



## shaping health international

### Productive General Practice

#### What is it?

Productive General Practice is a powerful, flexible improvement programme which equips general practices with the necessary tools to adapt to the growing financial and clinical demands placed upon them. Designed and developed by the NHS Institute for Innovation and Improvement with input from test sites and development partners from the frontline of general practice, the programme empowers your staff to use lean thinking and continuous improvement methodologies in creating more effective ways of working. Implementing Productive General Practice with the support of Shaping Health International will result in greater efficiency, reduced costs and an improved patient experience.

#### How does it work?

The programme works by putting patient, clinician and practice team at the centre of a fundamental redesign of your approach to dealing with the demands on the practice. Staff at all levels are encouraged to analyse and discuss existing processes and synthesise new approaches specifically aimed at your practice's needs. Patients are also treated as key stakeholders and their opinions and perceptions of your organisation are taken into account in the redesign.

The process is designed to work in carefully structured stages which build incrementally towards implementation. In this way a solid foundation for change is created which ensures the success of the programme. A working group with representatives from all staff groups oversees the process, while everyone else is assigned to module teams.

As accredited delivery partners, Shaping Health International can offer three distinct levels of support. We will be happy to discuss these and match a level of support to your requirements. Please note that a licence is required to implement the programme, and is included as part of any support option developed.

# Programme Structure

The Productive General Practice programme is designed to be flexible, enabling you to choose to improve a few processes or elect to challenge every aspect of your practice and its staff work. Because of the complexity of General Practice, the programme breaks the change process into manageable sections called modules and promotes the use of a house as an effective visual tool to guide the practice on its journey.



## What are the key benefits?

The Productive General Practice programme aims to increase the quality of care for patients, improve staff efficiency and provide financial benefits. Specifically the programme aims to

- Increase quality of care
- Reduce costs, avoid unnecessary costs and generate greater income
- Improve patient experience
- Streamline activities across the practice and eliminate waste
- Provide easier access to services
- Improve the quality of administration
- Improve continuity of care

## Who are Shaping Health International?

Shaping Health International has been created specifically to provide transformational solutions in the health and social care system.

We assist commissioners, providers, regional & strategic bodies and local authorities to understand, plan for and deliver the changes envisaged in the new policy framework – helping to establish new strategies and processes whilst continuing to deliver required targets.

## Contact Us

### **Lynne Young**

Director

[lynne.young@shapinghealthinternational.co.uk](mailto:lynne.young@shapinghealthinternational.co.uk)

07899 978 318

### **Paddy Austin**

Director

[paddy.austin@shapinghealthinternational.co.uk](mailto:paddy.austin@shapinghealthinternational.co.uk)

07594 087 702

Visit us at [www.shapinghealthinternational.co.uk](http://www.shapinghealthinternational.co.uk)

**Shaping Health International is a joint venture between Entrusted Health and Francis Group.**

For more information on Productive General Practice and other programmes in the productive series, please visit the NHS Institute for Improvement and Innovation. [www.institute.nhs.uk](http://www.institute.nhs.uk)