1. Aim and Objective
To provide a framework that supports the multidisciplinary workforce to assess, develop and improve delivery of safer patient care, by raising awareness of patient safety in General Practice.

2. What is the Safer Practice Framework?
- A self-assessment tool to support General Practice teams when focusing on patient safety
- A voluntary tool to gauge the robustness of patient safety systems and processes
- Based on the 5 safety domains identified by the Care Quality Commission (CQC); Safe, Effective, Caring, Responsive & Well-led
- Designed to support quality improvement work, not for assurance

3. Methodology
Working with GPs, Clinical Commissioning Groups (CCGs), Wessex Local Medical Committee (LMC) and patient partners, Wessex Patient Safety Collaborative (PSC) led the co-design of a self-assessment framework using Quality Improvement (QI) methodology.

Diagnose: A survey by the British Medical Association showed that only 10% of 5,000 GPs felt workload was manageable and allowed them to provide quality and safe care to their patients (2016). Wessex GPs and CCGs shared their concerns and wanted to reduce the variation of safety across the region.

Test: Process, outcome and balancing measures identified, early adopters engaged and small tests of change (PDSA cycles) completed to develop a framework that would:
- Be easy to use
- Support teams to self-assess and identify priorities for improvement
- Provide a library of patient safety and quality improvement resources

Evaluate: Qualitative and quantitative information was used. Patient partners and Wessex LMC CEO recommended changes that influenced the final design.

Scale up: Cascaded regionally via CCG and Quality and Patient Safety teams and launched nationally via the Wessex PSC webpage and newsletter.

4. Benefits to patients and staff
The framework has been designed to enhance safety culture by supporting:
- Identification of good practice for learning, replication, celebration and evidence
- A multi-disciplinary workforce, working collaboratively to continuously improve practice
- Staff engagement, development and job satisfaction, which impacts on staff wellbeing

5. Results
The framework was tested by 38 practices in Wessex and West of England, 25% of whom completed a questionnaire which provided the following data;
- 100% found the framework easy to use
- 100% of users identified that the framework was a useful tool to increase their awareness of patient safety
- 75% found it extremely useful for identifying areas for improvement
- Over 80% used at least one of the 10 resources that were available as links in the framework

Feedback from some of those who have used the framework includes:
- It helped the team to identify areas of good practice
- Completing the framework surfaced areas where assumptions about systems and processes had been made by staff that were incorrect, and the subsequent discussion helped surface areas for improvement, as a team
- The framework will be useful as preparation for CQC visits
- We completed the framework with a large multi-professional team which generated a lot of useful discussion

6. The framework is a dynamic downloadable excel spreadsheet which is available on the Wessex AHSN website [https://wessexahsn.org.uk/safer-practice-framework](https://wessexahsn.org.uk/safer-practice-framework)

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