Productive General Practice

Access to the programme and additional support – individual practice
How do I access the programme?

The basic approach to accessing the Productive General Practice programme is by obtaining a licence. The licence grants you and your practice permission to use this ground breaking, practice wide change programme.

Guidance on how to use the Productive General Practice programme is supplied to you in a series of parts, which are referred to as modules.

By obtaining a licence you will get 12 specially commissioned and professionally designed modules, in hard copy, that make up the Productive General Practice programme. This provides detailed, step by step guidance to help you lead your practice, at a pace that suits the practice, to challenge and improve how your practice operates.

In addition you will also get access to a wealth of high quality materials and resources designed specifically for general practice.

These include a range of over 100 different resources, including comprehensive, easy to use and well explained spreadsheet tools for examining demand and staffing, and for producing quantitative diagnostics of how well the practice is doing.

Also included are improvement tools, templates and pro-formas:
- 14 supporting films covering the modules
- case studies of how practices have implemented Productive General Practice
- 4 specially commissioned e-learning courses on general best practice improvement methodologies to support learning on the methods used in the programme. These cover the areas of Process Mapping, Model for Improvement (PDSA), 5S (workplace organisation) and Statistical Process Control (understanding variation).

There is a cost associated with the licence and support packages to cover the cost of the development of the materials and support.
How much support do I need?

The Productive General Practice programme, and its modular structure, has been designed so that practices can use it, to radically improve all aspects of practice working, in a self directed manner. The materials have been created so that staff using them do not need to have background knowledge in improvement theory, best practice operations management or Productives methodology.

Through evaluation of Productive General Practice testing, our test sites confirmed how easy to follow the materials are:

‘Clear and easy to follow.’
GP

‘No problems - logical, ordered, detailed.’
GP

However in a demanding and busy environment, we recognise all general practices will require support and some will require enhanced support. This up front support can really speed up implementation and ensure sustainability of changes.

Not only does the support explain the Productive General Practice programme in more detail but it also provides other important benefits. Many practices have told us that facilitation of the initial strategic direction workshop session contained in the programme is really valuable.

‘The independent facilitator related well to GPs and gave the Productive General Practice legitimacy and credibility – it wasn’t just the ‘pet project’ of one or two partners and illustrated that it is based on firm principles’.
Practice manager

‘I personally feel that I needed someone to come and start us off. Without this I think I would have found it a bit confusing and also I think it would be harder to get everyone on board.’
Practice manager

‘Independent facilitation means that the meeting is not side-tracked into the ‘hot topics’ in the practice, so it’s easier to stick to the point.’
Practice manager
There are three levels of support available. You can choose the level of support that is right for your practice and its particular circumstances.

### The practice support package

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<tr>
<th>Would be suitable for......</th>
<th>Contains (delivered over 6-12 months):</th>
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| Practices looking for high value support that concentrates on creating organisational readiness, developing practice understanding and early support with implementation. (This is the minimum level of support we recommend for most practices) | Each practice receives  
• An introductory presentation that explains the programme and the timing of the support package. Also an opportunity for questions and answer.  
• Specialist facilitation, at your practice, of the Strategic Direction Setting Meeting as part of the Getting Started and Making It Stick module. A key meeting to ensure Productive General Practice starts in the right way and delivers exactly what you need it to.  
• Detailed run through and creation of project management mechanisms, as part of the Getting Started and Making It Stick module, to not only support your implementation of Productive General Practice, but also coordinate all of the other initiatives, projects and priorities you are currently working on in your practice.  
• An introduction to the Involving Patients in Improvement module to ensure you and your team understand how the module helps improve your patient engagement mechanisms.  
• Run through of the contents of the Knowing How We Are Doing module to ensure you understand all you need, to produce a quantitative diagnostic of how your practice works now.  
• Step by step run through of the tasks in the Improving Today’s Practice module so that you and your team are fully confident in implementing it.  
• An introduction to the Shaping Our Future Practice module to ensure you have everything you need to explore the hard hitting methods it covers.  
• An introduction to the Planning & Scheduling module that provides you with a practical, structured approach that will help your practice manage the process of setting capacity to meet demand.  
• An overview of the process modules including Back Office, Front of House, Consultation, Prescriptions and Referrals. |
### The practice enhanced support package

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<th>Would be suitable for......</th>
<th>Contains (delivered over 6 -12 months):</th>
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<td>A Practice that would value more flexible, hands on support that can be tailored to practice needs.</td>
<td>All elements of the practice support package plus:</td>
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<td>• Additional full or half day support visits.</td>
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<td>• Additional phone support.</td>
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(May be of interest to larger practices)

### The advanced practice support package

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<th>Would be suitable for......</th>
<th>Contains (delivered over 4 - 6 months):</th>
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<tr>
<td>A practice with high levels of service improvement skills and capability. A practice confident in their organisational readiness for change.</td>
<td>• An introductory presentation that explains the programme and the timing of the support package. Also an opportunity for questions and answer.</td>
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<td>• Specialist facilitation, at your practice, of the Strategic Direction Setting Meeting as part of the Getting Started and Making It Stick module. A key meeting to ensure Productive General Practice starts in the right way and delivers exactly what you need it to.</td>
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<td>• An introduction to the Involving Patients in Improvement module to ensure you and your team understand how the module helps improve your patient engagement mechanisms.</td>
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<td>• Introduction to the Knowing How We Are Doing module to ensure you understand all you need, to produce a quantitative diagnostic of how your practice works now.</td>
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<td>• Step by step run through of the tasks in the Improving Today’s Practice module so that you and your team are fully confident in implementing it.</td>
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<td>• An introduction to the Shaping Our Future Practice module to ensure you have everything you need to explore the hard hitting methods it covers.</td>
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<td>• An overview of the process modules including Back Office, Front of House, Consultation, Prescriptions and Referrals.</td>
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Additional support can also be provided:

- Additional on site days at the practice to aid implementation
- Additional web sessions or telephone support
Who will be supporting us?

The Productive General Practice support packages are delivered by carefully selected delivery partners.

All facilitators involved in the support of Productive General Practice have been comprehensively trained and are supported by a rigorous quality assurance structure.

You will find the support team knowledgeable, personable and straight talking. They are there to support and guide you in improving your practice processes. They do not pass judgement or tell you what to do. They will concentrate on the how, not the what.

Below are some of the experiences our test sites have had of the type of support available.

‘Our facilitator was very pleasant and engaged well with the GPs – got the mix of management principles and plain English about right. GPs felt comfortable with him, he clearly understood and explained the programme and its aims. He was clearly objective because he had no knowledge of the dynamics of the partnership.’

Practice Manager

‘The facilitator was well organised and seemed to be very down to earth and practical. He was very open about the scheme and what it could and could not offer.’

GP

‘The general feeling was that you (the facilitator) did react well with the partners – very informal and relaxed which suits our practice.’

Assistant Practice Manager

Getting in touch

To find out how you can access the Productive General Practice programme please email productives@nhsiq.nhs.uk

To find out more visit:
www.institute.nhs.uk/productivegeneralpractice