

The **AHSN** Network

NHS
Improvement

Wessex
Patient
Safety
Collaborative

**Safer Practice Framework
for General Practice**
Supporting teams to continue their
improvement journey

Version 1
December 2018

Introduction



The framework will be periodically updated, the latest version can be accessed from the Wessex PSC webpage

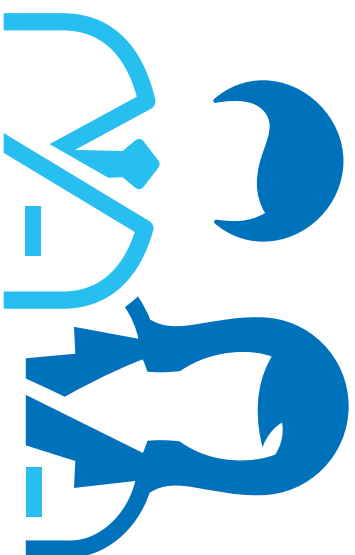
[Click here to visit the Wessex PSC webpage](#)

The Safer Practice Framework (SPF) has been developed as a self-assessment tool to support General Practice teams, with a focus on patient safety. The SPF has been designed as a voluntary tool to support practices with their quality improvement work and not as an assurance tool.

SPF was the original idea of a local GP, supported by Wessex Patient Safety Collaborative, GPs and Clinical Commissioning Groups. We tested the framework in practice and designed the latest version using feedback from primary care teams and the Wessex Local Medical Committee, who endorsed its use in Wessex.

The framework is based around the 5 priority areas identified by the Care Quality Commission (CQC) – are you safe, are you effective, are you caring, are you responsive and are you well led?

The framework can help you to identify areas of good practice which can be replicated and areas where you may want to focus your improvement effort. By self-assessing each domain and rating as red, amber, green or not applicable, you will be able to identify areas for replication and improvement. You can also use the framework as a repository for local evidence of good practice and improvement.



The SPF is designed to be completed by the multi-professional practice team to support staff engagement by creating a shared vision and to ensure that shared intelligence is gathered from multiple sources.

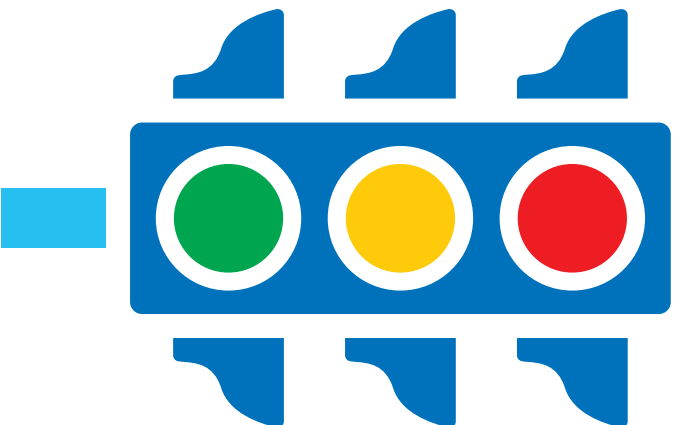
Those testing found that team engagement at the outset encourages shared ownership and assists in generating commitment to engage with the assessment and any subsequent improvement work.

Most of the domains are divided into 2 levels:

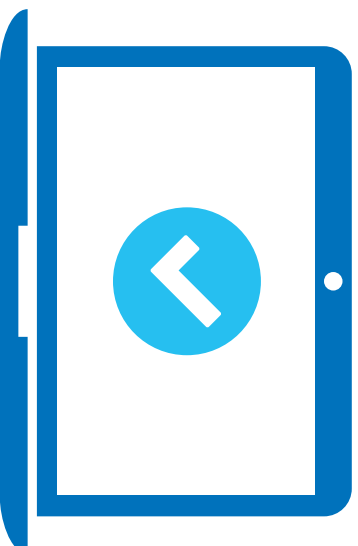
- 1 **Core:** Which aims to produce evidence of **Good Safe Practice**
- 2 **Advanced:** Which aims to produce evidence of **Outstanding Practice**

We suggest that you complete the **core** levels prior to progressing to the **advanced** levels.

Simple steps to use your SPF



- 1 Download a blank SPF tool (instructions on how to do this can be found on the PSC SPF webpage). The SPF can be saved on your IT system and used as an Excel spreadsheet on your PC or printed for manual completion.
- 2 As a multi-professional team, assess the core elements within each domain. You decide which domain to start with.
- 3 Select your current position by clicking on the 'Practice self-assessment' and use the drop-down list to rate as **red**, **amber**, **green** or N/A using the following definitions:
Red – Requires significant improvement
Amber – Requires further action/improvement
Green – Effective and evidence available
N/A – Not in place and identified as not being required
- 4 For those elements defined as effective and evidence available (**green**), you can list, insert or hyperlink your evidence in the 'Evidence and comments to support this rating' column.



- 5** For elements requiring further action/improvement (**red** or **amber**) you decide which elements to work on and the order in which this is undertaken. This will often depend on the capability and capacity of the practice and may change over time. Evidence can be added to the tool as work progresses.
- 6** For elements identified as N/A. We suggest you specify why as this may stimulate further debate within the team.
- 7** Some of the questions refer to evidence-based resources which can support your improvement, these are referenced on **page 6** where you can access the source material.
- 8** If you date the framework each time you review or update, then you can periodically reflect on your improvement journey.
- 9** By revisiting the framework regularly the practice can monitor progress, evaluate and share the benefits of the action that is being taken. The framework then becomes your improvement plan to support a systematic process for managing patient safety in the practice.
- 10** You may also choose to use the SPF to share your improvement work with the Care Quality Commission and your Clinical Commissioning Group.

External Resources

You may find the following resources helpful in developing your SPF

1 Care Quality Commission (CQC) Guidance

The CQC offer guidance for all healthcare settings including General Practice. KLOE, prompts and ratings characteristics for healthcare services (March 18 update).

[Click here to download the ratings characteristics for healthcare services guide](#)

How CQC monitors, inspects and regulates NHS GP practices.

[Click here to download the Care Quality Commission monitoring overview](#)

Regulation 12 offers standards to prevent people from receiving unsafe care and treatment and prevent avoidable harm or risk of harm.

[Click here for more on regulation related guidance](#)

Regulation 18 offers standards specific to staff and their competency to deliver safe care.

[Click here for more on staff regulation guidance](#)

2

Guide for developing a Safety Improvement Plan for General Practice February 2015

The guidance has been specifically produced to support General Practices with their Safety Improvement Plan.

[Click here to view the Safety Improvement Plan guide](#)

External Resources

3 Primary Care SafeQuest

This is an online questionnaire that enables staff members to rate the perceived climate of safety within your practice. Developed by NHS Education for Scotland, it is designed to be used by all members of your general practice team.

[Click here to take the SafeQuest Safety Climate Survey](#)

4 Reporting patient safety incidents that occur in general practice

NHS England has launched a new general practice e-form, developed specifically to make it quick and easy for all practice staff to report patient safety incidents to the National Reporting and Learning System (NRLS), the NHS national patient safety incident database. Reporting an incident should only take a few minutes and will help to keep patients safe from avoidable harm.

[Click here to read more about general practice incident reporting](#)

5 Quality Improvement (QI) methodology

There are many resources available to support you to deliver effective improvements in quality. These 3 websites are a good place to start.

[Click here to visit the Royal College of General Practitioners website](#)

[Click here to visit the NHS Scotland Quality Improvement Hub](#)

[Click here to find out about the Wessex QI Foundation Training Course](#)

Alternatively contact your local CCG or patient:safety@wessexahsn.net to enquire if they have opportunities for Quality Improvement (QI) training and support.

External Resources

6

Duty of Candour

NHS provider bodies registered with the CQC are required to comply with the Statutory Duty of Candour (DOC). This involves giving patients accurate, truthful, prompt information when mistakes are made and treatment does not go to plan.

[Click here to view the Duty of Candour document](#)

7

PINCER

Wessex AHSN offer PINCER, a medication safety intervention that uses data extracted from GP clinical systems related to evidence based, clinically significant medication errors. A Pharmacist then works with the practices to reduce the level of risk for patients in their care. The evaluation of this work was published in The Lancet 5 years ago and demonstrated an 50% reduction in medication errors.

[Click here to read more about PINCER](#)

8

National Early Warning Score (NEWS) 2

The Royal College of Physicians have introduced NEWS to standardise the assessment and response to acute illness.

[Click here to view the National Early Warning Score](#)