

Change Principles & Change Ideas

Access & Care Re-design	Diabetes	Coronary Heart Disease
1. Building the Practice Team	1. Building the Practice Team	1. Building the Practice Team
<ul style="list-style-type: none"> Set realistic goals Communicate with other team members Engage the practice team Assign roles and responsibilities Reflect & review what you are doing 	<ul style="list-style-type: none"> Set realistic goals Communicate with other team members Engage the practice team Assign roles & responsibilities around diabetes management Reflect & review what you are doing 	<ul style="list-style-type: none"> Set realistic goals Communicate with other team members Engage the practice team Assign roles & responsibilities around CHD management Reflect & review what you are doing
2. Foundation Work 2.1 Know your business 2.2 Change your business	2. Establish a system for creating, validating and updating a register of people with diabetes	2. Establish a system for creating, validating and updating a register of people with CHD
<ul style="list-style-type: none"> Know your business <ul style="list-style-type: none"> Understand current capacity of the practice Understand the profile of demand Change your business <ul style="list-style-type: none"> Communicate with staff and patients Shape the handling of demand Shape patient behaviour Match the capacity of the team to the reshaped demand Embed and monitor the system Contingency plan 	<ul style="list-style-type: none"> Agree on a clear definition of diabetes 1 and diabetes 2 Develop a register of people with diabetes Develop systems to maintain a valid register 	<ul style="list-style-type: none"> Agree on a clear definition of CHD Develop a register of people with CHD Develop systems to maintain a valid register
3. Pathways	3. Be systematic and proactive in managing care	3. Be systematic and proactive in managing care
<ul style="list-style-type: none"> Advanced access Managing demand Increasing capacity Increasing quality 	<ul style="list-style-type: none"> Establish systems for delivering care to patients with diabetes Establish appropriate care pathways for people with diabetes Establish proactive call and recall arrangements for people with diabetes Use guidelines, protocols and computer templates to support care delivery 	<ul style="list-style-type: none"> Establish systems for delivering care to patients with CHD Establish appropriate care pathways for people with CHD Establish proactive call and recall arrangements for people with CHD Use guidelines, protocols and computer templates to support care delivery
	4. Involve patients in delivering and developing their care	4. Involve patients in delivering and developing their care
	<ul style="list-style-type: none"> Implement a deliberate strategy for self-management Integrate the patient's perspective constantly in the design of services Ensure written and verbal communication is appropriate and understood Pay special attention to the needs of people from hard to reach groups 	<ul style="list-style-type: none"> Implement a deliberate strategy for self-management Integrate the patient's perspective constantly in the design of services Ensure written and verbal communication is appropriate and understood Pay special attention to the needs of people from hard to reach groups Identify psychosocial factors which may affect patient care
	5. Adopt a multi-skilled, multi-agency approach to ensure effective co-ordination of the care of people with diabetes	5. Develop effective links with key local partners
	<ul style="list-style-type: none"> Analyse the patient journey and redesign where necessary Support joint working between GPs, PNs, practice staff, Divisions and managers in practice and local State health services to enable integrated care for patients 	<ul style="list-style-type: none"> Identify and engage local organisations and other sources of care in developing CHD services Provide integrated care by improving the relationship between primary, secondary and tertiary providers Analyse the patient journey and redesign where necessary