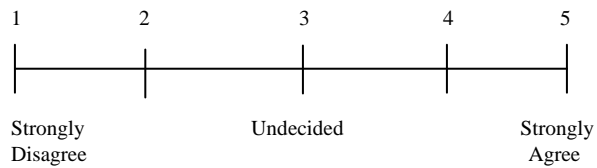


Health Check- How effective is your team?

Rate your level of agreement with each statement, using the scale:



Staff 1	Staff 2	Staff 3	Staff 4	Staff 5	Staff 6

Setting Goals

The goals of the practice are clearly stated and have been communicated to all team members					
The goals of the practice include specific standards relating to patient care					
Everyone who works in the practice share the same goals					
Everyone shares the same standards in patient care and work ethic					
Each individual in the practice is clear about the requirements of their role and how they contribute to the collective goals of the practice					

Engaging the team

The practice leaders are interested in team members suggestions for improving the effectiveness of the practice					
Team members are given the opportunity to make suggestions and contribute ideas to the ways the practice is run					
All team members are treated with respect and dignity					
Team members are provided with regular feedback on the progress the practice is making in achieving its goals					
Team member's effort and good performance is acknowledged and recognised					



Assign Roles & Responsibilities

All the tasks required to keep the practice running smoothly have been identified and have been allocated to individuals						
All team members are aware of how their task impacts on others and have an agreed strategy that enhances efficiency and reduces duplication						
The practice has contingencies in place to deal with crises or ad-hoc situations						
Team members have sufficient knowledge about each other's work to be able to cover for individuals who are sick or on leave						
Team members are clear about the parameters of their role and know which decisions they can take and which decisions they need to refer & who the decision needs to go to						

Communicate

The practice has regular team Meetings						
Team meetings are organised and conducted using a specific agenda						
There are clear and well established communication channels for keeping all team members (including part-timers) informed of changes in the practice						
Team members know who to go to when they encounter problems in performing their work						
The practice has an established channel for communicating with patients						

Reflect & Review

The practice has an established process for reviewing newly implemented procedures in the practice						
There is an established process for monitoring and reviewing team members' performance						
There is opportunity and a process for the practice to learn from mistakes and to use this information to improve the overall effectiveness and efficiency of the practice						
The practice seeks the input of patients in improving the provision of its services						