

Fast, practical, hands-on support for practices to reduce workload pressures and improve access

As part of the enhanced Access Improvement Programme, select practices will receive weekly support from Primary Care improvement facilitators, many with current clinical experience.



Review current processes and those put in place over the last 18 months to see how they are supporting you, your team and your patients.



Quickly identify your key challenges and priorities.



Support you to take action.

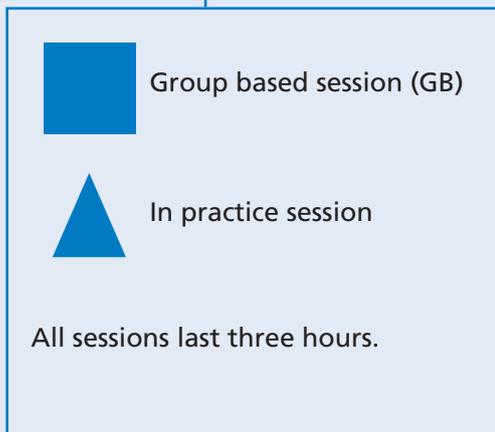
How it works

Your practice will receive 12, face to face support sessions in the practice of approximately 180 minutes each. These sessions will be practical and focus on making changes.

We will follow a 'Brief – Simulate – Do' methodology.

These sessions will be complimented by a series of virtually delivered group sessions. There you will share practical experiences and learn from other practices working through the same process.





In addition to the weekly support, we will help you:

- identify quick wins
- access other offers of support
- ensure improvements are captured and sustained.

We will help your team run more efficiently, in order to reduce workload pressure and improve patient experience.

Practices have reported the following.

- Immediate impact
- Significant time savings for clinical and administrative staff
- More efficient and effective practice systems for a smoother patient experience
- Reduced waiting times for appointments, for meds, for the phone to be answered or a response to an enquiry
- Improved skills in managing change and quality improvement
- Positive changes in team dynamics, how teams see their problems and how they work together to overcome them
- Improved resilience and morale, plus less stress
- Improved collaboration across practices

Who is providing the support?

This enhanced support from the Access Improvement Programme is delivered by experienced facilitators, many with current clinical experience, who have collectively supported over 3000 practices. They are part of the Time for Care team, which is a Primary Care Improvement delivery team within NHS England and NHS Improvement.

If your practice is in line to receive this support, you will be contacted by the Time for Care team.

