Preferred Provider Scheme

Provider Workshop 1st July 2014

Your views on the preferred option

What's working:

- *Monitoring and quality checks.*
- *Joint working.*

What's not working/ needs looking into/points made/ concerns:

- *Limits provider growth.*
- *Possible reduces in business.*
- *Monitoring doesn't always equal quality.*
- *How will a reduced number of providers meet the specialist/ unique needs of people?*
- *Concern about drivers- something driven by inability to inspect can't be right.*
- *Process causing S/U's stress (timescales 2-3 years.*
- *KPI such as PCP's- this process is far from person centred.*
- *Clarity around service user choice around zones idea*
- *Look at other authorities- what's happening elsewhere e.g. monitoring of scheme.*
- *No surprises- we are all aware of the feedback and info in CQE minutes.*
- *Feedback- it has not included workshop details.*
- *Percentage age of people who said a 'defined area' was not an issue.*
- *Local knowledge- engagement*
- *Continuity/ trust/ faces/ people.*
- *Affiliation*
- *Problem solving > correct way around?*
- *B16's small discussed.*
- *Resources/ marketing- tender.*
- *Cost negligible.*
- *Commissioning market issues.*
- *CQC does not happen.*
- *Ideas put forward are not put into action.*
- *E.g. L.D contract structures do not exist.*
- *21 responses is tiny and does not represent the market statistically irrelevant,*
- *How is this person centred? It will cause much stress to individuals.*

- *Are there only these three options?*
- *Clarity on option 3?*
- *Quality measures- framework- when will it be designed and by who?*
- *Not fitting with smaller providers.*
- *How can be monitored when they can buy what they want?*
- *Figures based on limited response*
- *Also included non- provider in 21*
- *What resources are available to monitor/ develop the scheme?*
- *Consideration of working in zones, what is the driver for this?*
- *Still not answered questions around the preferred provider scheme, benefits/ disadvantages…*
- *Other questions in questionnaire nothing to do with provider scheme.*
- *Should commissioners be managing/ constraining the market? Should be developing growth choice.*
- *Conflicting info on slides- first slide talked about quality being helpful then second complained it was not monitored.*
- *More providers didn't think a problem only 10%.*
- *Clarification on budgets, direct payments.*

<u>Specific Questions</u>

- *Q4- how do you get 2% from 21 responses given when 1 out of 21 is nearly 5%.*
- *Q6 was this question clear to providers? What is a defined local area? Did providers think this was one of the 3 footprints?*