

EPSO 23rd Conference in Saaremaa, Estonia

Discussion group on topic **Supervision of General Practitioners Practices**

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Discussion question : What should be the focus when inspecting?

Malta: at the present for them is the question about criminal background check;

Kosovo: at the present they check if the GP meets its time appointments, hygiene and appearance, patient record check. They consult experts if they have suspicions about overdose or wrong treatment.

NL: How to find the “red ones” (the really bad apples)?

Estonia: Questions- should we reach first those who are slightly bad to help them to get better or the really bad ones? They decided to go for the bad ones to create sort spin off effect so that they will learn from the cases of the real bad ones to understand what they should do better. Media also has an role. They like to make it all public. Sometimes the bad ones only need a little push to get better.

NL: They are having also discussion if to focus of the bad ones helps to improve the hole sector.

EE: First the enthusiast act, then those who come along; then the bad ones and some of them who will come along, but still there are those who keep fluctuating in quality and you cannot put too much energy on those.

Denmark: Have to put more focus on things that are really unsafe. Like prescription, accessibility and the process to help patient to get referred to professional help. In DK too much focus on i.e. how hygienic the carpets and clothing are.

EE: Often you can use the e-health data and can do lot from the distant.

There is fragmentation- the inspectorates should co-ordinate their visits.

NL/EE: Shift to less visits and more distance analysing.

Malta: They believe in personal contact. You need to find the balance between data analysing remotely and on-site visits.

EE: Contact is more effective, but you need already background information to go and discuss.

Finland: You cannot trust fully in data.

NL: Media is an effective tool.

FI: Media is also easy and fast.

NL: they are more reactive. They need to be more proactive.



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FI: They all agree that media should be one mayor tools in the future. They need to be more detail in their work and share it. They have a '5 year strategy'.

EE: Common problem in GP Sector- to find outcome indicators. Lot of process indicators. Sometimes they get too excited with some process indicators and put too much hope on it.