

# PRIMARY CARE NETWORKS QUALITY STANDARDS PROGRAMME STANDARDISATION AND INNOVATION Executive Summary – June 2020

## Our aims

A unifying Quality Standards system for both Healthcare and Adult Care to reduce duplication and waste, and to be fully prepared for integrated care.

## The approach

A “360° Workplace” approach where workload is shared through self-responsibility at all levels, focusing on a culture of collaboration and teamwork.

A bottom up approach addresses staff first, instilling a widespread and self-managing culture change from day one. Managers see an immediate reduction in their own workload and pressure.

With valuable time freed up, Managers can better focus on the next stage, a top down development of the Quality Framework at management level.

We have achieved this by designing a two part system:-

1. **For Management:-**  
Quality Standards Manual that combines 6 separate frameworks from Governance and Policies to Revalidation and Evidence
2. **For Staff:-**  
Professional Standards Passport that encompasses all staff development in a pocket-sized diary, from Training and Knowledge to Polices; and Staff Appraisals to Personal Development

The systems design brings together all the elements of Best Practice and Regulatory Requirements, and even achieves CPD and Revalidation at the same time, through a single action.

## Observed Results and Achievements

1. Instant implementation; Up to 90% time savings for staff and Practice Managers; Dramatic reduction in duplication
2. Average time saving of up to £12,500 per practice; Significant reduction in management workload; Greater teamwork and engagement at all levels
3. Systematic approach increases Management Efficiency, speeds up Quality Assurance; Members are automatically CQC inspection-ready at all times; Cuts inspection times.

The methodology and system have been so effective that support calls have dropped to virtually zero and Remote Support has become the norm, even for Practices in improvement measures. Practices and PCNs become fully self-sufficient, with no call for external consultancy or consultants.

## Delegation with Teamwork

The key to delegation is making systems and content easy to understand. This provides clarity and confidence for team members to take on responsibility.

Pilots provided proof that even novice assistants in Special Measures were able to prepare and present to good effect at a CQC Inspection in a matter of days.

Separately, practices were able to do an entire year's staff development, again in a matter of hours.

The systems become the hub of all activity where a single page can be used as a compliance briefing or as an agenda for a meeting, or for recording improvement.

Most importantly, virtually anyone at any level in the Practice can understand it, manage it, and even present at an Inspection.

## The wider potential

We are thinking in much broader terms, and our primary interest is to effect a self sustaining industry wide culture change that should be welcomed by all Providers. With this in mind, Prof. James Kingsland is engaging with Rosie Benneyworth on our behalf, and we have partnered with the National Association of Primary Care (NAPC) who represent over 240 PCN members.

# Unified Quality Framework

- Healthcare      A single set of standards
- Adult Care      Ready for Complex Care and
- Acute Trusts     Integrated Care

GPs; Dentists; Residential Care; Domiciliary Care, Acute Trusts, Community Hospitals

# 2020 Partners



2,000+ GPs

240 PCHs

“ Amazing .... Never seen anything like this  
CQC Inspector

“ I'll be recommending an Outstanding rating  
Social Services



# Quality Standards Manual

Inspection-Ready anytime



## 6 Complete Frameworks

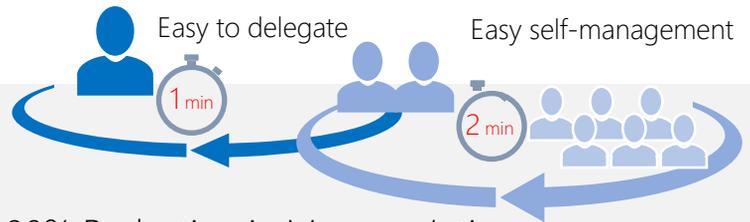
- ✓ Quality Framework
- ✓ Governance Framework
- ✓ Policies Framework
- ✓ Evidence Framework
- ✓ Improvement Framework
- ✓ Revalidation & CPD

# Quality Management Through Teamwork



- ✓ Frees up time to focus on care
- ✓ Managers' workload reduced
- ✓ Teamwork focused culture

# Your team will take care of everything



90% Reduction in Manager's time

# Professional Standards Passport



Self-review

Culture change where staff manage themselves



One-on-one

A portable personal diary  
The best learning tool is still the book



Staff Meetings

Instantly scalable  
From small Providers to 1,000's of staff



Group Training

# Your staff will be CQC-Ready anytime

INSTANT CULTURE CHANGE

★★★★★ December 2019

Self-Responsible staff ...

“ My staff manage ALL of their own development

Manager

★★★★★ July 2019

I have more time ...

“ A huge workload has just been lifted from me

Manager

1½ Hrs

Entire year's training in just 1½ hours

Releases up to 95% unproductive time



- ✓ Training & Knowledge
- ✓ CQC Basics
- ✓ Personal development
- ✓ Staff Appraisal
- ✓ Staff Policies
- ✓ CPD

Pocket sized manual