



Consultancy



PRACTICE INDEX

Our service



Getting in touch

When you make an enquiry, one of our consultants will explain how our consultancy services work. We will give you an overview of the benefits of our service, listen to your requirements and then offer our proposal. We sometimes suggest a visit to your practice to understand more about your project and how we can help.

Our approach to consultancy

Our approach is wholly inclusive. We strive for success by creating a shared purpose and shared vision. As experienced primary care professionals ourselves, we understand the importance of involving your team, explaining the process and outcomes, and their roles within it. We'll work alongside you, and remain available for support.

We know your team can sometimes find change challenging and we're committed to helping your practice embrace our approach through creating a shared purpose.

Understanding your views

We will work with you to identify the core areas in which we can help. We'll engage, listen, and discuss with you and your team to fully appreciate your issues, concerns and processes. We'll find out what is working well and where improvements are needed, before making suggestions for recommendations based on our findings.

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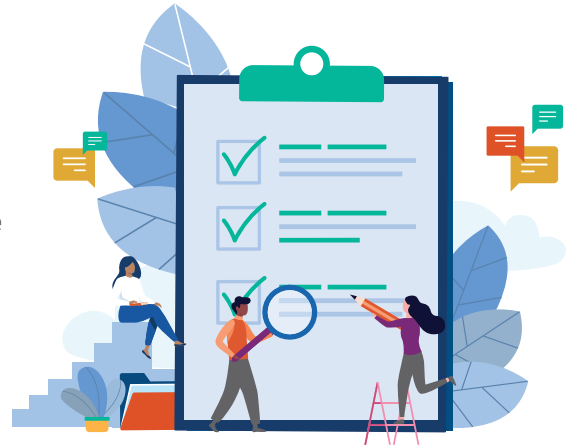
Pre-CQC Inspection Advisory Session

To replicate the CQC inspection process, we will be using a remote approach; this mirrors how the CQC are now inspecting practices. When you request this service, we will contact you to explain the process and then, prior to the agreed remote session, we will email you asking for a range of evidence as well as asking you to schedule interviews with the practice manager, representatives from the non-clinical team, and representatives from the nursing team.

At the end of the session, you will receive a detailed report, highlighting the actions required to achieve compliance.

Objectives

1. To help practices and their staff effectively prepare for a CQC inspection
2. To gain an understanding of the evidence required at inspection
3. To help staff learn what to expect during an interview
4. To highlight areas where improvements are required to achieve compliance



Post-CQC Inspection Support

There may be instances where things do not go according to plan and the overall rating is not what you had expected. We can help you prepare for reinspection by visiting your practice and producing an action plan, which provides guidance on what is required to meet the CQC's regulatory requirements.

We can also work with you to rectify the issues identified, embedding change in order to achieve compliance.

Objectives

1. Gain an overview of how to rectify any issues in line with extant guidance
2. Understand the requirements of the CQC and how to meet them
3. Learn how to effectively monitor and maintain compliance standards



Creating Vision Statements and Values

We explain the differences between vision and mission statements and help you write both, with realistic aspirations aligned to the values of your practice. Your mission statement summarises where you are now and your vision statement explains where you want to get to.

Objectives

1. Gain an understanding of the requirement to have a vision statement that truly represents your organisation
2. Appreciate the links between the vision, values and the CQC
3. Understand why it is important to involve both staff and patients when forming a vision statement and values



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Strategic Planning

This is where the strategic objectives of the organisation are defined and a strategic management plan produced. Through a systematic approach, our consultants will help you to implement your plan too.

Objectives

1. Learn why strategic objectives are important
2. Understand how to align your strategic objectives with the practice's development plan
3. Determine what strategic objectives are required to achieve your vision
4. We will work with you to implement your objectives



Process Mapping

We review the processes within your organisation and then illustrate these in visual format, ensuring that everyone in the organisation understands the processes. Process mapping is a useful tool for inductions and also when engaging with internal and external stakeholders.

Objectives

1. Understand what is meant by the term 'process mapping'
2. Learn how to create a process map
3. Understand how to develop new methods as a result of effective process mapping

Organisational Development

Having reviewed the procedures currently in place, we will provide you with detailed information and ongoing support to enhance productivity through long-term, sustainable development initiatives.

Objectives

1. Appreciate what organisational development involves
2. Understand how to conduct a review of all areas of your organisation
3. Learn how to prioritise areas for development, including developing an action plan



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Resilience Planning

Do you know what to do in the event of a loss of essential services, facilities or utilities? Having a Business Resilience Plan (BRP) will guarantee that you and your team know exactly what to do to ensure your patients are able to access the services they need in a timely manner.

Objectives

1. Understand why resilience planning is an essential requirement for any organisation
2. Learn how to develop a robust resilience plan
3. Gain an appreciation of how to conduct table-top tactics to test the plan



Change Management

Change is omnipresent; people, places and processes all change. In fact, it could be said that we are continually in a state of change. We can implement change successfully through the use of proven frameworks, helping the team overcome resistance to change and ensuring a successful outcome.

Objectives

1. Understand why monitoring the macro and micro-environmental factors is essential for any business
2. Gain an overview of the various change models widely used to implement change
3. Learn how to introduce, embed and monitor change effectively

Continuous Improvement

We will provide support in introducing the concept of continuous improvement, illustrating the significance of creating and maintaining a culture of continuous improvement within your organisation.

Objectives

1. Understand what is meant by the term 'continuous improvement'
2. Gain an overview of the methodology associated with continuous improvement
3. Learn how to introduce a culture of continuous improvement within your organisation



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Analytical Assessment

We will visit your practice and meet the management team to discuss a number of key areas, such as: recruitment, access, current performance, QOF & CQC, finance, service provision, challenges and concerns.

Objectives

1. We will provide you with an objective review of your organisation
2. We will detail areas for change to achieve the desired outcomes
3. Then we will provide a detailed report, outlining our findings and the necessary actions



Mergers

Merging with another practice can be a challenging time, and often raises a number of concerns. Our team is able to provide guidance and offer ongoing support to ensure that your merger is successful and all stakeholders have the necessary information to enable them to make informed decisions at all times.

Objectives

1. Discover what the merger process involves
2. Gain an overview of who is involved and who must be informed of the merger
3. Understand the key decisions that must be made before any potential merger takes place

Team-Building Session

The benefits of team building are substantial. We offer bespoke sessions that will nurture collaborative working relationships, enhance productivity, and improve communication, morale and appreciation of one another's roles within your organisation.

Objectives

1. Understand when and why team building may be required
2. Discover the different types of team building and their aims
3. Determine the most appropriate type of team building for your organisation



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Leadership Development

Effective leadership is essential in the fast-paced environment of primary care. Enabling your leaders to develop and understand what makes an effective leader will increase output across all areas of your organisation.

Objectives

1. Understand the various styles of leadership and how they can be applied in different situations
2. Appreciate the need to develop leadership skills
3. Learn how effective leadership can enhance productivity



Management Coaching

Through one-to-one sessions, your managers or aspiring managers will come to understand the skills needed to be effective in their roles. Our sessions are tailored to meet the specific requirements of your management team / aspiring managers.

Objectives

Objectives will be set with individuals

Performance Coaching

Performance coaching is aimed at getting the best out of your team and developing the skills needed to deliver a highly effective service to the patient population. Our sessions will enable your team to improve their work-related performance through one-to-one coaching sessions.

Objectives

1. Understand how coaching helps an individual to determine where they are now and where they want to be from a professional perspective
2. Discover how coaching improves self-awareness and self-confidence
3. Gain an overview of how coaches support and encourage coachees to enhance performance



Book a call with a member of our consultancy team



"I was recently involved in a mock CQC inspection, facilitated by Practice Index, as a newly Registered Manager. I found the exercise extremely useful and informative. Phil, our consultant, was friendly, approachable and made me feel at ease, ensuring the process was as near as a 'real inspection' would be. A fantastic service! I would highly recommend, for new and existing managers."

Lindsey, Practice Manager, Bristol



I just wanted to give some feedback on the consultancy team that went to the two of our sites. Our teams found Phil and Mat really professional and knowledgeable. They were thorough and picked up a lot of things, most we already knew about but it was good to get a second opinion. Overall, they were very happy with the way that the mock audits were carried out. We will definitely be using them for more inspections across our sites.

Fiona, Practice Manager, Peterborough

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