

ACTIONS AND IMPACT

A team meeting is essential in the SEA process. Discussions conducted in a protected and non-judgemental environment can stimulate deeper reflection and identify an individual clinician(s) role. It is also an appropriate forum to address practice systems for quality improvement and involve the entire practice team. The Cancer SEA should document whether all relevant individuals attended and whether the conclusions should be discussed with any other staff inside or outside the practice. Locum GPs should be as involved as practice staff where relevant. A high quality SEA should specify concrete learning points and directed actions that put those changes into effect and monitors their impact. Specifying practice staff member or groups who will be responsible for the agreed action points and deciding how their impact will be monitored comprises a high quality Cancer SEA. Informing the patient, family or carer(s) that a Cancer SEA has been conducted may improve the doctor-patient relationship, where appropriate.

The final section of a Cancer SEA should specify the key roles and responsibilities in the practice team for implementing improvements and changes. It is considered good practice to share the outcomes of a Cancer SEA with the patient where appropriate. A range of actions to impact early diagnosis can be generated from a Cancer SEA and may include the following:

- Communication protocols
- Continuity approach
- Documentation improved
- Identify learning needs within the team
- In-practice systems modified
- Investigations protocols
- Guidelines refresh and team education
- Patient education and awareness
- Primary care team involvement
- Quality improvement tools
- Read coding
- Referrals read coding and tracking
- Risk assessment tools or clinical decision support tools
- Safety netting
- Screening protocols
- Training