

Introduction

Safer General Practice is a bespoke programme designed to support general practices to develop and sustain improvements in key processes, leading to safer outcomes for patients. This programme is a new area of work within the Safer Salford initiative which aims for Salford to be the safest health and care economy in the UK.

Content will follow recognised improvement methodologies, tailoring use of tools from Lean and Model for Improvement (e.g. SPC charts, process mapping, root cause analysis, waste mapping and PDSA test cycles) to build system capacity to support a culture where innovation thrives.

Safer General Practice will be delivered within GP neighbourhoods in Salford, enabling practices to collaborate and share ideas within your locality.

What's in it for a GP practice?

Participation in this programme is aligned to enable your practice to achieve the 2019/20 Salford Standard. Additionally, this programme will support delivery of core elements of the NHS Long Term Plan and 2019/20 GP Contract.

Two core training sessions will support practices to develop an improvement plan (by end Q2) and evidence improvements (by end Q4). Practices will have regular access to an independent improvement advisor to complement these peer learning sessions. Content will include:

- Session One: Planning for improvement (to include developing an aim and driver diagram, building a local improvement team, understanding your data and processes, identifying waste)
- Session Two: Leading improvement (including tools to develop change ideas and capture learning from small scale tests of change, scale up and spread)

Improvements may include (for example): creating reliable prescribing processes to monitor high risk medications, increasing uptake of diabetes screening, completion of medication reviews or improved coding practices to meet QOF requirements. Tools provided during these sessions will enable practices and neighbourhoods to identify and select priority areas for improvement.

All GP practices will be invited to present their learning and improvements at the CCG Members Event in Spring 2020, an opportunity to showcase how your practice is leading the way.

What do you need to do?

We recommend you discuss this within your practice and identify an improvement lead who will be responsible for leading the improvement work. It is essential that your improvement lead has the authority within your practice to implement change that makes practice safer.

How do you get started?

Contact Lisa Best at Salford CCG to confirm your practice improvement lead lisabest@nhs.net and book onto your appropriate training session via the links overleaf.

A core component of this programme is working collaboratively within your primary care network / neighbourhood, therefore it is required that improvement leads attend their neighbourhood training session, unless in *exceptional* circumstances.

Dates for the first training session are as below:

GP neighbourhood	Date	Venue	Booking link
Swinton	Tues 4 June	Swinton Gateway Centre, Community Room 2	Click here to book Swinton session
Eccles and Irlam	Thurs 6 June	Eccles Gateway Centre, Community Room 2	Click here to book Eccles and Irlam session
Ordsall and Claremont	Tues 11 June	Pendleton Gateway Centre, Community Room 2	Click here to book Ordsall and Claremont session
Broughton	Weds 12 June	Pendleton Gateway Centre, Community Room 3	Click here to book Broughton session
Walkden and Little Hulton	Thurs 13 June	Walkden Gateway Centre, Community Room 3	Click here to book Walkden and Little Hulton session

Reference materials

This programme is being delivered by Haelo / AQUA under the Safer Salford contract, and will build upon previous improvement programmes for primary care in Salford, (e.g. PRISMs, PIPS and Productive General Practice), although participation in these programmes is not a pre-requisite of the Safer General Practice programme.

Safer Salford programme website: www.safersalford.org

Esmail, A. “*Measuring and monitoring safety, a primary care perspective*” 2013, Health Foundation Thought Paper, available at: <https://www.health.org.uk/sites/default/files/MeasuringAndMonitoringSafetyAPrimaryCarePerspective.pdf>

NHS England “*2019/20 QOF: Quality Improvement Case Studies*”, 2019 available at <https://www.england.nhs.uk/wp-content/uploads/2019/03/1920-qof-quality-improvement-case-studies.pdf>

Royal College of General Practitioners “*Quality Improvement Guide for General Practice*”, 2015 available at: <https://www.rcgp.org.uk/clinical-and-research/our-programmes/quality-improvement/quality-improvement-guide-for-general-practice.aspx>

Scoville R, Little K. “*Comparing Lean and Quality Improvement*” IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2014, available (login required) at: <http://www.ihl.org/resources/Pages/IHIWhitePapers/ComparingLeanandQualityImprovement.aspx>