

## Design and delivery of a robust governance framework for General Practice

### Testimonial

*"I engaged Lynne to formulate a corporate response to improve clinical and corporate governance systems and processes. This work was complex and required tenacity, insight and the ability to communicate at all levels.*

*Lynne's commitment and understanding of the issues to be addressed was exceptional. She demonstrated the ability to work to tight deadlines and was always able to have the right combination of independence and check back within the organisation.*

*Lynne is honest, trustworthy and in all aspects of her work, a professional. I would recommend her for high level strategic planning and clinical governance management opportunities."*

**Professor Mandy Ashton OBE, Deputy Chief  
Executive NHS Leicester City**

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### Background

With an annual budget of over £500 million, NHS Leicester City commissions a wide range of health services. The main priorities are to address health inequalities across the city, to improve life expectancy and to improve the health of the people of Leicester by investing in services that help to prevent ill health in the longer-term.

### Objective

Our objective was to design and implement a governance framework that would enable the delivery and measurement of key clinical performance indicators in general practice. This intricate assignment was highly sensitive following an investigation instigated by NHS Leicester City necessitating multi-dimensional changes across inner-city practices in order to improve clinical outcomes for patients.

In the wake of a highly confidential independent inquiry within the PCT, the role was to develop and implement a comprehensive action plan. The objectives included to significantly improve quality outcomes for patients from a diverse inner city population and address cultural change in the working practices of clinicians whilst developing a governance framework.

### Our Role

- To appreciate significant cultural differences across key professionals and facilitate a mutually acceptable way of working
- To secure engagement with key clinicians and multiple stakeholders
- To articulate and address issues of major conflict and navigate potential solutions agreeable to all parties
- To design a robust framework of service delivery for adoption and implementation in General Practice
- To standardise systems of governance across areas of General Practice amidst a tense climate whilst acknowledging diversity
- To manage and transform working relationships and systems in order to achieve improved patient outcomes

### Outcomes

- A highly regarded robust governance framework, agreed and signed off by the Trust Board
- Delivery of governance framework developed in liaison and collaboration with General Practice based commissioners
- A series of engaging workshops which enabled ownership of the comprehensive action plan by key stakeholders
- Due to the success of the governance framework and service delivery plan, this approach has been adopted to significantly improve other areas requiring service re-design