



Londonwide LMCs
The professional voice of London general practice

Safe care workshop plan

What you will need

- 2 facilitators
- 8-12 participants (equal number of patients and staff)*
- For in-person workshops: A venue that has space to separate out into two groups, flipchart, flipchart stand and/or sticky tack for walls, enough flipchart markers for everyone, sticky notes, refreshments. A decent digital camera (phone is fine) for photographing outputs. Print or handwrite the group guidelines and place them somewhere they can be seen throughout the session.
- For online workshops: at least one facilitator familiar with the tech, video conferencing platform (Zoom is ideal), Miro or other digital whiteboard.
- You won't need slides.

Time	Duration	Session	How to do it
	10 mins	<p>Registration and vision question.</p> <p>The question: Imagine it is 2025 and this practice is leading in safe effective care. You are delighted with what you see, what do you see?</p>	<ul style="list-style-type: none"> • Before the session starts, write the vision question on flipchart paper and stick on the wall if possible, or choose another visible place. Add a couple of examples to get people started, • As people enter, create a record of name and email address or other contact method so you can send the outputs from the workshop later • Make sure that people use name badges which are just first names, no lanyards with job titles etc. • Invite participants to add their thoughts on sticky notes - one thought per sticky note

			<ul style="list-style-type: none"> Participants read other people's responses and add any further thoughts
10:10	5	Landing together	<p>Make space for everyone to share something personal using a "round". The rules of a round are:</p> <ul style="list-style-type: none"> Participants stick strictly to their turns You can pass if you don't have an answer No commenting on others' contributions (including by the facilitator!) <p>Use the question "Please tell us something that made you smile recently. It can be big or small and from any part of your life. We encourage you to share something from your personal rather than professional life."</p> <p>Facilitators should answer first to provide a model for others. Keep it personal and concise.</p>
10:15	10	Introduction - a script for this section is provided below the plan*.	<ol style="list-style-type: none"> Guidelines for working together Explain the purpose of work Explain what will happen to the outputs from the workshop
10:25	30	<p>Activity Fete questions:</p> <ul style="list-style-type: none"> What are we already doing well with providing safe effective care? What are the challenges you are facing around safe effective care? 	<ol style="list-style-type: none"> Set up 3 stations around the room, flip chart paper on the wall and the question clearly displayed Ask participants to write up their thoughts on each question Have facilitators around to help people if needed Explain the purpose of the activity fete - sharing our experiences so that we can work on solutions together

		<ul style="list-style-type: none"> What more needs to happen to help us ensure we are always able to deliver safe effective care? 	
10.55	10	Break	Alongside refreshments and a bathroom break, ask participants to select one strength, challenge or need that they would like to focus on if possible in the next discussion groups.
11:05	30	<p>Discussion groups.</p> <p>The question: Looking at our strengths and challenges, how can we improve things?</p>	<ol style="list-style-type: none"> 1. Divide into 2 groups, with a fairly even mix of patients and professionals. <i>Either</i> 1) go around the room giving everyone a number (1 or 2) and then group people by number, 2) group people using the question "do you love or hate Marmite?") 2. Facilitator leads a quick round to hear the strength, need or challenge that each person selected during the break 3. Facilitator group the themes if possible, and allocate time accordingly 4. Write sticky notes as people are talking so that answers are visible to everyone (flipchart paper on the wall is the best way) 5. At the end of the session, ask participants: 'from the discussion, what <i>one</i> future improvement do you want to feedback to the whole group?' 6. Ask each participant to write their improvement point on a sticky note, including the strength, challenge or need it was based on (using a second note if they need - make sure you keep them together)
11:35	15	Share feedback	<p>What improvements have we come up with?</p> <ol style="list-style-type: none"> 1. Each facilitator gives headline point about each improvement selected from their discussion and the strength, challenge or need it was based on 2. If time allows, invite clarifying questions

11:50	10	What is next?	<p>Let participants know:</p> <ol style="list-style-type: none"> 1. You will share the outputs from the workshop with any participants who wish to see them after the workshop 2. If you will inform the PPG and wider patient group 3. What the practice will do to take the improvements forward
12:00		Finish	<ol style="list-style-type: none"> 1. Take photographs of all of the outputs generated in the workshop 2. Remember to number the sheets if there are a lot, it is easy to get confused later

Now we've heard a little bit from each other, we're going to move into some group work. Before we do, I'm going to quickly go through some guidelines for how we'll work together today:

- Everyone has a right to express their view
- One person speak at a time
- Please check that what we have written is what you mean
- Aim to keep on task
- We will use a car park for things that need to be considered outside this session
- Try to describe your experiences using "I felt ..." rather than "they did ..."
- Be kind to each other and to yourself

Do they make sense to everyone?

***Script for introduction section**

(it's fine to deviate from this, just make sure you cover the main points and keep this presenting section brief so you can get to working together).

We want to ensure that we are always able to provide safe care to our patients. This is not straightforward because we work in a system in which there aren't enough GPs and other members of staff. We are unable to provide the services and level of care that people want, and that staff want to provide.

We know that some of our patients have struggled with not being able to access services when they want to. Some people feel fobbed off, or like they aren't being offered the help they are entitled to. Some people feel frustrated that they can't see their doctor, or that they are not given enough time with their doctor.

We know that our staff are working extremely hard, often with no breaks, throughout very long days. We know that this impacts negatively on them and on our patients.

The reality is that we are working in a system that isn't able to provide as many appointments as our patients require, and we aren't always able to offer people the length of time in consultations that we want to because of the number of people that we see each day. This is due to central government decisions and not something that we can change locally. The reason we're here today is so that we can all understand each other's experiences and needs better, and to come up with improvements that will support us to make this feel as good as it can for everyone. The difficulties faced by GP practices create the risk of dividing health professionals from the communities they work with. But we all want the same thing - good quality safe care for everyone when they need it. We hope that by understanding each other better and working together in a new way, that we can make things better for all of us.

Not everything is within the power of GP practices to change, so we might not be able to make all the changes we come up with. But we will do what we can, pass on improvements that are someone else's responsibility to them, and we'll keep in touch to let you know what we're doing with your ideas after the workshop.



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Contact:

Email: info@wearecocrete.com