

# What 'Good Practice Culture' looks like- 'Inspiring Vision & Values'

Our Mission Statement and Core Values are placed around the practice and the staff communications board.

We want to communicate an inspiring, forward-looking and ambitious vision focused on offering high-quality, compassionate care and treatment to all our patients and the community we serve.

Our values are clear and definitive that set expectations for how everyone in the practice conduct themselves and interact with each other and the patients. We believe our values: 'Quality Care, Patient Safety & Patient Satisfaction' delivers on 'patient centred care; and responsiveness'

We shall reiterate at every opportunity the message that high-quality, compassionate care is the core purpose of all staff, so that everyone understands and acts on this commitment. This takes time, sustained energy and dedication.



## QUALITY CARE

**We have a single common definition of high quality care; it is Safe, Effective and a positive Patient Experience delivered by our team**

## PATIENT SAFETY

**Our approach to patient care encompasses our commitment to safety, effectiveness, patient focused, efficiency and equity**

## PATIENT SATISFACTION

**To ensure patient satisfaction we will deliver the right care, keep our patients safe, listen to our patients & provide equitable care**



*'To deliver high quality and effective health care to ALL of our patients, tailored and responsive to the needs of the local population. We aim to treat our patients with dignity and respect'*

## What 'Good Practice Culture' looks like- 'Goals & Performance'

To continue improving high-quality care and patient satisfaction we must **set clear goals and manage our performance.**

Goals are set at every level from receptionists as our first point of contact with patients to clinicians.

We measure our performance based on patient feedback and patient outcomes. Our latest GP National Survey is displayed on the staff communications board. We have raised actions and responses to the results with a new in-house patient survey to help us improve on this performance.

It is 'no secret' many staff in healthcare report that they are often overwhelmed by their workload and are unclear about the goals they are working towards. This naturally produces stress, inefficiency and poor quality care..

Such situations can arise when managers and/or the GP partners insist on too many priorities. A clear vision and mission statement about high-quality care, patient satisfaction provides a directional path for staff.

We **MUST** be clear, aligned and agree that our challenging goals at all levels of the practice must be matched by timely, helpful and formative feedback for us delivering care if we are to continually improve quality.

To list a few of our goals:

To deliver high-quality care and treatment for public health funded services

The prevention of disease by promoting health and wellbeing and offering care and advice to all our patients

Taking care of our staff ensuring they are a competent and motivated team with the right skills and training to do their jobs

Acting on patient feedback

Acting on complaints

Acting on significant events

Delivering on our QoF performance

# What 'Good Practice Culture' looks like- 'Support and Compassion'

**Supportive and compassionate** behaviours are fundamental to the delivery of continually improving, high-quality care.

If we develop, train and want our staff to treat patients with respect, care and compassion then naturally the management [leaders] would need to treat their colleagues with respect, care and compassion.

Directive, aggressive or brusque leaders dilute the ability of staff to make good decisions, deplete their emotional resources and hinder their ability to relate effectively to patients, especially those who are most distressed or challenging.

There are clear links between staff experience and patient outcomes. Staff views of their leaders are strongly related to patients' perceptions of the quality of care.

The higher the levels of satisfaction and commitment that staff report, the higher the levels of satisfaction that patients report.

If leaders and managers create positive, supportive environments for staff, they in turn create caring, supportive environments and deliver high-quality care for patients. **Such leadership cultures encourage staff engagement**

**CARE – COMPASSION – COMPETENCE – COMMUNICATION – COURAGE –**



Thank you...  
...for everything  
you do for our  
patients



# What 'Good Practice Culture' looks like- 'Learning & Innovation'

Encouraging learning and innovation also plays a key role in delivering high quality and compassionate care.

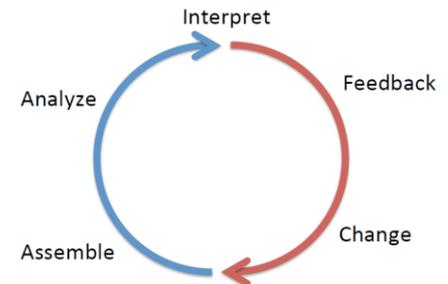
Sustaining cultures of high-quality care involves all staff focusing on continual learning and improvement of patient care.

Learning and quality improvement are dependent on continual patient input – innovation is most likely where patients' views and feedback play a strong role.

A focus on improvement should ensure that:

- ✓ Teams at all levels collectively take time to review and improve their performance
- ✓ Quality and patient safety practices are an ongoing priority for all
- ✓ There are high levels of dialogue, debate and discussion across the practice to achieve shared understanding about quality problems and solutions.
- ✓ All staff should encourage, welcome and explore feedback and treat complaints and errors as opportunities for learning across the system rather than as a prompt for blame.

This encourages collective openness to and learning from errors, near misses and incidents.



# What 'Good Practice Culture' looks like- 'Effective Team working'

## Effective team working

Effective teamwork and collaboration is also fundamental to the delivery of continually improving, high-quality care.

Where multi-professional teams work together, patient satisfaction is higher, health care delivery is more effective, there are higher levels of innovation in ways of caring for patients, lower levels of stress, absenteeism and turnover, and more consistent communication with patients.

Leadership that ensures effective team and inter-teamwork (both within and across organisational boundaries) is essential if we, the practice are to meet the challenges ahead.

Shared leadership in teams is a strong predictor of team performance and proven to deliver that staff will:

- Speak freely
- Support each other
- Effectively solve problems collaboratively
- Have a clear sense of direction
- Have adequate information
- Have adequate resources
- Trust each other
- Accomplish their goals

