



Is your Health and Social Care Partnership/GP Cluster interested in participating in an improvement collaborative to develop the skills and role of practice administrative teams?

Healthcare Improvement Scotland is delighted to announce that it will run an improvement collaborative to develop the skills and role of practice managers and administrative staff in GP practice settings. This is an exciting opportunity for teams to take part in ground-breaking improvement activity. There will be opportunity to further develop leadership, facilitation and influencing skills to support better communication and collaboration within practice teams.

The improvement collaborative is being led by the Primary Care Portfolio which is part of the Improvement Hub in Healthcare Improvement Scotland.

The Scottish Patient Safety Programme (SPSP) aims to improve the safety and reliability of health and social care and reduce harm, whenever care is delivered.

As part of Healthcare Improvement Scotland's ihub, SPSP activities support the provision of safe, high quality care, whatever the setting.





We aim to recruit a small number of Health and Social Care Partnerships (H&SCPs) to take part in our improvement collaborative to develop the skills and role of practice administrative staff, which will run until March 2019. During this time, practice teams, and their patients will:

- **learn more about quality improvement methodology and develop leadership, facilitation and influencing skills**
- **learn about care navigation and how to direct patients to the most appropriate source of help or advice**
- **improve processes and develop systems for seamless documentation management, and**
- **share learning within their teams, within their clusters and partnerships and with other partnerships.**

The successful H&SCPs will receive funding towards the cost of taking part in the collaborative. With these monies, they will recruit a part-time associate improvement advisor and teams in four GP clusters, to work together with a focus on care navigation and documentation management.

More details and an application form can be downloaded from our website. [Click here](#) for details. The closing date for applications is **12 noon on Friday 29 December 2017**.

Interviews will be held on Wednesday 24 and Thursday 25 January 2018.

Should you have any questions about the application process, please do not hesitate to contact Xenia Dennison, Associate Improvement Advisor, Primary Care Portfolio:

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