

Productive General Practice Quick Start

What is the Programme About?

The Productive General Practice (PGP) Quick Start programme provides fast, practical improvement to help reduce pressures and release efficiencies within general practice by implementing Quick Start modules taken from the PGP series.

- Creates headspace for practices working their way through current and future pressures.
- We work with clinicians and staff to identify and strip out wasteful activities.
- Quick Start creates more time, and time is the most precious commodity in a modern practice.
- Solving real operational headaches for a practice, de-personalising emotive issues and building improvement confidence.

Please see the full programme plan with module descriptions attached here for your reference – [PGP Quick Start Overview](#)

Our delivery partner, Qualitas formerly KM&T, have also developed a series of web videos providing a short explanation of each module - [Quick Start Videos](#)

How it works

- Quick Start consists of 6 Practice based, half day sessions and 4 group based, over a three-month period – April to July 2019.
- The onsite support visits are practical and focused on making changes and improvements there and then – no homework. Each short visit is structured around the Quick Start 'Brief, Simulate, Do' cycle.
- Our onsite support is also complemented by high quality workbooks for each work area. You will receive your workbooks as soon as you have confirmed your participation in Quick Start.

Expectations from the Programme

- Dedicated time and practical support to deliver and embed your chosen modules within your practice.
- Sharing and learning from Quality Improvement specialists and your participating peers.

Expectations of the Practice

- That the Practice Partners will support their team in making changes.
- That the appropriate staff will be released to attend all 10 workshops and that the continuity of the team will be maintained throughout the programme modules.

Who should attend?

- Any member of staff working in General Practice who is willing to participate in an improvement project.
- The resource requirements for each module are noted here – [PGP Quick Start Resource Requirement](#)

Funding

The facilitation of this programme is being funded by NHS England as part of the national General Practice Development Programme.

The CCG will support backfill for 1 GP and 1 Practice Manager – prioritising those practices who have not already received funding for a Time for Care initiative.

However, should we have any places remaining on the programme bid then we will consider offering backfill support to those practices who have already engaged and been supported on other Time for Care programmes. Depending on uptake this might be partial to full backfill funding support.

Please note that NHSE will not accept bids from practices who have already engaged with PGP Quick Start. They will not fund practices to engage in the same programme twice.

Local Impact

Across Cambridgeshire and Peterborough, a total of 34 practices have engaged with this programme. We have supported 2 waves of this training programmes - October 17 to December 17 (Testbeds only) and April 18 to July 18.

The most popular Quick Start modules were:

1. Efficient Processes (e.g. registrations, prescriptions, correspondence processes)
2. Clear Job Standards (e.g. admin, reception, dispensary and nurse teams)
3. Frequent Attenders

The quantitative outcomes in terms of savings were:

- 11,212hrs of admin time saved annually
- 8,774hrs of clinical time saved annually
- £31,405 cost-savings

Feedback

So far, we have had great feedback from all the practices involved in the programme:

“Just sitting down and having a discussion about improvement changes is very, very powerful.” GP, Huntingdon

“Approaching issues/problems with a similar mindset, vastly improves the time it takes to reach positive conclusions and successfully put improvements into practice.” Cambridge

“Definitely saves me more time... I'm no longer fire-fighting, I can now breath again and do my job more effectively.” Pharmacist, Greater Peterborough

“This is the best value for money programme this practice has taken on, it is the only one that has delivered positive change immediately.” Practice Manager, Fenland

Engagement Activity

The Primary Care team aims to attend all upcoming Practice Manager forums in order to provide an overview of the offer and answer queries:

- Greater Peterborough PM Meeting – 26 March 2019.
- [WebEx with Delivery Partner – 27 March 2019 from 12.30 to 1.30pm](#)
- [WebEx with Delivery Partner – 28 March 2019 from 12.30 to 1.30pm](#)

We will also be hosting a WebEx with our delivery partner who will be able to offer more insight into the programme and once again answer any questions prior to sign up. If you would like to join this discussion, please email the Primary Care team who will forward on the calendar invitation.

If you are interested in finding out more about this opportunity, we would highly recommend attending one of the above meetings and signing up for the WebEx.

Key Dates

The NHS England timelines for promoting and confirming sign up for this programme are quite tight! Please see the key dates below for reference:

- Delivery plan submitted to NHSE by 5 April 2019
- Delivery plan confirmation via NHSE by 19 April 2019
- Proposed delivery schedule -

w/c 29 April 19	Group Based Session 1	Module selection and diary setting for practice-based sessions
w/c 6 May 19	Practice Based Session 1	Brief, Simulate, Do cycle for Module 1
w/c 13 May 19	Practice Based Session 2	
w/c 20 May 19	Practice Based Session 3	
w/c 3 June 19	Group Based Session 2	Shared group learning from Module 1
w/c 10 June 19	Practice Based Session 4	Brief, Simulate, Do cycle for Module 2
w/c 17 June 19	Practice Based Session 5	
w/c 24 June 19	Practice Based Session 6	
w/c 1 July 19	Group Based Session 3	Shared group learning from Module 2
September 19	Group Based Session 4	Sustainability and next steps

Expressions of Interest

If you would to express an interest in this programme offer, please contact the Primary Care team at capccg.primarycare@nhs.net by **29 March 2019**.

If you have any immediate queries about any of the above, please contact Fiona Holloway-Parks on 01223 725343 or 07973 968 131.