



EMPOWERING PRIMARY CARE TO LEAD QUALITY IMPROVEMENT

Thursday 28th March
13.15 – 14.30

Sean Manning & Simon Bricknell

Productive General Practice Quick
Start / Time for Care

Sustainable Improvement Team

NHS England



**RELEASING
TIME IN
GENERAL
PRACTICE:
PRACTICAL
SUPPORT
AS A
CATALYST
FOR
CHANGE**

“

‘This has given us hope. We were stuck before. Felt overwhelmed. Now we can see that we can make a difference.’

PRACTICE MANAGER



What Works?

1

Structured engagement assessing will and ability.

2

A structured systematic time bound approach.

3

Hands-on help – simple tools.

4

Focus on their pressing issues.

5

Local strategic ownership.

6

Power of sharing

Context = Pressure

GENERAL PRACTICE FORWARD VIEW



Time for Care

Our aim is to support primary care to:

- implement a change
- save time
- develop QI skills and confidence
- improve collaboration

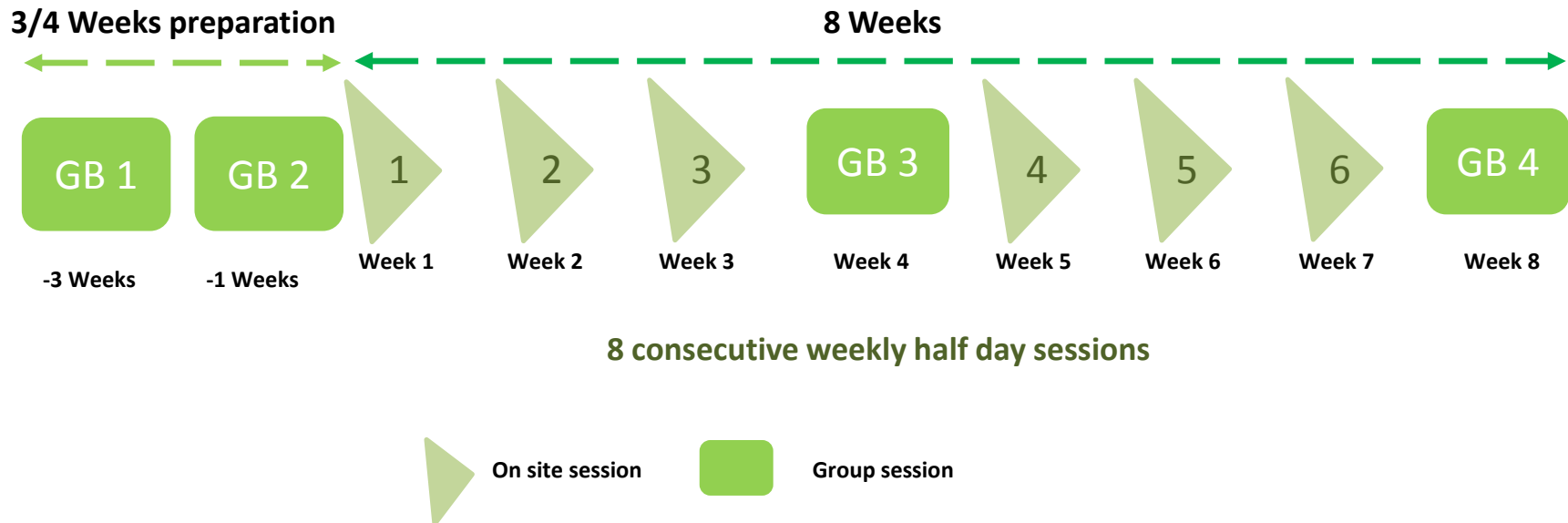


More information: <https://bit.ly/2u1KhG7>

The Delivery Model

Hands-on, practical, facilitation support in practice. Building capability and confidence, driving out waste and releasing time.

Supporting inter-practice learning, sharing and collaboration.

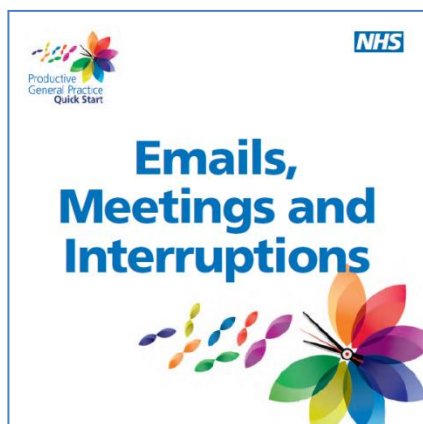




Engagement

- Will and ability
- Peer examples
- Face to face
- Choice
- Over 90% completion rate

What we focus on



24 year old home care assistant

1

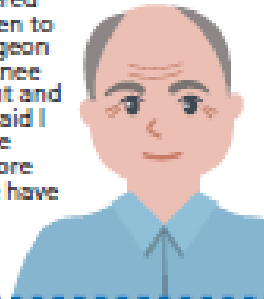
Sore throat since previous evening. I had tonsillitis six months ago. I was really poorly and needed antibiotics and I don't want to end up like that.



62 year old lorry driver

2

Frustrated disappointed patient. Been to see the surgeon about my knee replacement and they have said I need to lose weight before they let me have the op.



28 year old nurse

3

Failure to conceive for eight months. Come to get blood results.



53 year old male with high blood pressure

4

Going on holiday to Tenerife tomorrow and needs a repeat prescription for Ramipril.



37 year old teacher

5

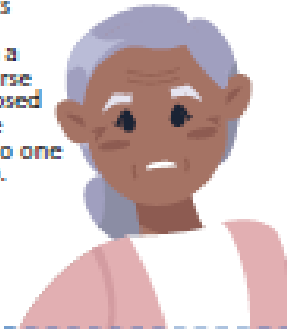
Has seen your GP partner two weeks ago and has not heard anything from the hospital yet.



84 year old lady

6

Two weeks after hip operation a district nurse was supposed to remove sutures. No one turned up.



18 year old female

7

First presentation with dry skin on her elbows.



84 year old lady

8

Caught her arm on a door handle yesterday. Small cut.



69 year old male taxi driver

9

Has had severe chest pain – on and off with exertion for the last two days.



24 year old home care assistant

1

Sore throat since previous evening. I had tonsillitis six months ago. I was really poorly and needed antibiotics and I don't want to end up like that.



53 year old male with high blood pressure

4

Going on holiday to Tenerife tomorrow and needs a repeat prescription for Ramipril.



Eight categories

1. **Appropriate** – patient should **see a GP**.
2. **Inappropriate** – patient could have had a **telephone consultation**.
3. **Inappropriate** – patient should see **another clinician in the practice**.
4. **Inappropriate** – patient should see **another service** or organisation external to the practice, for example pharmacy, counselling.
5. **Inappropriate** – patient should be dealt with by **non-clinical staff**, for example reception/admin.
6. **Inappropriate** – patient should have managed condition themselves (**self care**).
7. **Inappropriate** – consultation is a result of a **missed opportunity** in the system previously.
8. **Inappropriate** – patient **did not need to be seen at all**.

Impact



PGP Quick Start gave us the tools and support to design a simpler and streamlined process that is fit for purpose and allows us to work more efficiently as a team.

Feedback

*An excellent programme, expertly delivered,
practices have loved the individual bespoke
support provided by the coaches*

BUSINESS MANAGER - FEDERATION



“The programme has built relationships with staff across practices. Staff have been able to share best practice with each other and have had an open and trusting environment where frustrations and concerns can be voiced”

The Challenges

- Time
- Practice dynamics
- Sustainability
- Measurement



Bury film PGP QS: <https://youtu.be/JxFbaQ3gRxg>

“It has begun to move the surgery along, things had become slightly stagnant and this has begun a movement for change”

GP

“PGPQS has helped us identify the stars in our team we never knew we had”

Practice Manager

“It’s made our lives better and happier”

Admin team member