

Medical
Protection



MORE THAN DEFENCE

RISK MANAGEMENT

EXPERT SUPPORT TO
MANAGE RISK AND IMPROVE
PATIENT SAFETY



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A series of online tools to help your whole team aim for total safety within your general practice

RISK MANAGEMENT PROGRAMME

The pressures of general practice are demanding and diverse. Risks are not always directly related to clinical practice, but are often due to issues in practice systems, communication and staff training; problems that are simple to overcome with the right procedures in place.

Our comprehensive risk management programme is designed to support you in developing the systems and culture needed to deliver excellent care whether you are a single practice or multi-site organisation. We believe protecting patients is the best way to protect yourselves.

Work with our risk management experts: experienced clinicians who understand the challenges you face every day. Together you can select the best programme to meet your needs. You will receive support to help you develop full confidence in your systems and processes.

We look forward to hearing from you.

Julie Price

Head of Risk Management and Education Consultancy



IN-PRACTICE ASSESSMENTS

Engage your whole team with our range of in-practice assessments, designed to identify key areas of risk with tailored advice to help you eliminate issues. Inclusive and objective, these assessments are unique in their format and the evaluation they offer.

The assessments involve practice visits by one of our expert facilitators, followed by an in-practice workshop. We focus on the areas which are important to you so you can immediately start working together to make improvements.

Following the assessment your bespoke report will be uploaded to our secure online system, allowing you to quickly and easily review the findings, prioritise actions and record progress.



Take active steps to improve safety and provide the best quality of service and care for your patients.

FORMAT

Assessments include discussions with key members of the team, a review of facilities and analysis of processes, followed by a tailored workshop of up to three hours.

SUITABLE FOR

The safety and care of patients belongs to your whole practice team, so we encourage you to involve all recommended members of staff in assessments.

EXPERTISE

Our specially trained facilitators are also experienced clinicians so they understand the challenges you face day-to-day.

REPORT AND EVALUATION

Our comprehensive, accessible reports prioritise action points and provide guidance for improvement, categorising issues to make it easier for you to implement change.

ONGOING MANAGEMENT

The interactive online reporting system allows you to update and track improvements, so you can monitor how positive changes are reducing your risk.

SUPPORT WHERE YOU NEED IT

Work with us to choose the right product from our range of assessments to address the key areas of concern and reduce risk where it is most prevalent.

Included in all assessments:

- Confidential exploratory discussion with key members of practice staff.
- A full-day visit by a specially trained Medical Protection risk assessment facilitator.
- Interactive workshop for the whole team.
- An evaluative report detailing recommendations for improvement.
- Ongoing access to an online report where changes can be recorded and improvements tracked.

CLINICAL RISK SELF ASSESSMENT



ONE DAY*



ALL PRACTICE STAFF



SUITABLE FOR MULTI-SITE PRACTICES



A comprehensive review of processes and culture across your whole practice

Our Clinical Risk Self Assessment (CRSA) is designed for those looking to review systems and safety culture. It identifies potential risks and suggests practice system changes to improve the quality of care provided to patients.

CRSAs offer an opportunity for all members of the team – GPs, managers, nurses, receptionists, administrators and other healthcare professionals – to work together, talk openly and develop practical solutions that promote safer practice.

WHY UNDERTAKE A CRSA?

- Measure your risk factors and benchmark against other practices.
- Reduce the likelihood of complaints and claims.
- Support the practice development plan.
- Provide useful evidence for appraisal and revalidation.
- Aid preparation for CQC (England) or HIW (Wales) inspections in England and Wales.
- Demonstrate compliance with national standards and legislation.

Over **1,500** CRSAs have been completed across the UK and Ireland since 2007

INFECTION CONTROL SELF ASSESSMENT



ONE DAY*



KEY MEMBERS OF INFECTION
CONTROL STAFF



SUITABLE FOR MULTI-SITE PRACTICES



Targeted support to help improve infection control and increase patient safety.

All healthcare professionals and ancillary staff have a responsibility to reduce the prevalence of healthcare associated infections. This assessment is designed to involve all staff members in understanding their impact on patient safety, and how the whole team can work to make improvements. Offering a comprehensive review of the current approach to infection control across your whole practice, it will identify the areas which need to be the focus of improvement in order to reduce risk of infection to patients.

WHY UNDERTAKE AN INFECTION CONTROL RISK ASSESSMENT?

- Identify areas of risk relating to infection control.
- Increase your whole team's understanding of their responsibility of infection control management.
- Reduce your risk and improve patient safety.
- Aid preparation for CQC (England) or HIW (Wales) inspections in England and Wales.
- Demonstrate compliance with national standards and legislation.

300,000
NHS patients
a year acquire
infections as a
result of their
care

*Includes assessment and workshop. Half day assessment only available upon request. Multi-site duration may vary.

REPEAT PRESCRIBING SELF ASSESSMENT



ONE DAY*



KEY MEMBERS OF STAFF



SUITABLE FOR MULTI-SITE PRACTICES



Examine your current approach to repeat prescribing and reduce the risk of errors.

With more than 20 steps from the initial decision to prescribe to the patient taking the medication there is considerable room for error. This assessment is aimed at all staff involved in the repeat prescribing process, outlining the nature and causes of repeat prescribing errors. It aims to increase the team's awareness of where errors are likely to occur, the potential implications of those errors, and the risks to patients. We provide recommendations for how to mitigate problems identified, and reduce the risk of errors to improve patient safety.

WHY UNDERTAKE A REPEAT PRESCRIBING RISK ASSESSMENT?

- Identify areas of risk relating to repeat prescribing.
- Increase your team's understanding of why and when errors can take place.
- Reduce your risk and improve patient safety.

REPEAT PRESCRIBING accounts for around **75%** of prescriptions issued in general practice †

RISK ASSESSMENT FOR OUT-OF-HOURS ORGANISATIONS



TWO/THREE DAYS



STAFF ACROSS ALL OOH CENTRES



The provision of patient care in an out-of-hours (OOH) setting represents a huge challenge to ensure that the quality of service is robust, safe and uncompromised. In a rapidly changing environment, clinical governance systems and the processes in place can be overlooked or become redundant, creating dangers for the patient and the provider. This assessment looks to understand the working practices and perceived risks, from both an organisational and operational perspective, recommending improvement strategies where needed.

WHY UNDERTAKE AN OUT-OF-HOURS RISK ASSESSMENT?

- Check that your processes are safe, identifying potential shortfalls with clinical governance systems and processes.
- Improve communication within your team.
- Ensure your processes are compliant with national standards and recommendations.
- Develop improvement strategies to reduce risk and improve patient care.

**AN ESTIMATED
5.8M** cases a
year are handled
by OOH GP
services^{††}

^{††} National Audit Office report, Out-of-hours services in England 2013-14

IN-PRACTICE WORKSHOPS

In-practice workshops are an effective way of engaging with practice staff and collectively empowering full teams. They encourage new ways of working to mutually reduce the overall risk across single or multi-site practices.

The series of interactive workshops take two or three hours based on your staff availability and are carried out at your premises, at a time most convenient for you. They are comprised of short lectures, reflective exercises, small group-facilitated discussions, group activities and rehearsal of skills, concentrating on challenging areas of practice. Along with our Practical Guide to Risk Management, workshops cover areas which have been recognised as those which carry significant risk to patient safety.

They encourage better teamwork across all staff members and help build strong working relationships on all levels.



A collaborative approach to improve processes and functions to ensure patient safety

FORMAT

The workshops take two or three hours based on your staff availability and are held at your premises to make it as convenient as possible for your team to attend and receive the same training.

TEAM FOCUS

Workshops encourage discussion and interaction between staff members, helping build stronger working relationships across all levels and encouraging shared responsibility for patient safety.

EXPERTISE

Our specially trained facilitators also have experience of working in primary care, so have first-hand knowledge of the challenges faced by practice staff.

THE RIGHT SUPPORT FOR YOUR TEAMS

Our workshops focus on a range of areas which have been identified as higher risk. We will work with you to select the most appropriate workshops, ensuring you receive the skills and process training you need.

PRACTICAL GUIDE TO RISK MANAGEMENT

A practical introduction for healthcare professionals, this workshop explains the principles of risk management and how to apply them to healthcare, answering basic questions about clinical governance and the management of risk.

 **TWO OR THREE HOURS**

 **ALL PRACTICE STAFF**

 **SUITABLE FOR MULTI-SITE PRACTICES**



-  Learn principles of risk management and how to apply them.
-  Understand government policies for managing clinical risk.
-  Tools and techniques that help practices manage clinical and other risks.
-  How to undertake a risk assessment and develop a practice risk register.

INFECTION CONTROL

Infection control is an essential element of care that has often been undervalued in recent years. All healthcare workers and ancillary staff have a responsibility to help reduce the prevalence of healthcare associated infections. Give your team the skills to manage and reduce infection in your practice and comply with national standards.



TWO OR THREE HOURS



ALL PRACTICE STAFF



SUITABLE FOR MULTI-SITE PRACTICES



Appreciate importance of infection control in providing safe patient care.



Learn how infection control and decontamination legislation affects your practice.



Effectively review the processes and procedures for the control of infection in your practice.



Learn practical skills and techniques to reduce the risk of healthcare-associated infection and ensure compliance with national standards.

MANAGING CONFLICT AND AGGRESSION

All staff working in general practice have a right to work in an environment which is free from harassment and threat. Contact with a wide range of patients in circumstances that may be difficult means conflict and aggression towards them unfortunately does occur. This workshop will help you and your practice staff recognise the factors that can influence patient behaviour and better manage adverse situations.

 **TWO OR THREE HOURS**

 **ALL PRACTICE STAFF**

 **SUITABLE FOR MULTI-SITE PRACTICES**



-  Assess the common causes of conflict.
-  Learn the importance of communication when dealing with potential conflict.
-  Gain a better understanding of human behaviour and how aggression escalates.
-  Identifying methods for dealing with conflict situations.

MEDICAL RECORDS FOR GENERAL PRACTITIONERS, NURSES OR MIXED PRACTICE AUDIENCE

Poor record keeping is a major factor in litigation cases brought against healthcare professionals, with the medical records held at your practice providing insight into the clinical judgment being exercised at the time. The workshop allows all relevant staff to collectively appreciate the issues brought on by inconsistent record keeping, enabling improvements to be implemented.



TWO OR THREE HOURS



ALL PRACTICE STAFF



SUITABLE FOR MULTI-SITE PRACTICES



Build knowledge of the principles of good record keeping.



Appreciate of some of the regulatory, contractual and legal requirements regarding record keeping.



Gain an understanding of how to make good clinical entries.



Discover tools and techniques to improve the making and keeping of medical records.



Develop the skills to assess the quality of your own record keeping.

REPEAT PRESCRIBING

Repeat prescribing is a complex journey that accounts for 75% of prescriptions issued in general practice. This workshop explores the role patients, GPs, practice staff and pharmacists all have to play in minimising the risks involved in the repeat prescribing process, and the importance of having a system in place to eliminate the potential for errors.



TWO OR THREE HOURS



ALL PRACTICE STAFF



SUITABLE FOR MULTI-SITE PRACTICES



Examine the nature and frequency of medication errors and why mistakes are made.



Implement repeat prescribing systems and processes necessary to avoid patient harm.



Identify improvements needed within your current system by carrying out risk assessments and process mapping.



Reduce avoidable harm to your patients from medication errors by improving your repeat prescribing process.

PRESCRIPTION FOR RISK FOR NURSES

This workshop has been developed for nurses who are working in specialist roles. It is designed to help nurses practise safely, particularly with regard to prescribing, increasing their awareness of potential risks and highlighting when things could go wrong. It offers advice on how to prescribe safely, minimise the possibility of harm to patients and reduce the risk of complaints and claims, whilst also helping to improve job satisfaction.



TWO OR THREE HOURS



NURSE PRESCRIBERS AND PRACTICE NURSES



SUITABLE FOR MULTI-SITE PRACTICES



Learn importance of putting 'safety first' for your patients.



Improve quality of care and patient safety.



Understand the legislative and professional requirements of nurse prescribing.



Explore the nature and frequency of medication errors, and why mistakes are made.

MEDICATION ERRORS AND SAFE PRESCRIBING

With an increasing number of claims and complaints against GPs it is important that clinicians look at how they can improve patient safety and reduce their risk. This is particularly relevant in relation to the management of medicines in primary care. This workshop is designed to enhance your understanding of errors in the medication process, and provide you with some practical tips and strategies to help prescribe more safely.

 **TWO OR THREE HOURS**

 **GPs, GP REGISTRARS, NURSE PRESCRIBERS AND PHARMACISTS**

 **SUITABLE FOR MULTI-SITE PRACTICES**



-  Increase the understanding of medication errors.
-  Reduce the likelihood of making a medication error.
-  Learn techniques to help your team prescribe more safely.
-  Improve skills to help patients make effective use of their medicines.
-  Reduce the risks associated with high-risk areas in the medication process.

MAKING YOUR PRACTICE SAFE

How safety is managed in the workplace often reflects the attitudes, beliefs, perceptions and values that employees share. This workshop addresses the importance of developing a safety culture and the value of good communication across all staff.



TWO OR THREE HOURS



NURSE PRESCRIBERS AND PRACTICE NURSES



SUITABLE FOR MULTI-SITE PRACTICES



Discuss importance of developing a patient safety culture.



Learn how good leadership and teamwork can influence and motivate your practice team.



Increase knowledge of the importance of reporting and learning from events.



Understand how good communication is essential to safety culture and how you communicate with patients and measures patient expectations.

THE MENTAL CAPACITY ACT IN GENERAL PRACTICE

The Mental Capacity Act 2005 (MCA) sets out the criteria and procedures to be followed in making decisions when patients lack capacity to do so for themselves. It also grants legal authority to certain people to make decisions on behalf of patients who lack capacity. This workshop will support your team in developing a good understanding not only of the MCA but how this relates to the principles for good practice in making decisions with patients.

Available in England and Wales only.



TWO OR THREE HOURS



ALL PRACTICE STAFF



SUITABLE FOR MULTI-SITE PRACTICES



Examine recent case law developments relating to sharing information and patient consent.



Identify duties and responsibilities under the MCA and learn how to apply the five principles in clinical practice.



Understand the assessment of and how to document capacity and standard for Best Interests decisions and when to apply for an Independent Mental Capacity Advocate (IMCA).



Explore how the MCA applies to decisions about covert medication.



Understand Court Appointed Deputies, Lasting Powers of Attorney and the implications for clinical practice.

LEARNING FROM EVENTS

Creating a positive safety culture can be achieved by avoiding complacency and encouraging vigilance towards patient safety. This workshop explores important issues and skills in relation to learning from patient safety incidents. It looks at creating a supportive working environment in which all staff feel comfortable discussing errors, with senior and frontline staff taking shared responsibility for delivering safer care.

 **TWO OR THREE HOURS**

 **ALL PRACTICE STAFF**

 **SUITABLE FOR MULTI-SITE PRACTICES**



-  Enhance your whole team's understanding of patient safety and associated terminology.
-  Understanding the regulatory and professional responsibilities relating to reporting and learning.
-  Develop the skills to undertake a systems-based approach to significant event analysis.
-  Learn the importance of and how to hold a significant event meeting and effectively review a significant event report.

RISK ASSESSMENT 360 SERIES

Our Risk Assessment 360 Series is a range of online tools to help your whole team aim for total safety in four key areas of general practice. These online tools give you the opportunity to engage with your whole practice or key members of staff. Quick and informative, the 360 tools generate reports with recommendations and suggested improvements, benchmarked against other similar practices.

BENEFITS OF ALL 360 TOOLS:

- Easy-to-complete online audits.
- Identification of where your systems are performing well.
- Help you comply with national standards.
- Provide useful evidence for CPD, revalidation and appraisal.
- Benchmark results against other participating practices.





SAFETY CULTURE 360

This unique validated tool engages with all staff to understand and enhance the safety culture within your practice or organisation. The outcome can improve and increase staff awareness making a positive and measurable difference to patient safety.



TEST RESULT 360

This survey offers a comprehensive online audit of your test result system to help identify areas of risk and highlight opportunities for improvement.



INFECTION CONTROL 360

This online survey has been designed to ensure your whole team is doing all they can to protect patients from unnecessary illness and to meet the requirements of the Health and Social Care Act. It will help you to understand where your practice team is performing well and highlight opportunities for improvement.



PRIORITY SAFETY CHECK 360

This online tool enables practices to measure, monitor, and improve elements of general practice safety and performance. It helps encourage timely and consistent checking of important issues that can impact on practice performance and the safety, health, and wellbeing of patients.

To find out more and register for the online surveys visit [medicalprotection.org/360](https://www.medicalprotection.org/360)

HERE TO HELP

We know one size does not fit all, so all the products within our risk management programme can be tailored to suit your needs, whether you are a single practice or multi-site organisation.

Contact us to discuss your specific requirements.

Email education@medicalprotection.org
or call +44 (0)113 241 0359 or +44 (0)113 241 0624







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