

Time for Care

WHAT IMPACT HAS IT MADE?

December 2018



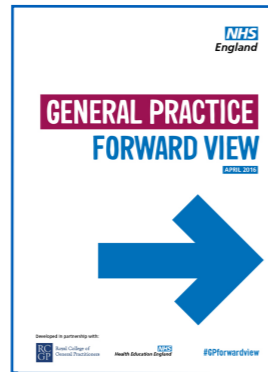
A workforce under immense pressure

I feel like I have been given a gift.
Sam Radford, GP Partner, Bottreaux Surgery

Had we not made the changes we did the practice would have struggled to survive in the long-term.
Matthew Gibbons, Business Manager, Bottreaux Surgery



The GP Forward View was published in April 2016, one of the outcomes of which was the Time for Care programme, aimed at helping practice teams manage their workload, adopt and spread innovations that free up clinical time for care and develop skills and confidence to lead local improvement.



How the Sustainable Improvement team is helping

The Sustainable Improvement team implemented a range of improvement programmes which were well received and equipped teams with the skills and opportunity to make real improvements.

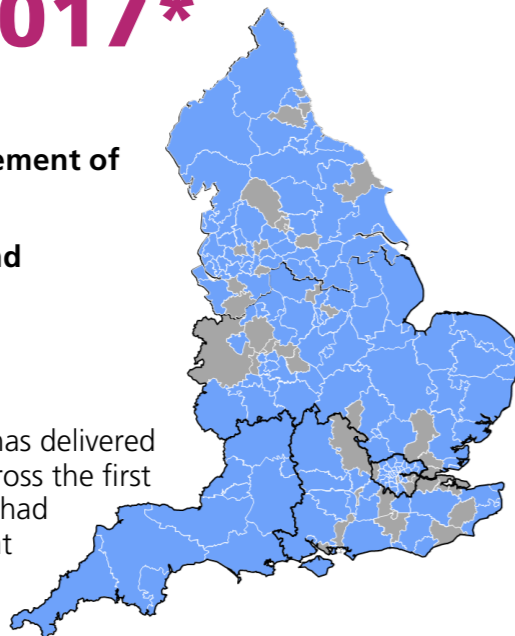
2,731 of 7,017* practices

are involved with at least 1 element of the Time for Care offer.

The programme is engaged and working with

183 CCGs.

The PGP Quick Start programme has delivered **8,289 in practice sessions** across the first six waves of the programme, and had **4,997 practice attendances** at group based learning sessions.



Practice teams are now working differently

By increasing capability and providing hands on support, practices have greater energy and motivation to do things differently. Teams have been able to implement the 10 High Impact Actions, work together at scale with increased learning and sharing, freeing-up GP time.

Primary Care Leadership Development

Over 433 staff have or are in the process of receiving training and coaching support to develop their skills and capability to lead colleagues and teams through change, coupled with the opportunity to network and collaborate with other practice staff across the country. A strong stream of capable primary care improvement leaders in general practice is starting to emerge.

Over 4,526 individuals who participated in the programmes have opted to join our national Primary Care Improvement Community of support, indicating their commitment to maintaining and growing their skills further to continue making local change as well as connecting and sharing their learning with peers.

Delivering lasting change across general practice

Across PGP Quick Start and Learning in Action, there has been an estimated **330,096 annual hours of administrative time and 205,157 annual hours of clinical time saved**; which has either already been realised in practice or is highly likely to happen due to the changes made.

Time released has led to a wide range of significant benefits.

- GP time is being used more effectively
- Pressure and burnout has declined
- Job satisfaction has increased
- Teamwork and morale has improved
- Meaningful collaboration between practices is developing
- Patients are benefitting from improvements made



Networking and collaborating with like-minded colleagues to share ideas and tips has been the highlight of the programme.

Bapu Sathyajith,
GP, The Shrewsbury Centre



I would not have measured anything, had I not been on the General Practice Improvement Leaders programme.

The measurements helped review utilisation and identify capacity for seeing patients at the practice.

Hannah Smalley,
Practice Manager, Merchiston Surgery



The programmes are different to anything I have done before, they have given me the time to take stock and do something about the challenges I used to face daily in the practice. I feel like I now have my 'manager's stethoscope' that includes valuable quality improvement tools and approaches that can make positive changes to the way we work.

Jacque Williams,
GP, Chipping Campden surgery



PGP Quick Start gave us the tools and support to design a simpler and streamlined process that is fit for purpose and allows us to work more efficiently as a team.

Harald Van Der Linden,
GP, Trent Vale Medical Practice

* NHS Digital, Patients Registered at a GP Practice (12 December 2018)