



Safe Surgeries QIP training

Guidelines for GP trainees undertaking the Safe Surgeries QIP

Thank you for your interest in using your ST3 quality improvement project (QIP) to make your practice a Safe Surgery!

Doctors of the World (DoTW) UK's [Safe Surgeries project](#) aims to improve access to healthcare for migrants in vulnerable circumstances. This document is part of a package that will take you through the process of implementing Safe Surgeries as part of a QIP that will fulfil your requirement for GP training. It will guide you through the assessment of current practices and staff knowledge, the delivery of Safe Surgeries training to your practice colleagues, the follow-up assessment to measure the success of the training and the presentation of your QIP.

The Safe Surgeries QIP resources were designed in line with the [Royal College of GPs' QIP guidance](#).

What is a Safe Surgery and why is it needed?

NHS England guidance states that everyone living in the UK is entitled to register and consult with a GP. However, practice administrative procedures and lack of awareness of NHS England policy means that many practices put up barriers to access. DOTW has clinics in London where they provide access to a GP for nearly 2,000 people every year who have been unable or unwilling to access NHS services.

On average, DOTW patients have been in the UK almost 6 years, without ever having seen a GP. Most of these are migrants in vulnerable circumstances, who are often hindered from registering with a GP by administrative, language or other barriers. They include pregnant women, survivors of trafficking and people who have fled war, unable to get the healthcare they need.

The Safe Surgery initiative has been designed to help bring GP practices into line with NHS England guidance through education and training of staff to prevent vulnerable patients from being unable to access NHS services. It celebrates GP practices that implement inclusive access policies that help to ensure everyone in their community, regardless of nationality or other characteristic, can access the healthcare they're entitled to,

As an ST3 you are in a unique situation, embedded in a practice for 1 year, and have an educational obligation to perform QIP as part of your training. Many trainees find it difficult to find a topic they are passionate about. This protocol will provide an easy way for you to fulfil your training requirements whilst disseminating the Safe Surgeries initiative across the country using trainees who have protected learning time to help surgeries to change their practices for good.

Stages of the QIP

There are **6 key steps** to the Safe Surgeries QIP:

1. Introducing your QIP to your practice.
2. Baseline assessment (including staff knowledge and attitudes survey and observation/interviews with admin staff).

3. Provide the training and implement the Safe Surgeries policies at your practice.
4. Follow-up evaluation, 3 months after implementation of the new policy and training.
5. Collate data and present your findings to your practice.
6. Share your findings with DOTW UK to receive Safe Surgeries certificate.

Stage 1: Introducing the QIP

We suggest that you start thinking about your QIP as soon as you start your ST3 year. It can take a lot of time to get training with staff organised and the more time you have, the more likely you will be able to re-audit and carry out a really good QIP.

Steps to take to introduce the QIP to your practice:

- 1. Talk to your trainer about the QIP.**
 - Show them this document and the training pack and explain that this is what you want to do your QIP on.
 - You may find it useful to investigate local data to provide a picture of the vulnerable or minority communities which live in your practice area and would benefit from Safe Surgeries (e.g. homeless statistics, people with English as a second language, migrant communities, gypsy and traveller communities).
- 2. Engage and inform senior practice staff.**
 - Check the practice manager and/or partners are on board with the QIP and its aims.
 - Ask for a slot to introduce the QIP at the admin meeting and next clinical meeting, or if you can use protected learning time (PLT) to do this when all staff are together.
 - You can use Doctors of the World Safe Surgeries resources to support this.
- 3. Present the QIP idea to wider staff.**
 - Explain to staff using the "[Safe Surgeries QIP Introduction](#)" slides what the purpose of the QIP is, what a Safe Surgery is and why it is important.
 - It is probably best to initiate the baseline assessment at this meeting rather than trying to organise another time where you have to get everyone together.
 - You could also send the slides around to your practice if it's not possible to get everyone together.
- 4. Inform Doctors of the World UK.**
 - Email SafeSurgeries@doctorsoftheworld.org.uk to tell DOTW you've agreed with your trainer to implement Safe Surgeries for your QIP.
 - A representative of your practice (perhaps your trainer) should fill out [this quick form](#) so your practice can officially join the Safe Surgeries network.

Stage 2: Baseline Assessment

The baseline assessment should be carried out before any training is delivered and should aim to capture current patient registration policies and practices that shape access for vulnerable patients at baseline.

There are two key tools available:

1. **Knowledge and attitudes survey** – <http://bit.ly/QIPstaffsurvey>

- Available in hard copy and online.
 - This should be disseminated to every member of staff both clinical and admin
 - There is a blurb on the top of the survey explaining that the survey is confidential and anonymous.
2. **Practice policy review** – <http://bit.ly/QIPpolicyreview>
- Available in hard copy and online.
 - This should be completed by you.
 - It should take a maximum of two self-directed learning blocks (6 hours).
 - Arrange to meet the practice manager to ask about patient registration policies relevant to those described in the Safe Surgeries toolkit.
 - Spend a few hours with reception staff to ascertain what the actual practices are when they are registering patients (this may be different to any written policies).
 - We advise you observe and ask directly different staff members to get a picture of how registration happens in your practice.

Online surveys

We recommend using the online tools as it can make analysis easier and means you can share your data (anonymously) with Doctors of the World for wider use.

If you want to use the online forms, simply make a copy of the provided templates (using Google Forms, save the copy to your own Google drive) and then send the forms to everyone in your practice. You can download all responses into an excel spreadsheet. This spreadsheet will collect the data in a uniform way for comparison at 3 month follow-up.

Stage 3: Deliver Safe Surgeries training and implement Safe Surgeries registration policies

Before delivering the training, you need to ensure you can speak confidently about migrant entitlement to NHS care. There are two key resources to help you do this:

1. **Safe Surgeries [QIP training slideset](#)**
 - a. This is the slideset you can use to train your colleagues.
 - b. We recommend that you review the slide deck before giving the training and read the supporting material from the Safe Surgeries QIP training guide to prepare yourself.
2. **Safe Surgeries [QIP training guide](#)**
 - a. This provides additional material to complement the slideset that you will use to perform the training.
 - b. It should give you confidence to discuss and expand on issues raised in the training so you can answer questions and lead discussions around migrant health rights in your practice.

Once you have familiarised yourself with the materials and feel confident to provide the Safe Surgeries training, you can organise with your practice whether it is best to provide two separate trainings (dividing clinical and admin staff) or providing training to the whole practice on a PLT session.

We recommend using a PLT afternoon and training all staff together to provide the best opportunity to improve the overall culture of the practice.

If you feel like you are unable to do the training by yourself DOTW might be able to support you – just get in touch SafeSurgeries@doctorsoftheworld.org.uk

Stage 4: Follow-up evaluation

Approximately 3 months after the training and initial roll out of Safe Surgeries policies, we suggest repeating the staff attitudes and policy review surveys carried out at baseline. By comparing data collected at baseline, you should be able to see how your training and intervention has changed registration policy and the knowledge and attitudes of staff members at the practice.

1. **Knowledge and attitudes survey** – <http://bit.ly/QIPstaffsurvey>
3. **Practice policy review** – <http://bit.ly/QIPpolicyreview>

Stage 5: Data collation, analysis and presentation

1. **Export the follow-up data** and collate it together with the baseline data in an excel spreadsheet, to compare changes in policy, and staff knowledge and attitudes over time. It will be important to report on the following points:

Knowledge and Attitudes Survey (Section 1)

- % Increase in staff with accurate understanding of healthcare entitlement.
- % Increase in staff with accurate understanding of documents required to register.
- % Increase in staff with accurate understanding of practice obligations with regard to data confidentiality.

Knowledge and Attitudes Survey (Section 2)

- Compare views on each statement at baseline and follow-up.

Policy and practice review:

- Narrative description of the changes in practice registration policy

2. **Summarise your findings** in your preferred format (to be decided between you and your trainer).
3. **Share your findings** with clinical and admin practice colleagues at the next available meeting. Take note of feedback on their experience of implementation Safe Surgeries policies.

Stage 6: Share your findings with DOTW UK to receive Safe Surgeries certificate

1. Anonymise your dataset (excel spreadsheets) and send it, along with your summary findings to SafeSurgeries@doctorsoftheworld.org.uk. Doing this allows us to combine your data with that of other ST3s to demonstrate the impact of Safe Surgeries, and potentially publish a multi-site QI study. The data you collect is unique in its detail and really valuable to us – **please don't forget this step!**
2. We will send you back a 'Safe Surgeries Champion' certificate to mark your collaboration with Doctors of the World UK.

