

WELL – LED

Have you changed how you work with local partners to continually learn and improve your service? (This could include your patient participation group, clinical commissioning group or local practices)

(Think feedback and shared meetings)

Feedback from partner organisations through surveys / MDTs / improved use of note sharing

PPG "

Do you have a plan to improve your service?

(Think contract reform / local needs)

Increasing use of digital IT "

Have you changed your governance arrangements?

What is governance?

Have you changed the way you engage and involve your staff in improving the service? (For example, team away days, staff suggestion box or staff meeting minutes)

(Think Governance, Think Engagement)

See link for ideas / think IG / clinical / what training for staff (?Bluestream)

Think engagement

Locality educational meetings / blogs / WhatsApp for staff / staff room noticeboards / away days / e mail circulation of meeting minutes with read receipts "

Has your practice been involved in any innovations or pilots?

(Think change)

Any new federated styles of working / think about admin as well as clinical. Any ideas coming out of PCN (Primary Care Network) discussions?"

