

## BEFORE

**Communicate to the team leader before hand:**

- Intentions (Productive Community Services only, not a general visit)
- timing
- duration
- availability of team leader or deputy

**Understand the organisation's objectives for Productive Community Services:**

- talk to the project team
  - re-familiarise yourself with Productive Community Services supporting literature
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## WITH THE TEAM

**People first, environment second:**

- engage staff in casual conversation, ask general questions about the team and project status
- ask the team leader about Productive Community Services and explore the support you are able to give the team leader

**Talk to a patient if possible:**

- engage patient in casual conversation
- ask patient about their experience of the team
- ask the patient about:
  - what have we done well?
  - what have we done less well?
  - what should we continue to do?
  - what should we stop doing today?
  - what is next (diagnostics test lined up?, treatment lined up?, next OT visit etc)?

**Visit the team performance board:**

- is it up to date?
- ask a member of staff to talk you through the performance board and recent performance

**Actions from last visit:**

- follow up actions from your last week's visit (both the team's (i.e. from the audit) and actions external)

**Conduct an audit:**

- conduct the appropriate GREEN audit as per the team's audit plan

**Communicate:**

- your view on the team's improvements efforts
- improvements/changes from your specialist field that may impact the team

**Sign the visit pyramid:**

- record your visit to the team to illustrate your, and the organisation's, commitment to the team

**Wrap up the visit with the team leader or deputy:**

- give and ask for feedback
  - agree on a max of 2 priority next steps (1 yours / 1 theirs)
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## AFTER

**Reflect on the visit:**

- what was going well?
- what needs support / direction?
- what would the team think was important to me?

**Follow up with the team leader and the project team:**

- what you were impressed by?
- actions for the organisation
- actions highlighted by the audit