

AN IMPROVEMENT APPROACH TO ADDRESSING INEQUALITIES IN PRIMARY CARE IN SALFORD

Context:

- As part of our 23/24 Safer Salford programme, NHS Greater Manchester (Salford Locality) asked Aqua to provide quality improvement (QI) support to a new primary care health inequalities improvement programme within the 2023/2024 Salford Standards.
- Aqua's support was targeted at GP practice inequalities leads, to help them apply QI methodology for the discovery, design and delivery of a small test of change for a chosen target group within the Core20Plus5 framework (except maternity).
- The project required all participating practices to submit the quarterly progress updates and include their outputs from applying QI tools and techniques.

What We Did: Aqua, Salford Public Health Inequalities Improvement Team, and NHS GM Salford locality primary care ST team worked collaboratively to design and deliver a support programme that included:

- A practical QI toolkit and access to online asynchronous learning for basic QI skills
- A launch event for engagement and awareness
- Walk through sessions for primary care inequalities leads, to help them to practically apply QI and inequalities data to their ideas
- Showcase of good practice and share learning across the practices
- Supported staff through drop-in sessions and 1-2-1 meetings

Result:

- All 37 practices undertook a test of change in one Core20PLUS5 area of choice (data/insight led decision), applying a QI approach.
- 24 practices chose to support inequalities around SMI health checks, 3 practices chose chronic obstructive pulmonary disease, 9 practices chose hypertension and lipid case finding and 1 practice chose cancer screening.
- 32 people attended drop-in sessions; 12 people completed the QI Basics online learning.
- Showcased learning and best practice from 2 practices and Greater Manchester MIND.
- 98% participants demonstrated the application of at least one QI technique to address the problem or articulate their improvement plan.
- 98% of practices who focused on SMI achieved or exceed the national target.

Salford City Council



“The support was fantastic and I can continue with our planned project. Thanks.”
GP

“There is training on QI which was helpful – I did this mid way through and should have done that at the start – and read the book...”
Practice Manager

“One patient has refused to engage with Mental health reviews since 2015. We have engaged with him one to one and have completed his review. This shows that for those who are difficult to engage a more hands on approach is working.”
Mosslands Medical Practice

For further details about this piece of work, or to discuss how we can support you, please get in touch:



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2023/2024