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Safe working in general practice guidance

## Safe working webinar

📍 Location: England    👤 Audience: GPs

📅 Updated: Friday 6 September 2024

Safe working guidance for general practice - webinar



### Webinar FAQs

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### General questions

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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? 

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How does the spillover from hospital backlogs affect general practice? 

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

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


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

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## Workload questions


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

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

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

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

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How do we define patient contact? 

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

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

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

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## Appointments

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How should practices manage appointments and workload effectively? 

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

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How did you manage to reduce the level of appointments? 

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

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

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

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## Triage

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How should practices use triaging to manage waiting lists and ensure safety? 

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How did you improve your triage service? 

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## Workforce


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

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

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

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Integration, new models and new roles 

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

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

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

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## **Demand**

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**Is there any work being done to reduce demand?** 

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

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## **Patient engagement**


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



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**How do you handle patient feedback and complaints?** 

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**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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