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GP practices > Safe working in general practice guidance >

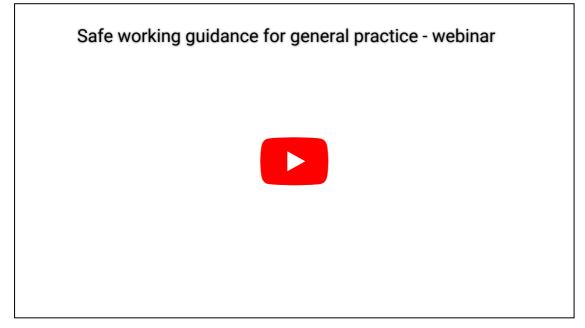
Previous topic

Safe working in general practice guidance

Safe working webinar

♥ Location: England & Audience: GPs

🛅 Updated: Friday 6 September 2024



Webinar FAQs

General questions

What are the major challenges faced by general practice currently?

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How has the average number of patients per GP changed over time?

How does the spillover from hospital backlogs affect general practice?

How should practices approach the differing needs and resources of different areas?

Can you share data on attrition rates among clinicians and practice managers?

What resources are available to support safe working in general practice?

Workload questions

What is the importance of workload control and structured clinics that appropriately capture work in v general practice?

What steps can general practices take to manage increased workloads and external pressures?

How and what did you prioritise when making the transition to safe working practice? What was your vapproach?

How would we assess what our workload is and how would we best manage it?

How do we define patient contact?

How should practices manage capacity and patient flow to ensure high-quality care?

How should the transition to a safer, more sustainable workload be managed?

What if we get an ICB that has an overarching view and a slightly different perspective on safe working guidance and its adoption?

Appointments

How should practices manage appointments and workload effectively?

Regarding 'did not attends' (DNAs), are there any specific strategies for managing and reducing DNAs?

How did you manage to reduce the level of appointments?

How do you ensure the safety and quality of care while managing patient appointments and waiting lists?

How do you implement a waiting list safely in a practice?

What should we do if a patient needs to be seen within one to two hours?

Triage

How should practices use triaging to manage waiting visual stress of the stress of the

How did you improve your triage service?

Workforce

What is it the process of working with frontline teams to redesign roles and responsibilities?

What kind of training and development did you manage to do with your team, and how did they respond?

Supervision of junior colleagues - how do you manage it and how does impact other work?

Integration, new models and new roles

What are the different priorities and concerns for managers, clinicians, and patients, and how do you address them?

What is the importance of self-care for healthcare professionals?

How have you used technology to improve efficiency in managing workload?

Demand

Is there any work being done to reduce demand? V

What is the balance between access and continuity in patient care?

Patient engagement

How do you ensure communication with patients, and what strategies have you found effective?

How do you handle patient feedback and complaints?

How do you ensure continuous improvement in patient care and staff morale, and what methods do you use to collect patient feedback?

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