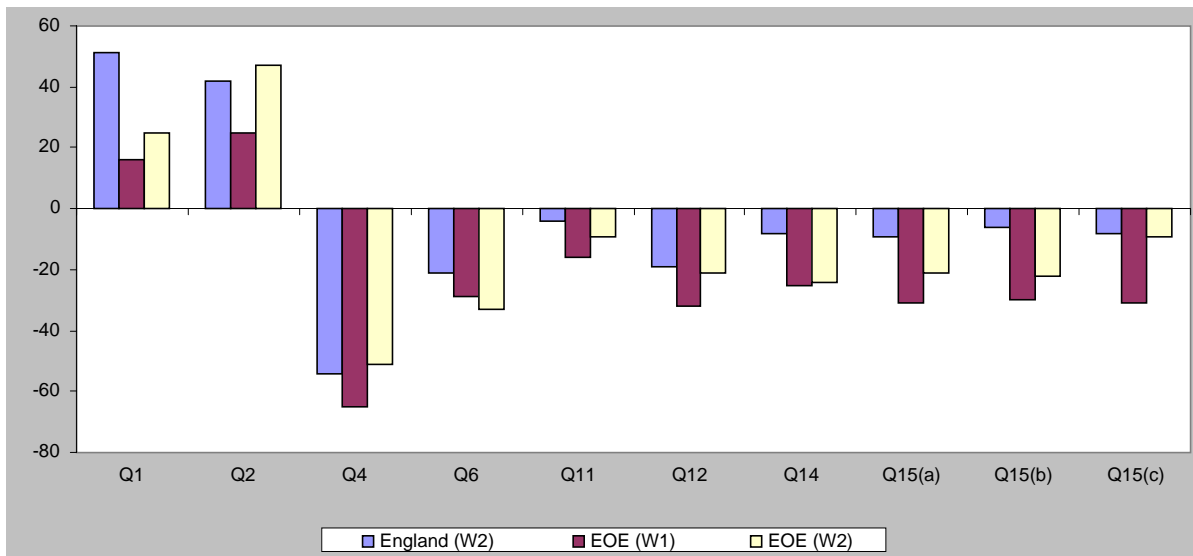
1. Headlines

Wave 2 survey results have predominantly reiterated Wave 1 demonstrating the net response from GPs across the East of England (EoE) to be less positive than England as a whole. Nonetheless, there is an improvement on the last wave, responses being more positive and less negative than for wave 1.

Most significantly, wave 2 results show a substantial change in support for PBC across the region; positive support for the policy has increased by 22% since the last survey and there is now marginally more support for PBC across the EoE than there is nationally (Figure 1).

The following figure demonstrates the net scores of wave 2 responses across the EoE compared to national (wave 2) and EoE wave 1 response scores for some of the key questions.

Figure 1.



2. Key Messages

Practice relationships with PCTs (Qu 1) Although there has been an improvement in the net number of positive relationships with PCTs reported across the EoE, there has been a greater improvement nationally widening the gap between the national positive response rate and that of the EoE. 2 PCTs across the region have as yet to achieve a net positive response to this question.

Indicative Budgets (Qu 3) 10% more practices are reporting that they have been given an indicative budget; however, 21% of respondents across the EoE reported that they have not been given an indicative budget.

There has been an 8% increase in responses supporting the premise that indicative budgets are making a difference to the way in which practices operate (Qu 4). Even so, the majority (75%) of responses still oppose this view.

Freed up Resources (Qu 6) Wave 2 survey responses suggest that practices are increasingly cynical about PBC freeing up resources. 65% (as opposed to 63% in the last survey) of responses reported that they were not confident that PBC would free up resources. This is surprising since the majority of PCTs no longer have a financial deficit. Only one PCT across the region in both surveys consistently had a net positive response to this question.

Business Case Submission and Approval Wave 2 results imply that there has been an improvement in the rate of business case submission and approval compared to wave 1. 8% more practices reported that they have submitted business cases to the PCT (Qu 9) and 10% more practices responded saying that all business cases submitted had been accepted by their PCT (Qu 10) in comparison to wave 1. Nevertheless the majority (39%) of responses reported that no business cases had been approved. Encouragingly, there has been a significant increase (21% wave 1 to 37% wave 2) in responses reporting that new services had been commissioned as a result of PBC.

33% of respondents do not think that PCT processes for reviewing business cases are robust enough (Qu 11). Responses are marginally more negative than wave 1. Only one PCT has had a net positive response to this question across both surveys.

Management Support and Information Overall there is no change to responses reporting on how practices rate managerial support provided by PCTs (Qu 14). Responses from only one PCT in this wave report a net positive response. Similarly, the majority of responses for all three information indicators (Qu 15) denote that information provision is poor. Still, responses relating to information have marginally improved on all three scores.

Summary

Though Wave 2 results across the NHS EoE show a marginal improvement on Wave 1, the overall EoE response to the survey is still less positive than England as a whole.

The survey suggests that there is considerable support for PBC within practices across EoE though they are less positive about the information and support provided by PCTs and business case approval processes.

The NHS EoE has in the last quarter, as part of their regional programme completed several key actions to assist PBC implementation. This has included a review of business case approval and incentive schemes to identify recommended practice, development of a PBC performance framework and an extension of the national survey.

Starting from January 2008 EoE PCTs will report on local PBC activity as part of their quarterly SHA performance review. PBC reports will include survey results, a stock take of PBC processes and achievement against PBC plans as well as information about business cases that have been approved.

To support the performance framework the EoE has also extended the national survey locally to include some additional questions on development of plans and referral management. In addition the EoE has also extended the survey to cover half of practices per PCT to assure a larger sample size per PCT per wave. The extended survey will be operational across the EoE as part of Wave 3 of the national survey.