

The EPIC programme – Dudley CCG

Developing, implementing and evaluating staff ideas in primary care

The challenge...

The Strategy Unit developed EPIC in response to national challenges facing primary care, informed by the GP Forward View and the 'Ten high impact actions'. EPIC is an evidence-based and experience-informed local primary care development programme. The aim was to enhance the capacity and capability of general practice staff to develop and implement innovative ideas and to transform service delivery: focusing on quality and efficiency of care; patient experience and collaborative working.

Our approach...

EPIC had three workstreams:

- 1) 'Business management', providing core business skills to every practice in Dudley, to improve productivity, workflows, data management and reporting.
- 2) 'Performing as a team', supporting practices to improve what they do through ideas generated in joint learning sets, with bespoke support within individual practice settings.
- 3) 'Transforming', facilitating practices working in partnership with external organisations to design and deliver ambitious new pathways, through a supported programme of action learning.

Category	Improvement	Benefit
Prescriptions	Paper Repeats	Reduced by one third Saving 18 admin days pa (£1.9k)
	Repeat Dispensing	24% reduced to 14% 51% increased to 85%
Document Management	Paper Repeats	24% reduced to 14% 51% increased to 85%
	Patient Access	31% increased to 37%
Available Appointments	Synchronisation & Repeat dispensing	176 hours pa of reception (£1.7k or £1.6k) 176 hours pa of GP time (£1.7k or £1.2k)
	Reduces prescribing risk for methotrexate (similar)	2.7mk GP time (£8.5k) 6mk admin (£1.6k)

A sample of projects and associated benefits.

The outcome...

EPIC evaluated well. It received very positive feedback from practices. It showed improved skills and knowledge within the practice teams, hence empowering staff, as well as improving relationships with local partners.

Cost savings were demonstrated, arising from reduced repeat prescription processing, as well as reduced paper flow and document transfer – saving time. There were also reductions in GP appointments for pill reviews and a reduction in avoidable appointments, saving GP time.

"The EPIC programme has created a format and an environment for change. The practice has been going through a lot of change, change is difficult. EPIC has given us some tools we will roll again and again to manage change in the future"

Practice participant, Dudley CCG