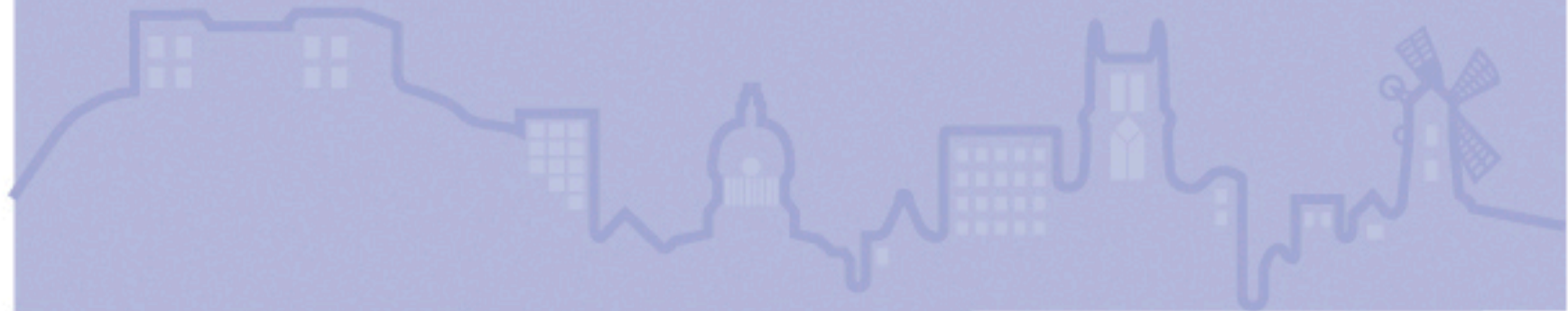




Clinical Quality and Clinician Performance NEMS and NHS Direct GP OOH service

Successes, lessons learned
and future aspirations





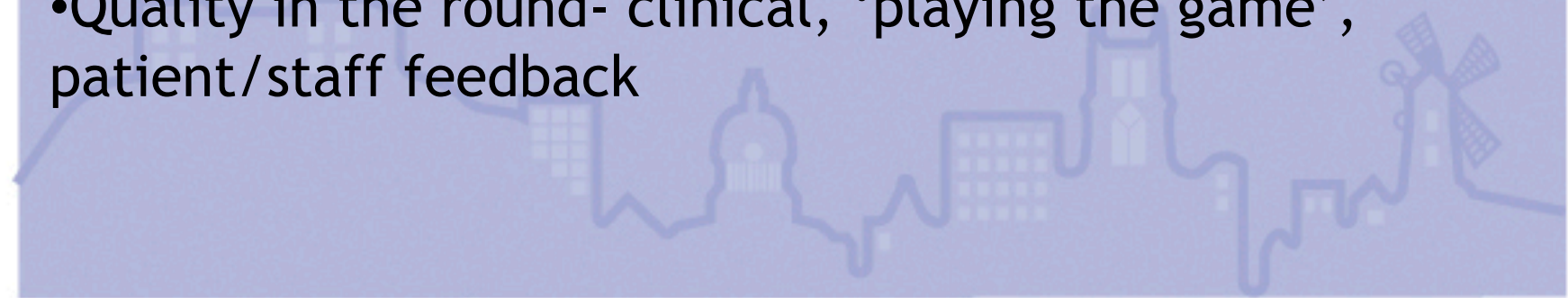
Learning from NHS Direct

- High score due in large measure to involvement of NHS Direct
- NHS Direct - robust systems of training, clinical supervision, governance and performance management/improvement
- Comparison of individuals against expected norms; identification of outliers, call reflection, training on clinical assessment technique
- NEMS mirrors NHS D process with its nurse workforce
- Provides clarity on expectation for nurses and for NEMS
- NEMS nurse meetings - learning from significant events, performance monitoring and audit concerns
- Nurses receptive to feedback and find the approach supportive



Sessional GPs -Journey to Success [1]

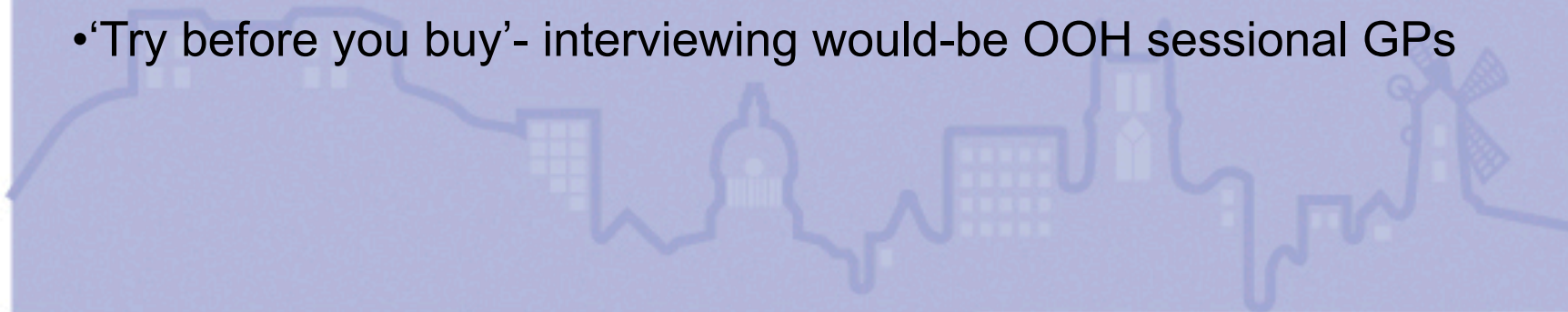
- Changing the mindset- from GP co-op to commissioned service
- Clarifying expectations - development of a contractor SLA
- Quality in the round- clinical, ‘playing the game’, patient/staff feedback





Sessional GPs - Journey to Success [2]

- Identifying 'norms' and benchmarking individuals' performance
- Where does responsibility lie for training a doctor how to be a GP in an OOH setting ?
- Rota website to share learning from SEA's and 'top tips'
- 'Try before you buy'- interviewing would-be OOH sessional GPs





Success at a price - lessons learned

1. No surprises , softly softly approach - never send a doctor an unsolicited letter!
2. Be very sure of your facts and don't believe everything you are told
3. Expect to be challenged
4. The law of unintended consequences/ gaming
5. Don't under-estimate sensitivity and the power of the rumour mill





Beyond QR4- Aspirations

Organisational need versus individual GP preference

- who does what?
- who creates what?

Agreeing core knowledge and skill set for GP OOH work

- Work out how to take this forward- self-assessment /training balance

Enhancing process for managing poor performance- when is enough enough ?

