Quality and Outcomes Framework
Lay Assessor Training

The Role of the Lay Assessor
Overview

• QOF will drive local quality improvements in primary care
• Lay assessors will bring objectivity and patient focus to visits
• Local “intelligence” important to know
Lay Assessor’s Role in QOF Visits

• Provide a counterbalance to ‘sympathetic collusion’ between contractors and assessors
• Exercise a moderating influence in the case of tensions or conflicts between teams
• Bring and independent perspective
• Act effectively as team leaders or chairs
• Represent basic values and purposes
• Promote appropriate behaviour
Further Information

- www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/PrimaryCare/PrimaryCareContracting/fs/en
- http://www.natpact.nhs.uk/primarycarecontracting/
- mailto:gmspms.queries@npdt.nhs.uk
- http://www.shef.ac.uk/scharr/hpm/consultancy.html
- http://www.gmc-uk.org/
- http://www.npdt.org
- http://www.npfit.nhs.uk/