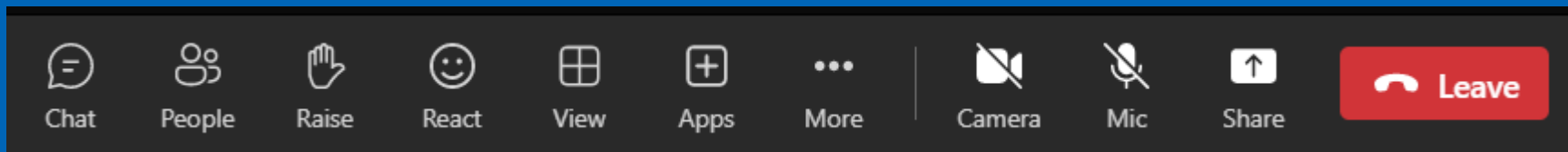


Hello and welcome – we will be starting soon

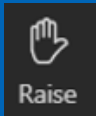
Please take a moment to familiarise yourself with the MS Teams participant tools.
These are located in a bar at the top of your screen



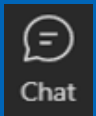
Your video image. Please click on this when you introduce yourself or want to speak.



Click to mute or unmute yourself. Please mute when not speaking to eliminate background noise.



Click to raise your hand if you have a question or comment etc. Then again to lower your hand when finished.



Click here to show the chat box on the right-hand side of your screen



Click the telephone icon to leave the call at the end of the session



England

General Practice Improvement Programme

In Practice Support Offer

Presented by:
Name Surname



Agenda

Introductions

- Who we are
- What we do
- Why we can help

Intensive Support

- What to expect

Intermediate Support

- What to expect

Signing up to the programme

- Next steps and criteria for taking part

Questions?

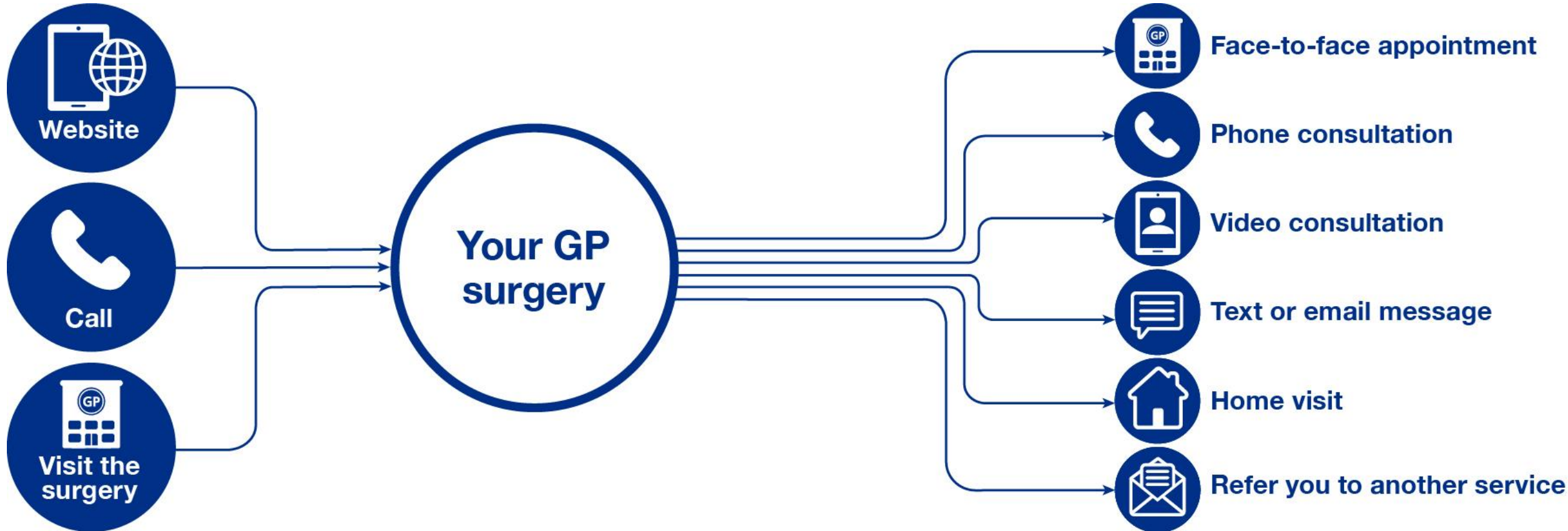


Webinar Objectives

To provide you with a good understanding of:

- What the support offer is and how it can help your practice
- How the support is provided
- Timescales for delivery – frequency and over what period
- What commitments and expectations are required from you / your practice
- What will you get out of it – benefits
- Actions needed following today

Model of general practice for patients



Context

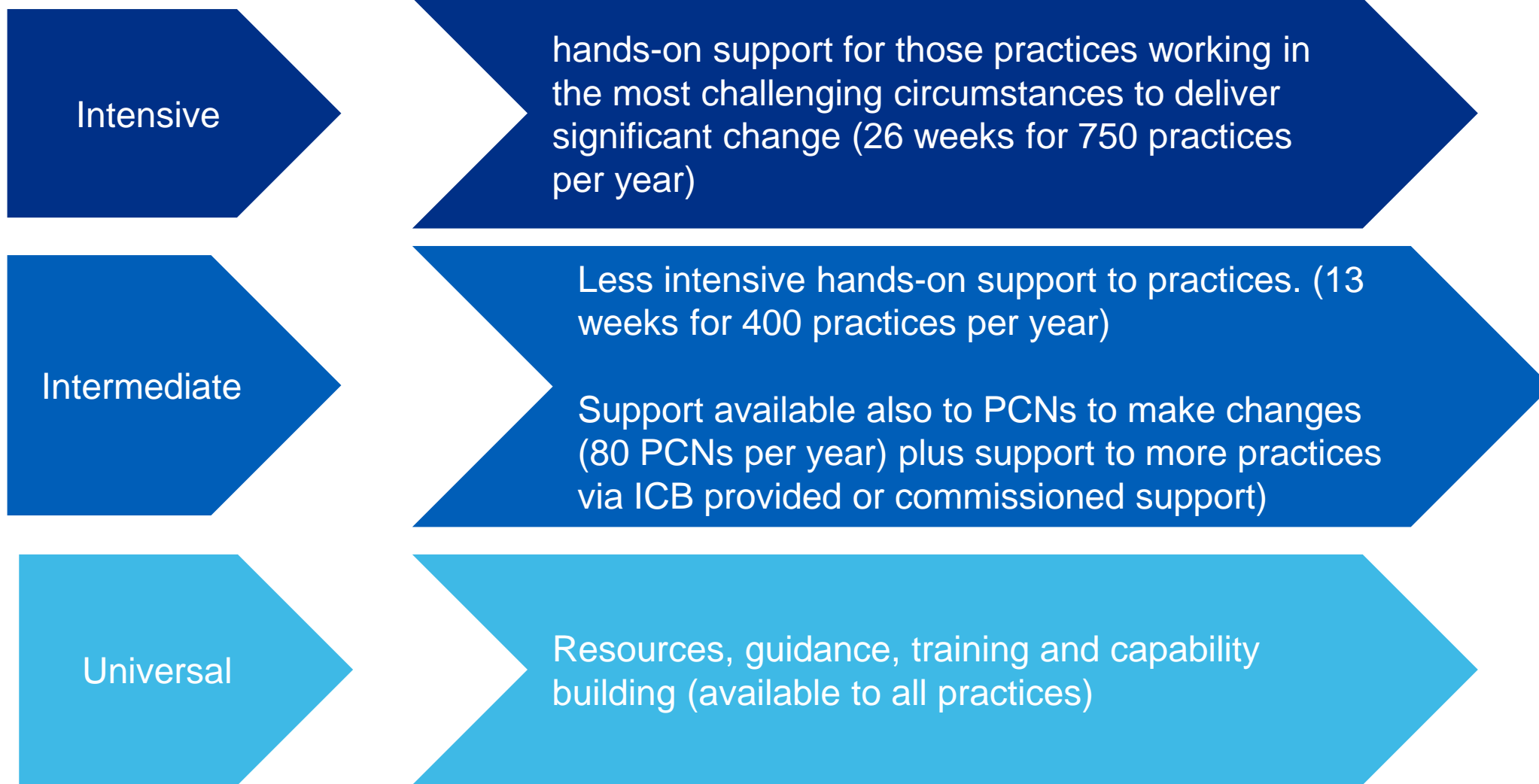
- Demand and complexity in general practice is increasing
- Practices are facing a increasing demand - capacity gap
- All practices are feeling demand pressures and workforce challenges
- Pressures are felt most acutely in practices in areas of high need & deprivation

Delivery plan for recovering access to primary care

May 2023



General Practice Improvement Programme



<https://www.england.nhs.uk/gp/national-general-practice-improvement-programme/>



General Practice Improvement Programme

Practice Level Support

The aim of the programme is to provide practices with pragmatic support to:

- Gain more understanding and control
- Ensure systems and processes work well for the practice
- Maximise your care navigation and triage
- Improve patient experience of getting the right care
- Reduce stress on the practice team

Benefits and outcomes



The programme can:

- help to provide protected time for reflection and headspace
- bring teams together and help with staff morale
- build skills and capability in using QI tool
- help teams make improvements

- Every practice is different - outcomes are based on your current challenges.
- Every practice that goes through this programme, will improve.
- Every practice that goes through this programme, will be a better place to work.

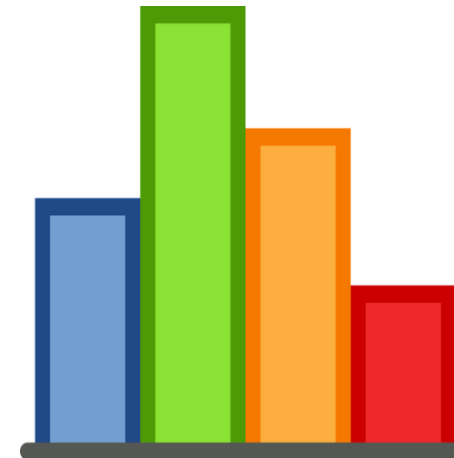
Teams value the support

Practice Ratings

97% of practice sessions rated in top two categories



Practice Retention Rates



90%+ of practices fully completed the programme

What are the support offers?

The General Practice Improvement Programme will support practices with...



Understanding and managing demand and capacity



Improving the telephony journey for patients



Improving the online contact journey for patients



Enhancing triage and care navigation

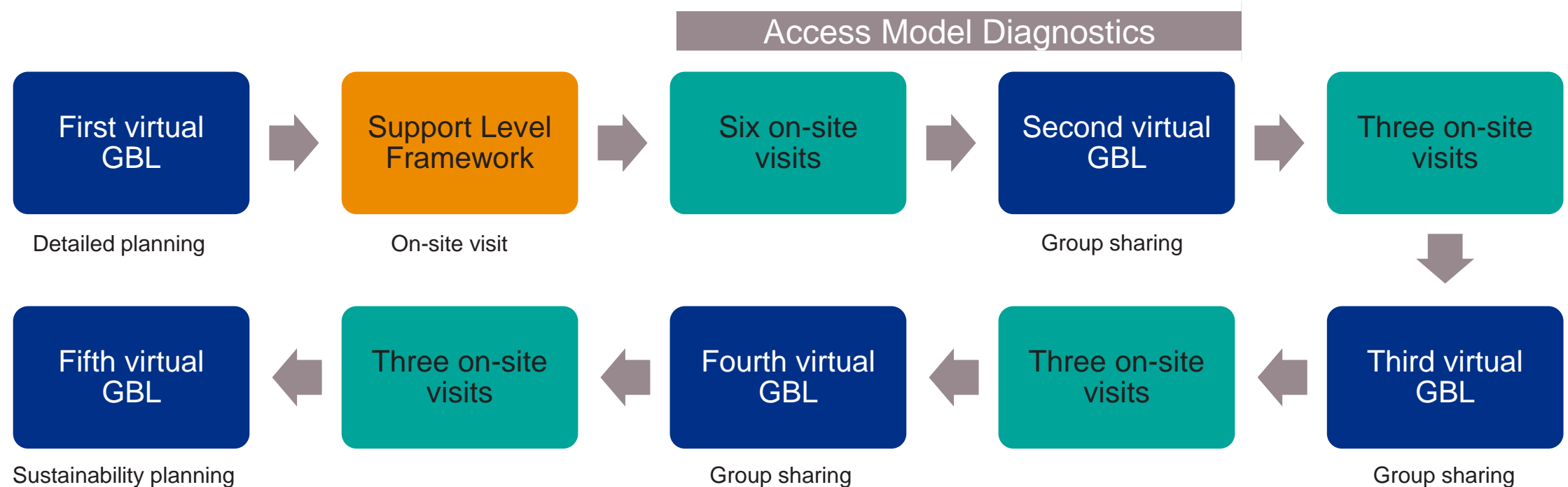


Better managing practice workload

Delivery model - Intensive

The intensive offer for in-practice support takes place over 26 weeks.

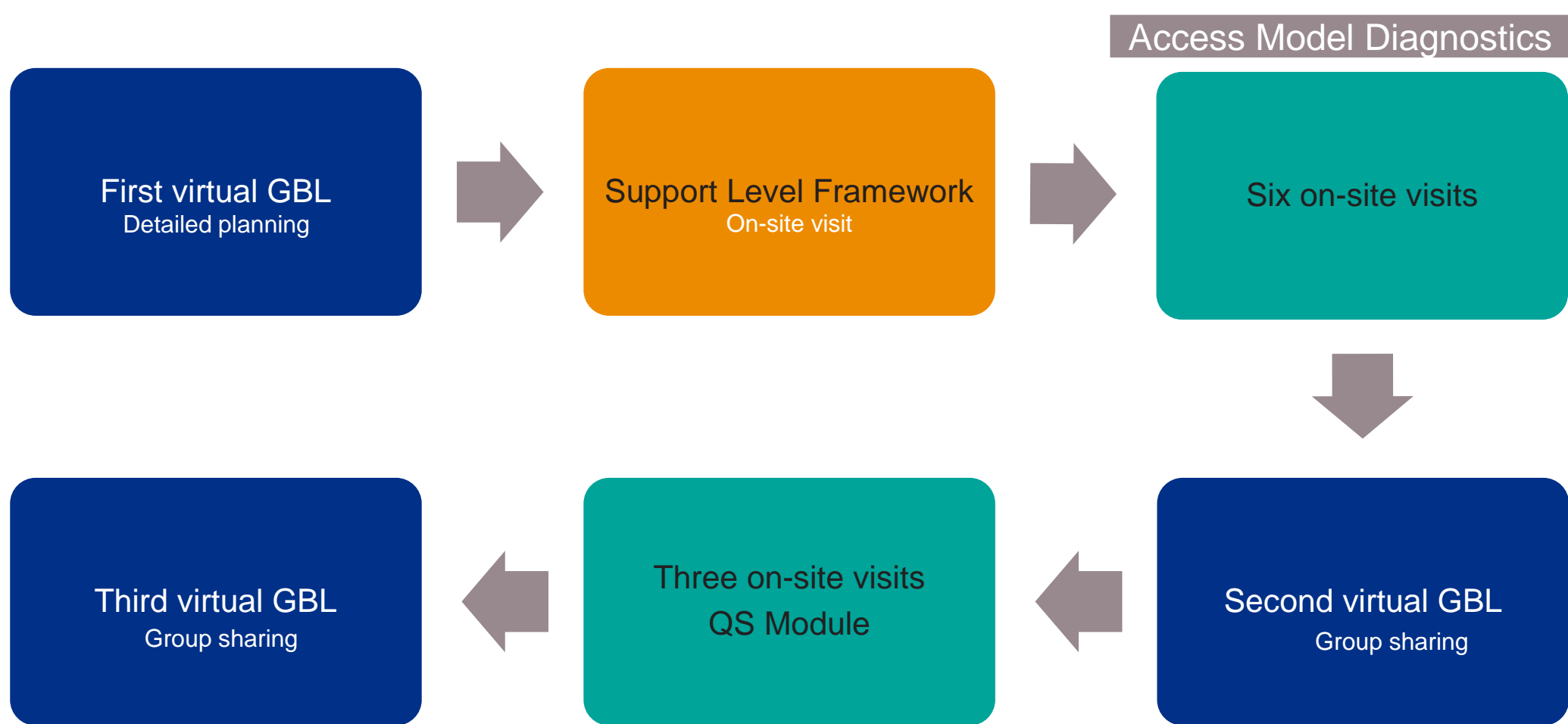
It comprises of 16 on-site visits and five virtual 'group-based learning' (GBL) sessions.



Phase C starts w/c 2nd Oct 2023 and finishes w/c 18th March 2024. Last opportunity this year to join the Intensive support offer.

Delivery model – Intermediate In-practice support

The Intermediate offer for in-practice support takes place over 13 weeks.
It comprises of 10 on-site visits and three virtual 'group based learning' (GBL) sessions.



Phase C starts w/c 4th Sept 2023 and finishes w/c 11th Dec 2023.

Who provides the in-practice support?

Support is provided to practices by one of NHS England's four contracted Delivery Partners

- Develop Consulting
- SHIL UK
- Qualitas Consortium UK
- Xytal

As a team the Delivery Partners have collective experience of working with thousands of practices

The coach/facilitator working with your practice provides support using proven QI tools and techniques

Your practice will work with the same coach/facilitator for the full period of delivery

Questions so far?

**What
happens in
the weekly
on-site
visits?**



Support Level Framework

All practice's (Intermediate and Intensive) will start their delivery after GBL1 by completing the Support Level framework.





The Support Level Framework

Clinically developed by the Primary Care Transformation team

- A tool to support practices in understanding their development needs
- Allows practices to understand what they do well and where they might wish to do better
- Tested nationally with over 60 practices to date and feedback used to refine
- Delivered through a facilitated conversation with members of the practice team
- Shared understanding of needs and identification of support required
- It is **NOT** a performance management tool. SLF owned by the practice.
Improvement priorities co-owned by the practice and ICB

The Access Model Diagnostic Phase will.....



1. Have focus for each session aligned to the 5 key focus areas.
2. Help practice teams to understand the importance of managing these specific areas to support their Access model.
3. Help you understand what data is available or needed to allow you to be able to make informed decisions to drive change.
4. Help you draw insight in identifying what short, medium and long term transformation changes are required.
5. Help you with making Quick Wins during the weekly sessions

How the Delivery model will support practices...

Improvement focus areas



These changes will help practices move to a model of general practice where:

- Patient facing demand is visible and there is data available to understand and therefore better match capacity to demand
- patient contacts arrive via processes that capture relevant information and provide a good experience
- demand can be effectively navigated and/or triaged to appropriate members of staff, appointments and/or services
- processes are being monitored and regularly improved to reduce unnecessary work
- Patient experience will be considered at each intervention via data points to ensure an overall better patient experience
- Wider challenges and additional support needs identified by practices will be shared with ICBs



Choice of modules to support improvement priorities

Frequent Attenders

Uses clinical system data to help structure a problem-solving approach to improve patient management and release appointments.

Efficient Processes

Uses the QI tool of process mapping to enable the team to come up with new and improved ways of working that can improve staff & patient experience.

Common Approach

Uses QI tools to highlight variation and then implement agreed standards and changes to reduce that variation, improving efficiency and quality.

Appropriate Appointments

Helps practices to understand what percentage of appointments are avoidable or not. Results in actions to improve appropriateness freeing up appointments.

Clear Job Standards

Creates a visual management system for practices to allow teams to prioritize and balance workload and so that things are not left or forgotten.

Team Planning

Provides a structured approach to review whether you have the right people, with the right skills, in the right place at the right time improving overall access and patient satisfaction.

Signing up to the programme

Criteria for practices signing up



Agreed /approved by your ICB. The NHSE central team will seek this on your behalf.

Using a cloud-based/internet connected telephone system that generates data (e.g. on call volumes by time/day, abandoned/dropped call numbers and call waiting times).* see slide 26

An online consultation tool is in use.

As a minimum, a practice manager and a GP in the practice **must** actively participate in the delivery sessions, as this is key to making progress.

Commitment to generating data for improvement and programme monitoring and reporting.

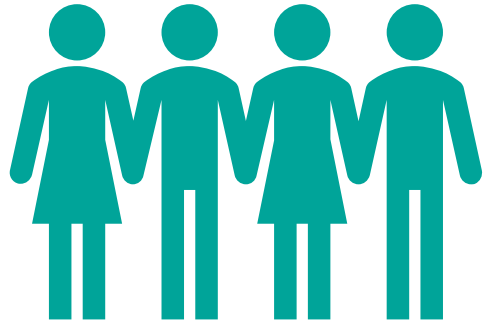


Installation of Cloud Based Telephony

Deadlines for having Cloud Based Telephony Installed

- Where a practice wants to join the Intensive programme in phase C they will need to have CBT (approved, from the framework) in **place by the end of September**.
- Where a practice wants to join the Intermediate programme in phase C they must have CBT in place **by the end of August**

Expectations of the practice



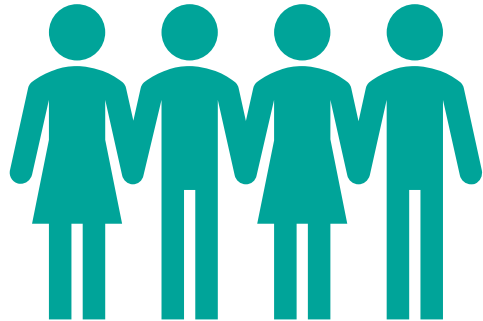
Ensure all clinical and non-clinical staff in the practice are briefed about participating in the programme and staff are released to participate as required.

Schedule and undertake all practice-focused sessions and participate in the virtual group-based learning sessions.

Between the on-site visits, you will be expected to progress the actions that you have agreed to undertake with your improvement coach.

Complete the staff surveys at the start and end of the programme.

Expectations of the GPIIP Team



Hands-on in-practice support sessions with an experienced improvement coach to support you through the programme.

Five facilitated group-based sessions with other practices to share learning and experiences.

Support to access and understand your data.

Access to wider complimentary support from the national General Practice Improvement Programme, including access to the peer support via the national Primary Care Improvement Community.
[Primary Care Improvement Community](#)

Selecting your support days

You can indicate days that suit you best.

Delivery Partners will do their best to accommodate your preference but there will also be a need for some flexibility.

We will then use this information to develop a practice specific delivery plan.

Intermediate support

Sign up deadline Friday 11th Aug 2023.

Delivery dates

**Intermediate support
w/c 4th Sept– w/c 11th Dec 2023.**

Intensive Support

Last opportunity this financial year

Sign up deadline Friday 15th September 2023

Delivery dates

**Intensive support
w/c 2nd Oct 23 – w/c 18th March 2024**



What happens next?

After signing up to the programme:

- If you sign up to the programme you can assume your practice will be starting in the next phase delivery, unless your ICB informs the central team otherwise.
- You will have to wait for about 7 days ***after the sign-up period finishes*** before the central team contact you to confirm who your delivery partner is.
- Once you have been allocated to one of our four Delivery Partners they will email you to arrange your first Group Based Learning session (please check your junk email for this correspondence)
- You are likely to hear from your Delivery Partner Improvement Coach w/c 28th Aug if not before.
- You will receive a welcome letter from the NHSE General practice Improvement Programme central team outlining again what to expect.

Thank You

Sign up to phase C using this link here

[PCT GP Improvement Programme Phase C sign up form](#)

**Any questions following the webinar today you can
email the Primary Care Transformation team on:**

england.pctgpip@nhs.net

Questions

