



Royal College of
General Practitioners

GP Forward View Practice Support Services

The Royal College of General Practitioners (RCGP) is at the heart of general practice. We support GPs throughout their careers to deliver the best possible service to their patients. Together we are committed to upholding the highest standards for general practice.

The College now offers support to practices under the Practice Resilience Programme.

Why the RCGP?

The RCGP has a unique position as the guardian of standards for general practice. For over 60 years we have supported general practice and our members through our work as a standards and policy setting body, and as a provider of professional support.

The College already has an excellent track record in supporting practices in difficulty through the national NHS England endorsed Peer Support Programme for practices placed in special measures. Since 2014 our team of 70 clinicians and expert advisers has worked with practices, driving improvement and successfully supporting practices out of special measures.

You can measure us by our results. To date, over 75% of practices who have taken up our support service have successfully come out of special measures, following re-inspection.*

We are now extending our tried and tested service to meet the needs of practices who are not in special measures but may be struggling to cope with the unique pressures placed on general practice.

*correct as of June 2017.

How can the RCGP help you?

The RCGP offers an expert team of GPs, practice managers, practice nurses and pharmacists to:

- stabilise practices
- embed change
- deliver transformation.

Our support is entirely bespoke and responsive to the needs of both the practice and the development plans of the commissioner.

Our advisers will work closely with the practice team, developing a trusted relationship as critical friends.



A taster of what the RCGP can provide:

- Root cause analysis, working with the practice team to understand where the issues are
- Diagnostic reporting
- Working with practices to produce an action plan and prioritise the actions
- Mentoring to GPs, practice managers and other staff as they work on the improvements identified in the action plan
- A practice away day to support the practice to develop as a team, to understand, manage and deliver change successfully
- A specific review of practice nursing processes
- Operational skills training and advice – including business skills, human resources and property advice and support, where necessary
- Practice receptionist and clerical staff training
- Liaise with key stakeholders where appropriate drawing on insight and support from other local practices and professional leaders.

Feedback from practices benefiting from RCGP support:

“ I believe we have the best practice manager in the RCGP support team. Thanks very much for your unbounded energy and support to our small team, you brought hope and clarity in troubled times, you give your all and more, more than we could ever fairly ask for, you have been on the journey with us, at all time, in all hours of day and always with a smile and offering more support. The value of your service could not be repaid in money. ”

“ Thank you for a comprehensive feedback report, which will help us to improve quality of care for our patients and continue to maintain the high standards of care... RCGP helped to formulate a structure of leadership in the practice. We were enabled to build a reflective practice which is effective and safe by use of tools such as audits, regular reviews of our significant events, complaints and patient survey analysis... the skills we learned from the RCGP team did not only help us achieve the desired ratings but will also help us to provide best care to our patients on a regular basis. ”

▶ Contact us with your requirements and budgets for a tailored solution to deliver increased time for care: practicesupport@rcgp.org.uk