Winter Incentive Scheme 2025-26 - PREMS Update

Participation in CAS Patient Reported Experience Measures (PREMS) Feasibility Study

CPW have outlined to Welsh Government the challenge Contractors have experienced engaging with the agreed reporting requirements of the Winter Incentive Scheme - PREMS Feasibility Study. WG expressed appreciation to the commitment of the network to supporting PREMS as a tool for improving patient experience and acknowledge some contractors are experiencing operational issues which had not necessarily been foreseen when the scheme was agreed. Contractors had been reporting that the 85% target for recording PREMS was challenging to achieve in the normal consultation process, and some were re-entering the consultations to enter the annotation, something which was burdensome and inappropriate.

In response to the issues raised, and confirmation from CPW that documentation in Choose Pharmacy remains the most robust and verifiable method, WG have agreed to revise the reporting arrangements, and have reduced the target to **50%.** They have also confirmed to LHBs that pharmacies that do not achieve a recording rate of **30%** are liable to have their £125 monthly payment for Element 1 of the Winter Incentive scheme recovered via PPV.

The new arrangements are as follows:

Element 1 - Participation in CAS Patient Reported Experience Measures Feasibility Study (PREMS)

Contractors are expected to discuss the PREMS study with all patients accessing CAS and provide patients with brief information about the study during their consultation and encourage them to provide feedback on their experience.
Pharmacists must document that information has been provided by annotating the 'Additional Information' text box within the CAS patient consultation record with the code 'PREMS'. Reporting: It is expected that the survey is discussed with every patient and all records should be appropriately annotated.
A Choose Pharmacy report will be generated each month to confirm that the required activity has been undertaken by each contractor.
Contractors are expected to demonstrate they have engaged patients in the PREMS feasibility study through documenting 'PREMS' in at least 50% of Choose Pharmacy CAS records:

- Where in a calendar month a contractor has submitted a claim for payment and has a 'PREMS' documentation rate of less than **30%** of CAS records annotated the relevant payment for that month will be recovered by the health board.
- Where in a calendar month a contractor has submitted a claim for payment and has documented 'PREMS' in more than **30%** but less than **50%** of CAS records, health boards will contact the contractor to remind them of the scheme requirements and would expect to see an improvement in documentation rates in subsequent months where claims for payment are made.