

QUALITY IMPROVEMENT IN PRIMARY CARE

FOR PRACTICE AND PCN MANAGERS

01

LEADING IMPROVEMENT & PROJECT MANAGEMENT (PDSA)

THURS 14 MAY
9:00-12:30

Strengthen your ability to lead improvement in a busy practice environment. You will learn how to define clear aims, structure projects effectively, and use PDSA cycles to test changes quickly and safely before wider implementation. Ideal for those seeking practical methods to turn priorities into action in a constantly evolving primary care setting.

THURS 28 MAY
9:00-12:30

ENGAGING STAKEHOLDERS, UNDERSTANDING OTHERS & SUSTAINABILITY

02

Successful improvement depends on people. You will explore how to engage staff, bring different perspectives into the room, build support for change, and communicate with clarity. The session also focuses on how to embed improvements so they are sustained beyond the initial project.

03

MEASUREMENT FOR IMPROVEMENT

THURS 4 JUNE
9:00-12:30

Use data with confidence to guide decisions and demonstrate progress. You will learn how to choose meaningful measures, understand variation, and use simple tools such as run charts to track whether changes are making a difference. A practical approach to measurement that supports action, not just reporting.

THURS 25 JUNE
9:00-12:30

DEMAND & CAPACITY

04

Gain practical insight into the pressures affecting access, flow, and workload. You will explore demand patterns, capacity constraints, backlog, and system bottlenecks, with a focus on identifying realistic opportunities to improve efficiency, reduce delays, and enhance patient experience.

05

PROCESS MAPPING & CREATIVITY TOOLS

THURS 9 JULY
9:00-12:30

See your service differently and unlock new ideas for improvement. You will map key processes, identify friction points, and use creative problem-solving approaches to redesign pathways from both staff and patient perspectives. A practical session combining quality improvement with fresh thinking.