



Royal College of
General Practitioners

RCGP – Practice Accreditation

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RCGP - Practice Accreditation

- What is PA?
- How was it developed?
- What are the benefits of PA?
- Where are we up to?



PA – An Introduction

PA Standards have been developed in partnership with:

- University of Manchester
- In collaboration with the British Medical Association
- Royal College of Nursing
- Care Quality Commission
- Department of Health
- NHS Confederation Primary Care Trusts and patient groups

Introduction cont...

- Launched 2011
- Reflects key aspects of primary care, particularly the organisational systems and processes that ensure delivery of safe and quality care
- Facilitates ongoing team development
- Straightforward process
- Designed for practices of all sizes
- Recognises the contribution to quality improvement that can be made by the whole practice team

Practice Accreditation Content

- Practice Accreditation is made up of 78 standards
- Six domains
- 42 standards are mapped to processes, protocols and systems that specifically support the requirements of CQC registration.
- Must complete all mandatory standards (49)
- Must complete 80% non mandatory standards (29)
- All standards relating to CQC are mandatory

Domains of Practice Accreditation

1. Health Inequalities and Health Promotion
2. Provider Management
3. Premises, Records, Devices and Medicines Management
4. Provider Teams
5. Learning Organisation
6. Patient and Carer experience, involvement and responsiveness

How Does it Work?

- Online upload and tracking via interactive web tool
- Electronic assessment process
- No onsite assessment
- Optional onsite development day available

- Accreditation valid for three years on award

Pilot Process

- Thirty-two practices completed the scheme, with nine practices passing 100% of core criteria (range: 27–100%)
- There were no statistical differences in achievement between practices of different sizes and in different localities

Campbell S, Lester HE, Chauhan U. Primary Medical Care Provider Accreditation (PMCPA): Pilot evaluation. *British Journal of General Practice* 2010; DOI: 10.3399/bjgp10X514800.

Pilot Feedback

“I think it gives you a chance to see your good points and your bad points and *improve things*. I think it *makes you step back* and take a reality check on what you think you’re doing and what you’re supposed to be doing and what kind of goals you should be trying to achieve.”

PM practice 8, small practice in deprived inner city area

“We have *learnt many things* and new ways of *thinking* and new ways of how to *develop* the practice to be more *clinically orientated* and also *safer for patients*.”

GP, urban deprived area

How will PA help?

● Benefits for the practice

- ✓ Engage & enthuse the whole team in improving care
- ✓ Encourages ongoing development of the whole practice team
- ✓ Improve care for patients
- ✓ Engage with the community
- ✓ Preparedness for CQC registration
- ✓ Benchmark of Quality
- ✓ Recognition of the focus and dedication to ongoing and continuous quality improvement within a practice

Benefits cont...

- **Benefits for patients**

- ✓ Continually improving care (quality & safety & experience)
- ✓ Greater community & patient engagement

- **Benefits for the PCO**

- ✓ Assurance of primary care quality
- ✓ Shared learning experience
- ✓ Potential 'entry criterion' for consortium?

Benefits Cont...

- **Benefits for the individual**

- ✓ PA aids with CPD
- ✓ PA aids with revalidation criteria
- ✓ Learn skills to approach appraisal/revalidation with confidence
- ✓ Benchmark of quality
- ✓ Preparedness for CQC registration

PA - Summary

- Launched 2011
- 138 Practices signed up
- Aims to ensure the delivery of safe and quality care
- Facilitates ongoing team development
- Ensures preparedness for CQC registration
- Online upload and tracking via interactive web tool
- Electronic assessment process only
- Complements Revalidation and CPD