

## GP provider information collection - telephone call questions March 2019

### Introductory questions

- Are there any issues that have affected your service and how you care for your patients?  
(These could include, for example, challenging circumstances or significant changes to your local population)
- Have there been any changes in the management or leadership of your practice?
- What is your organisation data service (ODS) code?

### Safe

1. Have you changed how you keep policies and procedures up to date to make sure patients are safe?
2. Have you changed how you respond to significant events?
3. Have you changed your process for monitoring high-risk medicines?  
(You can refer to a particular medicine or to your general management of patients on high-risk medicines)
4. Have you changed how you report and respond to safeguarding concerns?  
(Include all vulnerable groups, both children and adults)

### Effective

5. Have you changed how you monitor the quality of your service?
6. Are you using new or existing staff in different ways to provide clinical care to patients (apart from GPs)?  
(These roles could include nurses, healthcare assistants, pharmacists, paramedics, physician associates).
7. Have you changed how you develop and use person-centred care plans?  
(This could include how you work in partnership with specialist nurses, social care colleagues and patients or their representatives)
8. Have you changed how you monitor antibiotic prescribing?

### Responsive

9. Have you introduced any changes to the service after reviewing your patient survey feedback?  
(These surveys could be the GP Patient Survey or your own practice surveys)
10. Have you changed how you identify and meet the information and communication needs of people with a disability or sensory loss?

### Caring

11. How many patients are on your carers register? (number)
12. Are you doing anything new to identify and support carers?

## Well-led

13. Have you changed how you work with local partners to continually learn and improve your service?  
(This could include your patient participation group, clinical commissioning group or local practices)
14. Do you have a plan to improve your service?
15. Have you changed your governance arrangements?
16. Have you changed the way you engage and involve your staff in improving the service?  
(For example, team away days, staff suggestion box or staff meeting minutes).
17. Has your practice been involved in any innovations or pilots?

## Population groups

18. Have you changed how you provide effective and responsive care for any of the population groups (give examples of how you meet their particular needs)?

The six population groups:

- Older people
- People with long-term conditions
- Families, children and young people
- Working-age people (including those recently retired and students)
- People whose circumstances may make them vulnerable
- People experiencing poor mental health (including people with dementia).

## Concluding question

19. Is there anything else you would like to tell us?  
(This could be something you do that isn't covered by our questions)