



Wellbeing & Workforce QOF Toolkit



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INTRODUCTION

2023/2024 QOF & WELLBEING

Section 5: Quality Improvement Domain (Total: 74 points)

2 QI topics areas QI in the 2023/2024 QOF:

Workforce and Wellbeing – Points = 37

Optimising demand and capacity in general practice – Points = 37

For this section we would strongly suggest signing up to the GPIIP 2023 programme run by NHSE. **This guide is only concerned with Wellbeing requirements of QOF.**

BACKGROUND/RESEARCH TO QOF

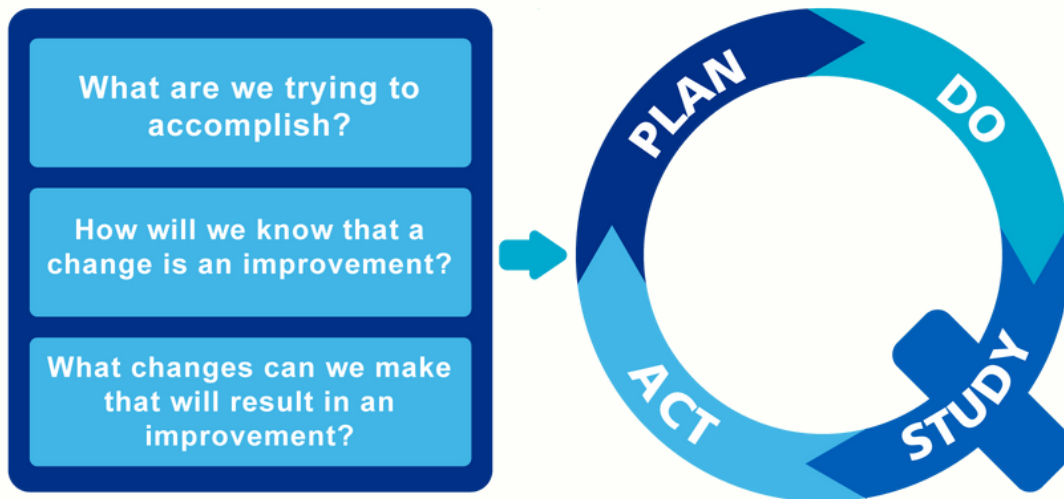
The Fuller Stocktake discussed the need to improve the experience of those working in Primary Care. It is all about **creating a compassionate and inclusive culture within practice** with the aim of reducing staff burnout as well as **listening much more effectively** to primary care staff.

The Kings Fund also explored integration of ARRS in Primary Care and reported the **strongest themes to emerge were isolation and loneliness** for people working in these roles. They also noted the **lack of team approaches within PCNs**. This report particularly highlighted the **importance of peer support to promote teamworking, belonging & to prevent high staff turnover**.

This guide aims to provide practices with the means and resources to evaluate how they currently support their staff and aims to enable the introduction of processes and initiatives that will provide structure and support to staff on a long-term basis.

BEFORE YOU BEGIN: QI

You may have heard of Quality Improvement (QI) 100 times, or it may be your first introduction to the concept.



Source: Humber Teaching NHS Foundation Trust

Before you begin on your QI journey, we recommend accessing the [Quality Improvement Learning Environment Fundamentals](#) resources & training modules.

Quality Improvement
LEARNING PLATFORM



Have a read of this useful [Quality Improvement for General Practice guide](#) created by RCGP as well!

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STEPS YOU NEED TO TAKE

Step 1

Undertake an evaluation of current workforce wellbeing factors, including:

- How to develop and support your workforce
- Reasons reported for absences
- Support different staff groups have access to
- Support currently provided by practice for new starters

Step 2

Create an improvement plan

- Clear aims
- Improvement measures
- Change ideas
- Use PDSA Cycles - template 1
- template 2



Step 3

Implement improvement plan

- Over to you!... with the help of our available offers

Step 4

Participate in 2 local PCN peer review meetings

- **+10 points**
- Participate in at least two PCN peer review meetings to 'regularly share and discuss learning from quality improvement activity focused on workforce and wellbeing'
- Why not invite the RISE Wellbeing team to join - we can signpost & suggest

Step 5

Complete the QOF monitoring template

- Responses should total a maximum of **2 A4 slides in Arial font size 11.**
- If you would like to share your template with the national primary care wellbeing team to help inform future health and wellbeing initiatives, **[email here](#)**
- (Please note there is no obligation to share the template with the team)

Practice name and ODS code	
What area(s) of workforce wellbeing did the practice identify for quality improvement?	
What was the defined “Smart Aim” of your quality improvement work?	
What were the changes that you tested?	
What changes have been adopted?	
How will these changes be sustained in the future?	
What measures/indicators did you use to track your improvement?	
Did you observe improvements in relation to these measures/indicators? Please provide details of any improvements achieved.	
How did the network peer support meetings and patient participation influence the practice’s QI plans on improving workforce wellbeing?	

HOW TO DEVELOP & SUPPORT YOUR WORKFORCE

Actions you can take:

Establish a Wellbeing Champion in Practice:

The RISE Wellbeing team are recruiting Wellbeing Champions in practices throughout BLMK. **Your Wellbeing Champion will:**

- Act as a role model for promoting positive wellbeing
- Signposting staff to wellbeing support
- Encouraging compassionate cultures across our PCNs



[Read more here](#) and [register interest here](#)

Flexible working:

The Training Hub have **fully funded** Primary care flexible staff pools

Establishing flexible working in practice has many benefits:

- Reducing burnout
- Ability to prioritise family & personal commitments
- Boosts productivity
- Improves morale
- Better retention of talent



Lantum benefits for staff:

- Increased flexibility of choosing extra shifts in practices in BLMK
- Take control of their diary on the go
- Get paid the next business day through rocketPay
- Manage Clinical Governance & invoicing in one place

HOW TO DEVELOP & SUPPORT YOUR WORKFORCE

Actions you can take:

Promote access to wellbeing tools and resources:

The Training Hub's Weekly Bulletin contains all the latest Wellbeing offers available to staff in Primary Care so remember to regularly check there.

We also have the wellbeing section of the Website - check out the latest [emotional](#) & [financial offers](#).

Some of these great, free, offers include:

[ShinyMind](#)

[Looking After You Too Coaching Sessions](#)

[Practitioner Health](#)

Your Wellbeing Champion can help to promote these offers throughout your practice!

Encourage patient facing staff members to complete the Handling difficult situations - [Caring for yourself and others with compassion e-learning module](#).

Risk assessments:

Do you have risk assessments for each role? Do you have an up-to-date list of who has completed? This should be reviewed annually.

HOW TO DEVELOP & SUPPORT YOUR WORKFORCE

Actions you can take:

Create a compassionate and inclusive culture:

Create or update staff lists on a regular basis to include names, job titles and emails for the PCN as good practice.

Actively implement and practice inclusive recruitment processes – have a **look at the NHS toolkit**.

Support staff to attend and implement learnings from training on inclusion such as the **Core Managers: Inclusive Leadership In Health And Care e-Learning**.

Encourage all leaders, managers and anyone who supports or organises a team of people to access free, confidential **Looking After Your Team coaching** support with creating and maintaining a positive culture if appropriate.

The King's Fund also have a **Leading well for staff health and wellbeing in the NHS** 3-week, free online course that will allow staff to develop their understanding of their own health and wellbeing and learn to better lead and support your colleagues, team and organisation.

CHECKLIST FOR PRACTICES

- Undertaken an evaluation of current workforce wellbeing factors**
- Created an improvement plan**
- Begin to implement the improvement plan**
- Participated in 2 local PCN peer review meetings**
 - Peer review meeting - 1
 - Peer review meeting - 2
- Complete the QOF monitoring template**
- Established a Wellbeing Champion in your practice**
- Promoted flexible working in practice through Lantum**
- Scheduled a wellbeing team session with the RISE Wellbeing team**

CHECKLIST FOR PRACTICES

- Promoted access to wellbeing tools and resources. Do staff know about:**
 - ShinyMind
 - Looking After You Too Coaching Sessions
 - Access to Practitioner Health
 - Caring for yourself and others with compassion e-learning module

- Implemented risk assessments for each role in practice**

- Established and implemented inclusive recruitment processes**

- Promoted Inclusive Leadership in Health and Care e-Learning**

