



Londonwide LMCs

The professional voice of London general practice

Guidance for setting up the safe working workshop

Who should we invite?

We're looking for an equal number of patients and staff. An ideal number for this workshop would be 12 (6 people in each group). Given that people may have last-minute priorities on the day, we would suggest inviting 8-10 people from each category.

Staff should be those who will be affected by changes to implement safe working, including those who will oversee the process.

As patients are a diverse group, you will need to decide where to focus your resources. Co-create's experience is that the most effective use of resources is to focus on those who are most excluded by a system. Finding a way to include them is likely to have a positive effect on everyone. There is no perfect decision here - some people will always be excluded. You can do this workshop again with other groups in the future.

Patients could be either:

1. People who have experience (positive or negative) of care;
2. Members of those groups of people who have the greatest need
3. Members of those groups of people who may have the most trouble with being unable to access your services throughout all core hours in your area.

As PPG members already have a voice, this workshop provides a good opportunity to involve patients who you don't usually hear from. The workshop is designed to model a way of working with a diverse range of patients who aren't normally involved. Once you're comfortable with this version, you can adapt the session to address new challenges with other patients that you don't hear from so often.

You might want to let your PPG know of your plans in advance - they might be able to help you recruit for or facilitate the session.

How do we find people?

The people we most need to hear from are often the people we have least contact with. This can create a loop where we continue to develop services based on the voices of those who are already the most engaged, and often the best served. For this piece of work we want to hear from people who struggle the most.

The first step we suggest when you want to get in touch with a group of people you're not already well connected with is to look for local voluntary and community organisations that support that group. They will be able to advise on good ways to get in touch with people and specific communication needs you might want to be aware of.

You might want to involve your PPG in this stage - are they able to go out and make contacts and find people? Think of your broader networks too - ask in your practice, PCN and beyond if anyone has connections to the people you'd like to invite to the workshop.

How do we invite them?

At Co-create, we spend a lot of time on our invitations. As well as giving practical information, they set the tone for the session. When people's experience of a session matches the expectations they developed through the invitation process, they generally have a better experience.

We've included Co-create's *Guide to session invitations* in the pack, but we'll provide a template below to make things quicker. Where you send it depends on who you want to speak to and what your current networks are. You might want to text all your registered patients with the invitation, and/or put posters or leaflets in the practice. If you want to focus on a particular group (defined by e.g. location, ethnicity, age, gender) there might be community organisations who can help share the invitation.

Template invitation that can be adapted to suit your needs

We want to ensure that we are always able to provide safe care to our patients. This is not straightforward because we work in a system in which there aren't enough GPs and other members of staff. We are unable to provide the services and level of care that people want, and that staff want to provide.

We know that some of our patients have struggled with not being able to access services when they want to. Some people feel fobbed off, or like they aren't being offered the help they are entitled to. Some people feel frustrated that they can't see their doctor, or that they are not given enough time with their doctor.

We know that our staff are working extremely hard, often with no breaks, throughout very long days. We know that this impacts negatively on them and on our patients.

We would like to hear from [describe group*] so that we can work together to ensure that we are always able to offer safe care in a way that works for everyone. To do this, we will be facilitating a workshop where patients and staff from [GP practice] will work together to share their experiences and develop these improvements together.

We'll be meeting at [venue] at [date and time]. There are limited places for this session, so please RSVP to [name and contact method] and we'll let you know by [date] if you have a place. When you RSVP, please also let us know if you have any access needs, and anything else that would support you to feel comfortable and take part fully in the session.

*Use this gap to describe who you'd like to hear from. You might want to explain why.



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