

EFFECTIVE

Have you changed how you monitor the quality of your service?

(Think internal, Think External)

Audits / federation peer review / reviewing of Friends and Family responses / reviewing of National GP survey / use of National Cancer data audit / use of toolkits such RCGP QI toolkit (link provided)

Think external

external reviews eg CCG QI schemes / working with RCGP Practice Support / Healthwatch / CQC feedback"

Are you using new or existing staff in different ways to provide clinical care to patients (apart from GPs)?

(These roles could include nurses, healthcare assistants, pharmacists, paramedics, physician associates).

(Think now, Think Contract Reform)

ANPs / ECP / care navigators / pharmacist or prescribing technician etc

Think contract reform

Pharmacist / social prescribing link worker / paramedics"

Have you changed how you develop and use person-centred care plans? (This could include how you work in partnership with specialist nurses, social care colleagues and patients or their representatives)

(Think systems, Think communication)

LTC plans / EoL plans / Respect forms. Sharing with OOH and extended access hubs.

Improved templates through sharing at Place / Federation level.

Think communication

Team based focussed LTC reviews with eg DM services / LD services/ increased sharing of physical health data with MH services. Care co-ordinators"

Have you changed how you monitor antibiotic prescribing?

(Think audits)

Any meds management audits / student or appraisal audits / in house comparisons / practice based discussions / locality educational event discussion / use of PACT data "