

AIC's GP Survey 2013

— Help Us Meet Your Needs

By Agency for Integrated Care

The Agency for Integrated Care (AIC) conducted its first GP Landscape Survey in 2011. 500 GPs participated and we sincerely thank you for your participation. Through your valuable feedback from the 2011 survey, there have been ongoing efforts to make changes to the primary care sector. It underscores the need for us to have continuous engagement with you to drive improvement and better support for you.

Recently the Ministry of Health (MOH), together with AIC, organised three town hall sessions on 19 January, 22 January and 5 February 2013, which were hosted by the different Regional Health Systems. MOH shared the latest developments in the Primary Care Masterplan and also engaged GPs through dialogue sessions. These townhall sessions and other communication channels (such as clinic visits, focus groups and advisory panels) provided us with a better understanding of the real situation on the ground and helped us prioritise initiatives in primary care development.

In line with AIC's role in engaging the GPs, we will continue to leverage on these engagement platforms to gather your feedback. This survey is part of a larger effort to improve communications with you and seek your recommendations. Your participation and active involvement will be a crucial step in closing the gap and building bonds with the primary care community. As integration is not an end in itself, but a journey, let us work together for the common vision of an integrated delivery of healthcare services, with better accessibility and improved quality of care.

Results from 2011 survey

Some of the survey findings were instrumental in shaping the development of the primary care landscape.

All GPs surveyed see patients with chronic diseases in their clinic for follow-up. About 50% of the GPs surveyed asked for increased subsidies for needy patients to help defray the cost of visits.

- In 2012, MOH enhanced the Primary Care Partnership Scheme (PCPS) and renamed it the Community Health Assist Scheme (CHAS). In addition to the increase in subsidy for Singaporeans to enjoy GP care, enhancements made to the scheme included a lowered qualifying age of 40 and a raised income ceiling of \$1,500 per capita household income. This effectively reduced the patients' out-of-pocket costs, thus making it more affordable for a wider pool of patients to visit the GPs for their chronic conditions.

All GPs surveyed referred their patients to complementary services. The majority of the GPs referred their patients to diabetic retinal photography, X-ray, laboratory test and physiotherapist services to deliver better coordinated care for the patients.

- In 2013, MOH will be launching Community Health Centres (CHC). These centres will provide nursing and allied health professionals to support GPs in the community in Chronic Disease Management, while ensuring the patient continues to be managed by the GPs. In addition to the Chronic Disease Management support, these CHCs may house nurse counsellors and therapists to support the GPs with mental health patients. This allows further collaboration with GPs in managing mental health patients in the community.

Having seen the value in the GP Landscape Survey in 2011 and the outcomes it has generated, we are embarking on another survey. Unlike the first survey which focused on getting to know GPs better, this survey will delve deeper into the various aspects of primary care, such as CHAS, mental health, new models of care and IT adoption in the GP community. We need your input to examine these issues and develop a roadmap of the key improvement for the initiatives outlined in the Primary Care Masterplan. The final report will be disseminated to the relevant government agencies, such as MOH, MOH Holdings, and hospitals, for collective review and action planning.

The survey is intended to allow GPs to have a stronger voice in primary care initiatives and we hope to obtain useful findings that can be translated into actionable recommendations similar to those obtained in 2011.

A survey representing your views...

We will be approaching 500 of you to participate in this survey. If you are selected, we hope you can allow the appointed researchers to conduct face-to-face interviews with you between March and April 2013. We assure you that your identity will be kept confidential at all times.

We look forward to you lending us your voice to this GP survey to help us influence and mould the future of primary care. We look forward to receiving your participation!

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