

GP practices offering an e-portal

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Outcome

Improved clinical outcomes for patients in primary and secondary care through improved patient safety and experience of care

Measure

General practitioner (GP) practices with access to online general practice portals

Type

Contributory measure

Relationship(s) to other frameworks

Patient experience is a component of the Health Quality and Safety Commission's (HQSC) Quality and Safety Indicators framework.

Rationale

Patient experience is a vital but complex area. Growing evidence tells us that patient experience is a good indicator of the quality of health services. Better experience, stronger partnerships with consumers, and patient and family-centred care have been linked to improved health, clinical, financial, service and satisfaction outcomes. Patient e-portals are secure online sites provided by GPs where people can access their health information and interact with their general practice. Using a patient e-portal, people can better manage their own health care

Eligible population

GP practices

Measure status

Active

Numerator

Number of GP practices with access to online general practice portals

Denominator

Number of GP practices

National target

Local target

Milestones to be decided by Alliance

Data Sources

Available through Primary Health Organisation (PHO)

Data extracted from data sources

Available through PHO

Data availability

Available through PHO

Measure calculation process

Available through PHO

Relationship(s) to other measures

Measure development notes

This is a new measure and will be refined over time.