

## Safe Surgeries Quality Improvement Project Overview: Follow-up

### Guidelines for GP trainees undertaking the Safe Surgeries QIP

Thank you for your interest in using your 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 review of Safe Surgeries implementation in your practice, the follow-up assessment to measure the success of the interventions and the presentation of your QIP.

**Please note: this project overview is for practices already signed up to the Safe Surgeries initiative. If you are not sure if your practice is already signed up, please email us ([safesurgeries@doctorsoftheworld.org.uk](mailto:safesurgeries@doctorsoftheworld.org.uk)). If your practice is new to the network, please use the other guidance document on our website (New Safe Surgery).**

It's fantastic that your practice has previously signed up to the Safe Surgeries initiative. However, with the pressures on general practice and staff turnover, we know that sometimes practices struggle to maintain engagement with the initiative. This QIP is designed to support practices continue to make positive changes and provide ongoing feedback to the programme.

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 and an advice line which provide access to a GP and other medical support for up to 2,000 people every year who have been unable 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 Surgeries 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 a trainee you are in a unique situation, embedded in a practice, 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 Follow-up 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 refresher training and review the Safe Surgeries process 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 placement. 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/clinical supervisor 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, including the [Safe Surgeries toolkit](#).
- 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, and a reminder of what a Safe Surgery is and why it is important.
  - We recommend introducing 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 and identify a Safe Surgeries contact at your practice**
  - Email [SafeSurgeries@doctorsoftheworld.org.uk](mailto:SafeSurgeries@doctorsoftheworld.org.uk) to tell DOTW you've agreed with your trainer/clinical supervisor to review Safe Surgeries at your practice for your QIP.
  - Ensure there is a Safe Surgeries contact at your practice who will be responsible for continuing the Safe Surgeries work once your placement is finished, and update DOTW with contact details

## 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

- Available [online](#) (Microsoft Form – see below) or as a [PDF](#).
- 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

- Available [online](#) (Microsoft Form – see below) or as a [PDF](#).
- 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 different staff members directly to get a picture of how registration happens in your practice.

As you are completing the follow-up QIP, there are additional sections at the end of each survey.

### Online surveys (Microsoft Forms)

We recommend using the online form rather than completing PDF copies of the surveys as it can make your 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, when you click on the links above, select 'Duplicate it' at the top of the window to save into your Microsoft Forms account.



Duplicate this form to use as your own.

Duplicate it

Then click 'Collect responses' and share the links to the form with the practice staff.

You can download all responses into an Excel spreadsheet. This spreadsheet will collect the data in a uniform way which will be easy to compare for your three-month follow-up.

## Stage 3: Deliver Safe Surgeries refresher training and review Safe Surgeries process in your practice

This stage involves six steps.

### STEP 1: Safe Surgeries declaration

Ensure your signed declaration has been returned to [safesurgeries@doctorsoftheworld.org.uk](mailto:safesurgeries@doctorsoftheworld.org.uk).

Check the Safe Surgeries welcome email for your practice – this would have been sent when your practice was first registered as a Safe Surgery. Let us know if you need another copy or to confirm if we have received the declaration previously.

We see this as an agreement between your practice and Doctors of the World and encourage you to display it for staff and patients to see.

## STEP 2: Deliver refresher training

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 slide set you can use to train your colleagues.
  - b. We recommend that you review the slide deck before giving the training
2. **Safe Surgeries [QIP training guide](#)**
  - a. This provides additional material to complement the slide set 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. Share the Safe Surgeries resources, including the [toolkit](#) and [posters](#) to inform changes to the patient registration policies.

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](mailto:SafeSurgeries@doctorsoftheworld.org.uk)

Please encourage participants to offer feedback on the training session by completing this evaluation [form](#).

## STEP 3: Review resources and ensure practice registration policies align with Safe Surgeries guidance

Share the Safe Surgeries resources to all practice staff, including the toolkit and posters, or signpost where these can already be found in the practice. Please ensure you review your registration policy with the practice manager to ensure it reflects the toolkit below, so you comply with [NHS England guidance](#) on GP registration.

- [Safe Surgeries Toolkit](#): our guidance document. Please discuss this with your reception team to ensure the steps are being implemented.
- Short [video](#) on how to make your practice more inclusive.
- [Social Prescribing toolkit](#): tips for link workers and frontline staff on offering support and facilitating access to healthcare.
- [Translated resources hub](#): resources in multiple languages.
- [New translated patient questionnaire for refugees and people seeking asylum](#)

## STEP 4: Display Safe Surgery materials

Ensure posters are displayed in the reception area to advertise your practice as a Safe Surgery and welcome patients:

- [Posters for patient waiting areas](#): these are available in 11 languages and can be chosen at your discretion to highlight that everyone is welcome at your practice.
- [Poster for reception area](#): this is a useful poster to remind reception staff of good practice guidelines for registering patients.

Please make sure you review and update the practice website if necessary, including online registration processes, so prospective patients know they will not need ID or proof of address to register at the practice.

Check your welcome email for suggested text for your practice website to promote your practice as a Safe Surgery and welcome patients (or [email us](#) for a copy) and include some of the posters above.

#### **STEP 5: Engage with the network**

- Email us with examples of good practice to share with the Safe Surgeries network
- Encourage the practice manager to complete this short [survey](#) to give feedback on their experience and progress.
- Take a team photo holding the Proud to be a Safe Surgery! poster from your welcome email We'll use this for advocacy work (on our website or in the Safe Surgeries newsletter, for example).
- Engage with local practices, community organisations, safeguarding teams, your ICB and more, to promote Safe Surgeries and expand the network.

#### **Stage 4: Follow-up evaluation**

Approximately 3 months after the training and initial review of Safe Surgeries, 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**

- Available [online](#) or as a [PDF](#).
- 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**

- Available [online](#) or as a [PDF](#).
- This should be completed by you.
- It should take a maximum of two self-directed learning blocks (6 hours).

#### **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*
  - % 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.
  - 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 project using** our QIP reporting template so that your findings can be collated and compared with those from other trainees.
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 (from the Microsoft Forms Excel spreadsheets) and send it, along with your summary report to [SafeSurgeries@doctorsoftheworld.org.uk](mailto:SafeSurgeries@doctorsoftheworld.org.uk). Doing this allows us to combine your data with that of other trainees 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. Summarise the implementation of Safe Surgeries in a case study and share with us with your summary report. You may want to include:
  - why it was important for your practice to sign up as a Safe Surgery
  - any benefits you have noticed so far in the practice
  - how did becoming a Safe Surgery impact your practice?
  - anything else you have implemented in your practice to improve access to primary care
3. We will send you back a 'Safe Surgeries Champion' certificate to mark your collaboration with Doctors of the World UK.
4. Complete [this feedback form](#) on the process of completing the QIP, and the impact you believe it had on your service.

### Maintaining engagement with the Safe Surgeries network and DOTW

Once you have completed your review and provided recommendations to the practice, it is important that practice staff maintain engagement with Safe Surgeries and DOTW so that the positive changes in policy and practice can be maintained

- Ensure any actions from your final report to improve registration processes at your practice are passed onto your practice manager or the Safe Surgeries contact within your practice
- Share Safe Surgeries [resources](#) and the link to the [e-Learning course](#) which can be completed by staff as a refresher
- Remind practice staff that they can contact DOTW for support at [safesurgeries@doctorsoftheworld.org.uk](mailto:safesurgeries@doctorsoftheworld.org.uk)

***Thank you for completing a Safe Surgeries follow-up QIP!***

