



12 August 2014

CICRA asks Islanders their views on primary healthcare

The Channel Islands Competition and Regulatory Authorities (CICRA) is seeking views from patients on the quality, cost, accessibility and value for money of primary healthcare in Guernsey.

The results of the Island Analysis survey will form part of the Primary Healthcare Market Review (PHMR) currently being conducted by CICRA.

The survey was launched online last week and has already had more than 600 responses. If a broad cross-section of the population is not represented by online responses the survey will also gather responses by telephone and face-to-face.

The PHMR will cover the range of services routinely offered through GP practices in Guernsey including appointments, vaccination and healthcare programmes together with out of hours services and the accident and emergency services provided under contract at the Princess Elisabeth Hospital.

The aim of the review is to identify if there are aspects of the primary healthcare market in Guernsey which are not working in the best interests of islanders.

It will examine the structure of payments, funding and incentives currently in place and will take into account charges to patients, income from medical insurance, any grants and subsidies available to patients and the cost to the States of providing either direct funding or other support and resources.

CICRA director, Louise Read, said: "A key aspect of our review of primary healthcare is the opinion of islanders. We have commissioned the survey of 1,000 people, from

all walks of life, and are seeking their views and experiences of primary healthcare to help inform our thinking and shape our final report which we expect to publish before the end of the year.”

ENDS

NOTES TO EDITORS:

All enquiries should be directed in writing to CICRA chief executive, Michael Byrne, in Guernsey at the Guernsey Competition and Regulatory Authority, Suites B1 & B2, Hirzel Court, St Peter Port, Guernsey GY1 2NH or in Jersey at the Jersey Competition Regulatory Authority, 2nd Floor, Salisbury House, 1 - 9 Union Street, St Helier, Jersey JE2 3RF. Alternatively email info@cicra.gg.

In line with CICRA's consultation policy, it intends to make responses to the consultation available on the CICRA website. Any material that is confidential should be put in a separate annex and clearly marked as such so that it may be kept confidential. CICRA regrets that it is not in a position to respond individually to the responses to this consultation.

About CICRA:

The Channel Islands Competition and Regulatory Authorities or 'CICRA' is the name given to the Jersey Competition Regulatory Authority (JCRA) and the Guernsey Competition and Regulatory Authority (GCRA) (formerly the Office of Utility Regulation). The JCRA was established under the Competition Regulatory Authority (Jersey) Law, 2001, and the GCRA was established under The Guernsey Competition and Regulatory Authority Ordinance, 2012. In Jersey, the telecoms and postal sectors are regulated by the JCRA, which is also responsible for administering and enforcing the Competition (Jersey) Law 2005. In Guernsey the telecoms, postal and electricity sectors are regulated by the GCRA, which is also responsible for the administration and enforcement of the Guernsey competition law since it came into force on 1 August 2012.

By working together and sharing resources and expertise between the islands, CICRA strives to ensure that consumers in all the Channel Islands receive best value, choice and access to high quality services.