



Londonwide LMCs

The professional voice of London general practice

Primary Care Barometer – practice manager participants wanted

Londonwide LMCs is working with an independent evaluation team who want to improve the understanding of the challenges faced by GP practices as they try to deliver routine services at the same time as implementing changes to service delivery.

The evaluation team are looking for practice managers who are willing to answer a two minute survey around three times a week, asked at random points during each week, over a period of three months. The mobile phone based survey will use a sliding scale to quickly find out how participants feel about particular statements, primarily about their practice's capacity to implement changes, but also about workload and stress.

The data will be used to create a 'Primary Care Barometer' showing the feeling among practice managers through the course of the evaluation. The aim is to capture perceptions 'in the moment', in a non-disruptive way. The data from the barometer will be shared with Londonwide LMCs and the findings of this unique survey will become part of the information we use to press for better support for practice managers and their practices.

The evaluation team, from EY and RAND Europe, with input from researchers at the University of Cambridge and the University of Birmingham, have been commissioned by Health London Partnerships (HLP) to conduct a wider evaluation of the Transforming Primary Care programme in London. No practice identifiable data will be passed to HLP or released into the public domain.

In addition to the 'Barometer', the evaluation team will also be exploring any effects that the programme has had with respect to delivering primary care on the ground, by conducting a number of case studies. Selected practices will also be approached to take part in this element of the evaluation.

This is a separate piece of work to the Londonwide LMCs' twice-yearly workforce survey, the latest instalment of which will be with practices soon.

If you are interested in finding out more about the Primary Care Barometer and/or participating in the case studies, please contact Tom Ling, Principal Investigator, at primarycarebarometer@rand.org.