

1 Introduction

Continuous Quality Improvement can ensure better patient outcomes and experiences as well as higher service efficiency and better staff experience.

The aim of my project was to support the evolution of QI in General Practice in Derbyshire by promoting a system wide approach to QI and increasing awareness of education, training, and resources as well as creating opportunities to share best practice, in the hope that we could start to make QI a part of everyday practice for all.

2 Method

1. Assessed existing QI resources in GP in Derbyshire
2. Researched what worked well in other areas
3. Designed, created and launched Derbyshire GP QI Portal
4. Delivered Introduction to QI Training for clinicians & non-clinical staff
5. Collated QI initiatives across GP in Derbyshire into a virtual library
6. Launched Derbyshire GP QI Awards
7. Collaborated with other organisation to develop higher level expertise in QI in GP ie QSIR training
8. Built links with other organisations to help revive the JUID Network & Exchange

3 Results

Quality Improvement

- What is Quality Improvement? ☒
- QI Journey ☐
- QI Principles ☒
- QI Training ☒
- QI Tools ☒
- QI Templates ☒
- QI Resources ☒
- QI Projects ☒
- QI Awards ☒

The Model for Improvement

What are we trying to accomplish?

How will we know that our change is an improvement?

What changes can we make that will result in the improvement we seek?

PDSA Cycles

QI Resources

How to get started in QI <https://www.bmj.com/content/364/bmj.k5437>

How to Lead a QI Project <https://www.bmj.com/content/346/bmj.f113>

The Health Foundation: What everyone should know about health care quality improvement. <https://www.health.org.uk/sites/default/files/QualityImprovementMadeSimple.pdf>

RCGP Leading effective and sustainable Quality Improvement within a Primary Care Network <https://www.rcgp.org.uk/qualityimprovement/7eb16993-d107-4346-bb81-0403923606a/QOIF-QI-PCN-how-to-guide-RCGP-2021.pdf>

The QI Journey

QI Templates

Quality Improvement in Primary Care

Name of project: _____ Completed by: _____

Aim: What were you trying to achieve? _____ Change ideas: What changes did you make? _____

Whereas: What was the impact of the changes? _____ Lessons learned and what's next? _____

Quality Improvement in Primary Care

Problem statement: You should explain what bigger issue, this work led you to look at this case, comment on the impact of this on patients and review the evidence or evidence relevant to the case.

SMART aim: What are you trying to accomplish? How good? By when?

Measures to track improvement: Describe the data you collected or information you gathered. Explain how you established the current position to decide the improvements were needed.

Test of change: How did you plan and test your changes? How did you engage the team / patients?

Date: Describe the subsequent data or information you collected. How did you measure and evaluate the impact of change?

Results, what we learned and what's next: Summarise the changes (describe of your need) and how these will be maintained. If improvements were not achieved, explain why and what you learned about this.

4 Impact and benefits

The Derbyshire GP QI Portal gives all frontline staff the opportunity to access the training and resources they need to participate in QI activity.

QI Principles set the foundations for building a culture of continuous improvement.

Creating a directory of QI training and signposting to available QI resources across the system means we will all be speaking the same QI Language.

Promoting a simple methodology and easy to use templates for recording learning enables both clinicians and non-clinical members of staff to make QI a part of their everyday work.

Creating the GP QI Library allows learning from QI initiatives to be shared more easily across a wider geography increasing the impact of each QI.

Derbyshire GP QI Awards mean that QI can be recognised and celebrated as well as outcomes of the most impactful projects being clearly articulated and more widely shared.

5 Next steps

Creating a culture of continuous improvement and collaboration requires engaged Leadership. We now need to increase awareness of resources and keep QI on the agenda.

Ideas for further development include:

QI at every QUEST relevant to the topic that month.

Working with the JUID Network to promote QI activity eg. National QI week.

Derbyshire GP QI Conference and QI Champions in each practice or PCN (NB doesn't have to be someone clinical).