

## AIM

To increase QI capacity and capability across Sutton general practice community.

## BACKGROUND

The availability of QI skills in Sutton general practice was unknown. The increased national focus on QI was a driver and primary care can contribute to improving patient outcomes using QI methodology.

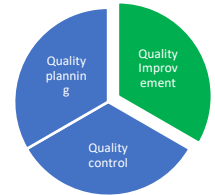
All 23 practices were invited to take part and the programme was delivered on-line to facilitate attendance and minimize costs.

## CONCLUSIONS/ RECOMMENDATIONS

The program achieved its aim to enhance QI capacity and capability in Sutton general practice and 8/21 projects will be rolled-out during 23/24, thus improving safe, timely, effective and responsive care. The biggest ongoing challenge is maintaining momentum for QI in general practice.

## METHODS

Key stakeholders were involved in development of the programme. Expert tuition was commissioned from NHS Elect, with QI training using the model for improvement delivered on-line over 5 modules in Q1-2. Practices commenced their QI projects in Q3 and PCN-led events to showcase improvements occurred in Q4. Practices were given focused support where required, in addition to drop-in on-line surgeries in Q3 and Q4. An on-line repository of tools and resources was developed on GP Team Net to support ongoing improvement efforts. QI projects were evaluated by the Programme team to identify opportunities for scale and spread and a SWOT analysis and participant feedback was used to identify areas for improvement to the programme.



## RESULTS

23 practices commenced the program, 21 completed it and 8/21 projects are being implemented across other practices

Project focus	Total	To be rolled out
Medicines management	7	4
Long term conditions	5	0
Patient experience or access	5	3
End of life care	2	1
Other	2	0

during 23/24. Some projects are also being shared at QI and clinical

conferences.

An evaluation survey was sent, with a 48% return rate (10/21). 50% said they would not have undertaken the project without the programme, 50% agreed they had a better understanding of QI and 80% would recommend QI training to others.

