



# **General Practice Improvement Programme - GPIIP**


**January - March 2024 Programme support offers -  
including Introductory Webinars links**

# Support offers from GPIIP

## Key

 **PCN Level Support** - Consisting of six full day face-to-face delivery sessions over a 6-month period to support the PCN to develop and agree a jointly owned shared purpose, understand demand and capacity across the network, and identify local solutions to issues. To learn more - [watch this video](#) on our online space on [FutureNHS](#) or email - [england.pctgpiip@nhs.net](mailto:england.pctgpiip@nhs.net). *Click the link on the calendar date to register for the webinar*

 **Practice Level Support (PLS)** - for Practices this is a hands-on package of support delivered over three months to enable planning and delivery of improvements. This support will include facilitated in-person sessions, a tailored analysis of demand and capacity, and support to implement ways of working to better align capacity to demand. To learn more about the PLS [click here](#) or email - [england.pctgpiip@nhs.net](mailto:england.pctgpiip@nhs.net). *Click the link on the calendar date to register for the webinar*

 **Capability building offers** - The capability building offer provides individuals in Practices and Primary Care Networks (PCNs) with practical development programmes that will increase their core skills and understanding of quality improvement tools and techniques and, managing change. The offer includes short-term (over two to three sessions) and longer-term (up to twelve months) development opportunities. Click [here](#) for more information or email [england.capabilitypct@nhs.net](mailto:england.capabilitypct@nhs.net). Click the link on the calendar date to register for the offer.

Further information about the GPIIP support offers can be found on our website [here](#)








# Cloud Based Telephony

- The installation of Cloud Based Telephony (CBT), supports Practices in their adoption of the ‘Modern General Practice Model’, as it provides Practices with the support functionality to enable Practices to manage calls more effectively. The enhanced reporting capability these systems provide give better data about how patients are contacting the Practice and so helps Practices understand and manage demand.
- To gain the most benefit from cloud-based telephony, Practices should be looking to make improvements in their overall workflows, so that patient contacts are consistently managed throughout the whole of the Practice or PCN.
- Practices moving to cloud-based telephony are therefore advised and encouraged to access support from GPIP, as this will help Practices make these more holistic changes to workflows and will help with implementation of modern General Practice. Support can be either to Practices on an individual basis or working together in their PCN. Accessing and consider data, better match capacity to demand and improve ways of working, with the objective of improving both patient and staff experience.
- By visiting the [GPIP webpage](#), Practices that are due to be moving to cloud based telephony as part of the NHSE programme can find out more about the programme and sign up for support, either as an individual Practice or as a PCN. This will help ensure that Practices are able to optimise the new functionality to benefit both patients and the practice.

# JANUARY

2024



MON	TUE	WED	THU	FRI
15	16	<b>17</b> <a href="#">National Demand and Capacity Webinar 1 - 12.30 to 2pm click here</a> 	<b>18</b> <a href="#">Reliable Design I - 12:30 - 2pm click here</a> 	19
22	<b>23</b> <a href="#">What is Modern General Practice - 12.30 - 2pm click here</a> 	<b>24</b> <a href="#">Care Navigation I – using QI to embed care navigation - 12.30 - 2pm click here</a> 	25	26
29	<b>30</b> <a href="#">National Demand and Capacity Webinar II - 12.30 - 2pm click here</a>  <a href="#">Matching workforce to demand II - click here - 12.30 - 2pm click here</a> 	<b>31</b> <a href="#">1pm - 2pm - GPIP PCN Offer Engagement Webinar click here</a> 		

# Practice Level Support (PLS - Phase E)



**Phase E for PLS** offer has been designed to have a staggered start.

- This provides as many opportunities as possible for Practices to have their CBT installed in time and enable Practices to join the support offer, this financial year.
- For Phase E, there are now two start dates and to avoid confusion the two cohorts for Phase E are referred to as **E1 and E2**

**E1 key dates:** E1 cohort need to have their CBT installed and data available for the end of February 2024.

- Sign up deadline - Friday 5th January 2024
- Practices to receive their welcome letter by the end of w/c 8th January 2024
- Delivery for cohort E1 to start w/c 29th January 2024
















**E2 key dates:** E2 cohort need to have their CBT installed and data available for the end of April 2024

- Webinars running w/c 5th - w/c 19th February 2024 - dates time and registration links below in February 2024
- Sign up deadline - Friday 23rd February 2024
- Practices to receive their welcome letter by the end of 26th February 2024
- Delivery for cohort E2 to start w/c 18th March 2024

# FEBRUARY

2024








MON	TUE	WED	THU	FRI
<p><b>5</b> <a href="#">PLS 12 noon click here</a>  <a href="#">PLS 4pm - click here</a></p> 	<p><b>6</b> <a href="#">PLS 12 noon click here</a></p> 	<p><b>7</b> <a href="#">PLS 4pm - click here</a></p> 	<p><b>8</b> <a href="#">PLS 12 noon click here</a>  <a href="#">Reliable design II - 12.30 - 2pm</a></p>  	<p>9</p>
<p><b>12</b> <a href="#">PLS 12 noon click here</a>  <a href="#">PLS 4pm - click here</a></p> 	<p><b>13</b> <a href="#">PLS 12 noon click here</a></p> 	<p><b>14</b> <a href="#">PLS 4pm - click here</a></p> 	<p><b>15</b> <a href="#">PLS 4pm - click here</a>  <a href="#">National Demand and Capacity Webinar 1 - 12.30 - 2pm</a></p>  	<p>16</p>
<p><b>19</b> <a href="#">PLS 12 noon click here</a>  <a href="#">PLS 4pm - click here</a></p> 	<p><b>20</b> <a href="#">PLS 12 noon click here</a></p> 	<p><b>21</b> <a href="#">PLS 4pm - click here</a></p> 	<p><b>22</b> <a href="#">PLS 12 noon click here</a>  <a href="#">PLS 4pm - click here</a></p> 	<p>23</p>
<p>26</p>	<p>27</p>	<p><b>28</b> <a href="#">Matching Workforce Demand 12.30 - 2pm click here</a></p> 	<p>29</p>	

# MARCH

2024



MON	TUE	WED	THU	FRI
4	<b>5</b> <a href="#">National Demand and Capacity Webinar 1 - 12.30 - 2pm</a> 	<b>6</b> <a href="#">Navigating the Modern General Practice 'how to' guides and the General Practice Improvement Programme support.</a> 	7	8
11	12	<b>13</b> <a href="#">National Demand and Capacity Webinar II - 12.30 - 2pm click here</a> 	14	15
18	19	20	<b>21</b> <a href="#">National Demand and Capacity Webinar III 12.30 - 2pm</a> 	22
25	26	<b>27</b> <a href="#">National Demand and Capacity Webinar IV - 12.30 - 2pm - click here</a> 	28	29

## Recorded Webinars

In addition to the above, we have a selection of recorded webinars available for you to access on [Primary Care Improvement Connect](#):

- [Remote Consultations](#)
- [Document Workflow](#)
- [Redesigning Appointment Systems](#)
- [Supporting Carers in General Practice](#)
- [Demand and Capacity – All 4 Sessions](#)
- [Reliable Design I](#)
- [A safer home visiting blood test process](#)
- [Effective communication using the SBAR tool](#)

Further information on our Capability building offers can be found [here](#)

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