

GP practices and GP OOH services KLOEs/key issues covered

SAFE		
S1	Safety track record	Demonstrated safety over time; understanding of responsibilities to raise concerns, record safety incidents, near misses, and report; safety monitored using information from range of sources
S2	Learning when things go wrong & improvement	Patients informed & apologised to when something goes wrong; investigations and significant event/incident analyses; lessons learned and action taken; lessons shared to improve safety
S3	Reliable systems, processes & practices to keep people safe	Safety systems, processes and practices in place and monitored, staff trained in them; safeguarding adults & children; medicines management; record keeping; cleanliness, hygiene, and healthcare-associated infection; facilities and equipment; managing waste
S4	Risks to people who use services	Planning and review of staffing levels and skill mix; actual vs planned staffing, annual leave cover; responding to medical emergencies
S5	Anticipating risks/advance planning	Risk planning including demand fluctuation; arrangements for emergencies and major incidents; assessment and monitoring of safety during changes to service or staffing
EFFECTIVE		
E1	Needs assessed, care & treatment delivered in line with standards	Evidence-based care and treatment planned and delivered (assessment, diagnosis, referral and management of long term conditions); needs assessment and care planning including monitoring; use of risk profiling or risk stratification; avoidance of discrimination
E2	Monitoring outcomes for people using the service	Outcomes information routinely collected and monitored; comparisons with other services and changes over time; resulting improvement actions; participation in audit, national benchmarking, accreditation, peer review and research
E3	Staff skills, knowledge and experience	Staff qualifications, skills, knowledge and experience; learning needs identified, training, and development; supporting and managing staff (eg appraisal, supervision); identification and management of poor or variable staff performance
E4	Staff and services work together	All staff involved in assessing, planning and delivering care and treatment; coordinated delivery of care between and with other services; clear & effective referral arrangements; arrangements and staff working together to follow up referrals and those discharged from hospital
E5	Staff have all the information they need	Information needed to plan and deliver care and treatment available to relevant staff; information needed for ongoing care shared appropriately
E6	Consent to care and treatment	Consent and decision-making, including assessment of capacity (Mental Capacity & Children Acts); monitoring and improvement of consent seeking process; restraint practices including deprivation of liberty
E7	Health promotion & preventative care	Staff use every opportunity to identify risks to people's health; people advised or referred to services; screening and vaccination programmes
CARING		
C1	Staff treat people with kindness, dignity, respect and compassion	Personal, cultural, social & religious needs understood and respected; encouraging sensitive and supportive attitudes, time to talk to people, raising concerns about negative attitudes; privacy, dignity, and confidentiality respected
C2	Patient / carer involved as partners in care	Communication with people so they understand care, treatment or condition (additional support to do this where needed); involvement in planning and decision-making about care
C3	Patient / carer supported emotionally	Staff understand emotional and social impact of care, provide emotional support and information to cope, particularly during bereavement; people empowered and supported to manage their own health
RESPONSIVE		
R1	Plan & deliver services to meet people's needs	Information about service user need considered in service planning; involvement of commissioners, other providers & stakeholders; services provided reflect needs of people & ensure flexibility, choice and continuity of care; identification of unmet need, services planned and developed in response; appropriate facilities and premises for services delivered
R2	Services take account of the needs of different people	Services planned and delivered taking in to account needs of different people, including those with complex need; reasonable adjustments made for disabled people; engagement with people who are in vulnerable circumstances
R3	Timely access	Timely access to appointments, at a time that suits, supported by technology; easy to use appointments system; action taken to reduce time people have to wait for subsequent treatment; prioritisation of most urgent needs; disruption, cancellation and delay of appointments and services
R4	Concerns & complaints listened to	People encouraged to complain or raise concerns; ease of complaint system, people treated compassionately and complaints handled effectively; lessons learned from complaints
WELL-LED		
W1	Clear vision and strategy	Clear vision and values, quality as top priority; strategy for achieving priorities, staff involvement in development; progress delivering strategy
W2	Governance arrangements	Effective governance framework; staff clear about roles and accountabilities; assurance systems and performance measures; systematic programme of clinical and internal audit; robust arrangements for identifying, recording and managing risks
W3	Leadership & culture reflect vision, values & openness	Leaders have capacity, capability & experience to lead effectively, are visible, approachable and understand challenges; staff feel supported, respected and valued; priorities and development strategy including succession planning; culture centred on the needs of service users; staff wellbeing
W4	Engagement and involvement	Views gathered and acted on to improve the services, patient reference group; staff engaged in planning and delivery; staff concerns
W5	Continuous improvement and sustainability	Learning, improvement and innovation; information used proactively to improve quality; work together to resolve problems & review performance