

# Practice Development Plan

The whole practice has been meeting as a team to develop a series of themes, both aspirational and developmental, to formulate the future strategy of Meadowcroft Surgery. This was done by the Delphi Technique, which is a series of questionnaires through which controlled feedback can be gained. These ideas will be taken to form action points over the next year.

Here is a brief summary of the results in order of priority. Please note that this list is a set of aspirations (hence might not be possible given limited resources), not a firm set of plans.

- 1) Good clinical care: To provide good, skilled clinical care to all our patients. A service where patients feel listened to: exploring issues and enabling change. A particular focus on holistic health, time for exploration of patients' emotional and mental health, a greater emphasis on preventative health care, development of special interests, e.g. Paediatrics, Occupational Health, Musculoskeletal Medicine, aiming towards the normalisation (de-medicalisation) of pregnancy and childbirth, child protection, better management and education of long-term conditions.
- 2) Communication: Approachable and efficient in patient dealings. Effective communication in consultations, visits, in writing and on the telephone. Patient-centered consultation and practice systems and environment, provision for different ethnic groups, longer consultation times, accuracy and efficiency of dealing with paperwork and patient concerns.
- 3) Continuity of care: Efficient systems for long term conditions; and consistency of care and advice within an individual clinician's management strategies. Facilitation of continuity of care, especially if part-time, changing the appointment system to cater for both long-term continuity and acute problems
- 4) Teamwork: To maintain our happy, friendly and committed team. Ability to refer patients to clinicians with special interests within the practice, sharing our skills, maintaining an atmosphere of trust and respect, an open forum for discussion, more working groups for specific tasks.
- 5) Keeping up to date: Maintenance of clinical standards and a personal commitment to understanding current priorities and objectives. Keeping abreast of new developments, expanding

knowledge by personal and structured learning, auditing to maintain standards, protected learning time, keeping up to date with practice, local, regional and national priorities.

- 6) Practice management: Balancing the business aspect of General Practice with the clinical such that the quality of care is not jeopardised. Support and management of staff members, critical event review
- 7) Equity and autonomy: Consistent – treat patients fairly and with respect, providing well-organised care (not just ticking boxes). An Advocate for our patients. Thinking beyond politically-driven priorities to deliver consistently excellent care to all patients, enabling access for our patients in times of rationing – especially for those less able to do so for themselves, consideration of interpreter services and multicultural beliefs and lifestyles.
- 8) Education: A true learning organisation; training for all team members, to carry on improving our standards. Clinical debriefing, peer support, teaching, supervision, IT support systems development, formative appraisals for all staff, developing personal interests and priorities.
- 9) Environment: A relaxed comfortable environment; promptness; kindness. Review of efficient use of building.