



Business Operations: Delivering Value

Elm Surgery: Measuring and maintaining performance

Narrator

Various performance measures are used, many of which are defined by Government initiatives.

Dr Tim Alexander

The quality and outcomes framework is part of a nationally negotiated major change to our contract, which means that about a third of practice income is now dependent on the quality of chronic disease care we provide. And not only providing it but logging that we've provided it, which often is equally time consuming. Overall that's, that's been, I think, a really good change in the care we're offering to patients.

Narrator

The practice is keen to make extensive use of IT to improve both efficiency and effectiveness.

Mike Davies

Technology is a key resource for us, not only in terms of having it but also how we maximise the opportunities that it gives us. We are a paper-light general practice, so you know, we don't rely on paper at all. When paper comes into the practice in the morning, when hospital letters come in, there are scanned into a workflow system so that the doctor can see them online. That was a bit of a cultural shock for the doctors, getting rid of the bits of paper and we have an email system internally, so we have very little paper. That's really quite an efficient and an effective way of dealing with it because not only do we store information efficiently but we can get it to the right person quickly.

Narrator

Reception staff are central to the surgery's performance as they deal with patients on a daily basis. Staff feedback is recognised as an important factor in the quality of service.

Mike Davies

Reception is a very stressful environment. Sometimes receptionists have to be assertive, dealing with, you know, difficult patients at times. In terms of saying, look, this is what's available, this is how I can help you. We pay a lot of attention on training particularly in that area.

What I also try and do is to keep them involved in how we improve reception and how we develop it because the girls in reception know what the problems are, I don't necessarily, and therefore it's a question of just trying to capture those ideas and making sure that we implement, you know, what they think. If you have that dialogue, then I think you just end up with a far happier environment and I think that just, you know, transmits itself straight to the patient.