

## Fundamentals of Change and Improvement

### What is the Programme About?

The 'Fundamentals of Change and Improvement' is an exciting, intensive and practically based programme for those working in general practice, who are interested in creating change and improvement in how you operate. It's aimed at GPs, practice managers, nurses, senior administrators & project managers, and will help you to work more efficiently & effectively.

The programme will show you how to use improvement tools and techniques, helping to build skills and confidence to make changes in your practice that will really make a difference, as well as an opportunity to apply what you've learned to a live project that you'll be asked to bring along (ideally something relatively small and focussed, e.g. reducing the amount of correspondence handled by GPs, establishing care navigation, improving approach to care planning, improving the practice's repeat prescribing system etc.)

### What does it look like?

The programme is two days in total, each day will take place from 9.00am - 4.45pm and delivered locally. Both days will be scheduled up to three weeks apart. It is essential that participants can attend both days.

The programme will be facilitated by members of the Sustainable Improvement Team.

### Benefits for participants

- Learn tools, techniques and a structured approach to change and improvement that will support you in working more effectively, efficiently and productively – Quick wins!
- Personal development: an introduction to delivering successful change and engaging people in the process.
- Opportunity to apply learning to **a live project** so you can get started with making changes straight away.
- Learning alongside colleagues - an opportunity to share ideas.

### Programme content

- Explore the key components needed for successful change, using the Change Model for Health and Care.
- A structured approach to making changes using the Model for Improvement and mapping. This will include developing a meaningful aim, measurement for improvement, identifying opportunities for improvement, and generating, prioritising and testing ideas.
- Where to start with involving others in your improvement

Participants will be expected to do a little pre-work before attending, and you will be encouraged to work on your project between days 1 and 2.