

PaRIS Health Survey

FAQs for GP Practices

Why is this survey being carried out?

The **Patient Reported Indicator Surveys (PaRIS Survey)** is an international initiative to promote people-centred health care. Its aim is to strengthen the measurement of patient-reported outcomes measures (PROMS) and patient-reported experience measures (PREMS) in primary health care for patients 45 years and over with chronic conditions.

The Australian Commission on Safety and Quality in Health Care (the Commission), in collaboration with the Organisation for Economic Co-operation and Development (OECD), is seeking to understand how your GP practice manages patients with chronic conditions.

By sharing their experience of care and treatment, patients will:

- help policy makers understand how health systems address the needs of patients with chronic conditions
- enable healthcare providers who participate in the PaRIS survey to receive data about the outcomes and experiences of their patients at an aggregate level and how this compares with other providers. This type of information has proven to be a powerful tool to improve the quality of care
- help to make health systems better tailored to people's needs.

Results from the survey will also enable international learning and identification of best practices to help strengthen health systems and identify opportunities to better organise health care around the needs of patients.

Who is carrying out the survey?

The PaRIS Survey is being carried out by the Commission and ORIMA Research on behalf of the Australian Government Department of Health and Aged Care (the Department). It is part of an international survey led by the OECD.

You can find out more about the Commission at www.safetyandquality.gov.au and ORIMA Research at <https://orima.com.au/>

More information about the OECD and the PaRIS initiative is at www.oecd.org/health/paris/

Patient organisations, providers, and academics from over 20 countries have collaborated to develop the survey. An international consortium (the PaRIS SUR Consortium) supports the development and implementation of the survey internationally. The PaRIS SUR Consortium is comprised of:

- NIVEL, the Netherlands Institute for Health Services Research, (Consortium Leader), Utrecht, The Netherlands www.nivel.nl
- Ipsos MORI, London, United Kingdom www.ipsos.com

- University of Exeter, Exeter, United Kingdom
- Avedis Donabedian Institute, Barcelona, Spain
- OptiMedis AG, Hamburg, Germany

ORIMA Research will be collecting the survey information and analysing it. De-identified survey data will be provided to the Commission and the PaRIS SUR Consortium research partners to conduct further data analysis and benchmarking of results.

What does participation involve?

All components of the survey are managed through a Practice Portal. You can choose who at your practice is best placed to coordinate access to the portal.

There are two components to participating in the survey for practices:

- **Completing a provider survey** – this can be completed by a GP, practice nurse or practice manager. It asks questions about the services and care the practice provides. The survey takes 10 to 15 minutes.
- **Sharing a patient survey** – patients of participating providers who have visited the practice in the last 6 months are eligible to complete this survey. The survey asks questions about patient reported experience measures and patients reported outcomes measures. Practices will be asked to support the process of sharing the survey with eligible patients. There are two options for sharing the survey:
 - Provide basic patient contact details to ORIMA Research to allow ORIMA to send the survey invitations – if you choose this option, you can securely upload your patient sample to the portal and ORIMA will be responsible for sending the survey invitations and reminders OR
 - Distribute the survey invitations directly to your patients – if you choose this option, your practice will be responsible for sending the survey invitations via email and/or text message, as well as survey reminders.

The **first 100 GP practices that fully complete the survey will receive a \$500 voucher** to compensate them for their time. Fully completing the survey involves:

- Completing the provider survey
- Sending patient survey invitations (directly or via ORIMA Research) to at least 850 eligible patients aged 45+ (or all eligible patients aged 45+ if you have less than this number)
- Sending at least one round of reminders to these patients if you have not had 75 eligible patients aged 45+ complete the survey.

What are the benefits of participating?

A key benefit of participating in the survey will be the opportunity to directly access data about the outcomes and experiences of your patients. At the conclusion of the survey, you will be able to access an interactive dashboard of results through your Practice Portal. This dashboard will allow you to:

- View de-identified aggregate data from your patients. The data is cleaned, analysed and presented in clear graphs and charts
- Filter the data based on different demographic factors (e.g. age and gender) to enable comparisons between cohorts of patients

- Compare your practice's results with other de-identified practices (e.g. all other participating practices in Australia, other practices in your local area and other practice of a similar size).

This data gives you the opportunity to systematically identify opportunities for continuous quality improvement at your practice. While the OECD will only be analysing data from patients 45 years and over, your practice will have the option of surveying all patients 18 years and over so that you have a more representative data set.

Taking part in the survey can also be used to contribute to your Continuous Professional Development (CPD) requirements. At the conclusion of the survey, your practice will be sent an email confirming your participation that can be used as evidence in your CPD log.

More broadly, participating in the PaRIS survey is an opportunity to help policy makers understand how health systems address the needs of patients with chronic conditions. This will help to make health systems better tailored to people's needs.

What are the drawbacks of participating?

The key drawback of participating in the survey is the time required to participate.

Based on a field trial of the survey, the practice survey takes approximately 20 minutes to complete. There is also a time commitment associated with identifying a list of patients eligible for the survey. This involves using your practice management software to identify patients who are eligible for the survey and compiling a list of these patients with their contact details. The Practice Portal provides instructions for this process. We expect this to take around half an hour.

If you choose to have ORIMA manage the process of sending and receiving survey invitations and reminders, there should be limited other time commitments for the practice to take part in the survey. However, if you choose to manage the patient survey invitation and reminder process within the practice, additional time will be required for the mailout process.

How will the results be used?

Your practice's survey responses will be linked to the data your patients provide using a survey identification number. The data will be analysed by ORIMA Research on behalf of the OECD, the Commission, and the Department.

Any published results will be aggregated and fully anonymised. This means no individual or practice will be identifiable. Data will not be reported if the patient or practice could be reasonably identified based on their characteristics. The Commission, Department and OECD will not have access to identified individual practice level data.

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