



Londonwide LMCs

The professional voice of London general practice

Guidance following the safe care workshop

Keeping people informed

Keeping people informed of what happens after engagement helps to develop trust, and frames the engagement you have carried out as part of a collaborative way of working with patients. It is important that people know they've been heard, and that you are taking action.

You probably won't have a full set of completed actions a month or two after the workshop, but it's important to get back to people within this time period. We suggest putting getting back to patients in the diary when you book the workshop date, as it can be easy to miss this important part of the process.

It's fine to let people know your next steps rather than a completed improvement - maybe you will take an improvement to a specific working group, or pass it on to an organisation who has more control over that area than you do.

It's also fine to say you won't be taking something forward if you have a clear reason (for example, you may respond to a suggestion to employ more GPs to make more appointments available by letting people know that you have tried but recruitment is difficult at the moment, or that you don't have budget for more GPs).

As well as workshop participants, it's worth taking the opportunity to inform wider stakeholders - including your PPG, wider patient group, PCN and ICB - about your work. This is an opportunity to create a case story of the value of involving a range of patients, and show the positive work your practice is doing. Also please share your learning with Londonwide LMCs, who will be collecting the learning from across London and be able to share the collective value of this work.

You might want to consider sharing via:

- Your website
- A text message to all patients with a link to the website story
- Leaflets or posters in the practice
- Screens in the practice
- Local media

You can keep this information concise, letting people know what you did (i.e. did this workshop), why, and what you've learned. Include your shortlist of improvements and depending on format you might want to include photos of the outputs from the vision session.

Implementing the improvements

The outputs of your workshop will include a shortlist of improvements. You'll need to decide where to focus your resources. Ultimately, each improvement should fall into one of the following categories:

1. This is within our control and we will take action;
2. This is within our control but we won't take further action at this time;
3. This is not within our control but we can pass it on to those who have more control;
4. This is not within our control and we have no way to take this further.

Take time as a practice to put each improvement from the workshop into one of the four categories above. There should be little or nothing in the fourth category as sharing your learning with Londonwide LMCs, your ICB, local councillors and MPs are all forms of action that you can inform your patients you have taken.

Where you have more improvement in categories 1 and 2 than you can carry out, the following questions might help you decide where to start:

1. Are there any quick wins that you can implement quickly and let everyone know about?
2. Can you demonstrate equal value of participants and views by enacting a patient-focused improvement and a professional one?
3. Which improvement will have the most impact?
4. Could enacting any of the improvements make other ones easier?

5. Is anyone motivated to take a particular improvement forward?

This last one is important - in the pressured environment of general practice, it can be hard to step out of day-to-day activities and find the time for working on the bigger picture. Where someone in the practice is motivated to take an improvement forward, this is a strong reason to take that improvement forward.



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Contact:

Email: info@wearecoco.create.com