

Undertaking evaluation as part of the planning cycle: The experience of North West Melbourne Division of General Practice

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**takingaction** Divisions of General Practice Network Forum 2004





# North West Melbourne Division of General Practice

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## **Undertaking Evaluation as part of the Planning Cycle** by Carolyn Searle



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## Overview

- Evaluation of performance for contract period
- Evaluation documented in Strategic Plan; intrinsic to the work of the Division
- Target audience: DH&A and Board of Directors
- Focus on services, governance and financial management
- Second major evaluation



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## Process

- Evaluation plan developed
- External consultant hired
- Evaluation Subcommittee convened
- Staff member allocated responsibility
- Development of GP survey, consultation and review with staff, subcommittee and consultant
- GP, governance and CAF surveys undertaken
- Internal evaluation reports developed
- Final Evaluation Report
- Other uses



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## Evaluation Report

- 3 themes:
  - 1. Strategic Achievements:** assesses the Division's progress in implementing its Strategic Plan
    - GP Integration and Collaboration
    - Core Services
    - Additional Funding
  - 2. Governance:** assesses decision-making procedures, practices that ensure accountability and quality assurance
  - 3. Financial Management:** evaluation of the financial management processes and financial audits



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## Findings

- **Internal Evaluation:**
  - 90 of 91 practices accredited or registered
  - Immunisation rate 91.7%
  - 75% of practices registered for Diabetes SIP
  - 21 GPs & 4 staff on 43 various local committees
  - 666 HMRs completed, ranking 8th nationally
  - 21 GPs referring to Allied Health Project, initiating Mental Health Plans
  - Integration of health promotion in all program activities



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## Findings

- **Internal Evaluation:**
  - ISO 9001-2000 Certification in 2001; recertified in 2002 & 2003
  - 2 non-GP Board positions
  - Effective consumer mechanism
  - Successful financial audits each year



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## Findings & Outcomes

- **GP survey:**
  - Sent to 389 GPs; 24% overall response rate; 36% members
  - Overall high satisfaction with the service offered by the Division
  - *Friday Facts* and *NWC*: highly valued service across two surveys, won't include in next survey
  - *Annual Report*: will reduce content
  - *Health Resource Manual*: update to electronic copy
  - Will explore research opportunities for GPs
  - Divided opinion to expand membership; Board will monitor opinion and address again in future



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## Findings & Outcomes

- **Governance survey:**
  - Sent to all current Board members and staff; 79% response rate
  - General improvement in all aspects of the performance of the governance role compared to the 2000 survey results
  - Will not conduct again
- **Community Action Forum survey:**
  - Sent to 10 CAF members; 50% response rate
  - CAF members more informed on Division arrangements, directions and strategic plan compared to 2000 results
  - Will conduct again



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## The Evaluation Cycle

**Results**  **Planning**

**Where to from here?**

- Recommendation Report prepared by Sub-committee
  - Length and content
  - Distribution
  - Demographic information
- Board will use results to inform Strategic & Business Plans
- Staff will use results to improve program activities