GP Excellence Programme

A Unique Partnership
Greater Manchester General Practice to:

• consistently provide safe and effective care

• be responsive and resilient

• be skilled and experienced in ‘how to improve’

• improve the working lives of GPs and their staff
• 2.8m population
• 500 GP Practices
• 1400 GPs
• 1000 Nurses/HCAs
• 4200 Practice staff
• ? Clinical Pharmacists
• Commissioning delegated to 10 CCGs
• 60 emergent local care organisations
• 12 GP Federations
• Multiple existing networks including:
  • GP Trainers networks
  • Practice Nurse Forums
  • GP Appraiser Networks
  • LMCs (Local Medical Committees)
Large Scale Change

“the process of mobilising a large collection of individuals and organisations toward a vision of a fundamentally new future”

NHS Sustainable Improvement Team
We will..

“seek to join up multiple aspects of change at multiple levels of the system, learning and adapting as we go”
<table>
<thead>
<tr>
<th>Immediate &amp; ongoing</th>
<th>3-6 months onwards</th>
<th>7 months onwards</th>
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<tbody>
<tr>
<td><strong>Rescue</strong></td>
<td>Practice Support programme &amp; consultancy</td>
<td>GP Mentoring support</td>
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<td>Special Measures programme</td>
<td>Practice team training &amp; development</td>
<td>Leadership programme</td>
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<td><strong>Resilience</strong></td>
<td>Inspiring Neighbourhood leads</td>
<td>Excellence Awards</td>
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<tr>
<td><strong>Improvement</strong></td>
<td>GP@ scale events and network</td>
<td>Showcase &amp; Legacy events</td>
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<tr>
<td><strong>Excellence</strong></td>
<td>Social prescribing events &amp; network</td>
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**Programme Support Infrastructure**
- BI dashboard
- GP Excellence branding
- Stakeholder networking
- Website/social media/newsletter
- Excellence portal

Build a GP Excellence Network
So what works to spread QI more widely? (Kings Fund/HF Oct 2017)

1. Make QI a leadership priority for boards
2. Share responsibility for QI with leaders at all levels
3. Don't look for magic bullets of quick fixes
4. Develop the skills and capabilities for Improvement
5. Have a consistent and coherent approach to QI
6. Use data effectively
7. Focus on relationships and culture
8. Enable and support frontline staff to engage in QI
9. Involve patients, service users and carers
10. Work as a System
Taking charge of Health and Social Care

Building on Success and ‘making it real’
Reducing incoming calls
Reducing opiate prescribing
Streamlining long-term condition care
Reducing the number of trips needed to re-stock blood equipment
Reducing the time taken each week to type meeting minutes
Quality Improvement Learning Network

Quality Improvement (QI) is an evidence-based approach that helps primary care free up time to deliver and evaluate initiatives, and embed new approaches more effectively and efficiently into practice. Read more

This Learning Network is your starting place for all QI tools, guidance and case studies. Hover over the different sections on the QI wheel below to see what each area is about.
Taking charge of Health and Social Care

GP Excellence

#GMGPExP
@joannabircherQI