

PCN

Peer review; Facilitating learning around improving referrals

Related to areas of the PCN specification: Improving the quality of referrals

AIM OF THE WORK

To review the quality of referrals in line with NG12 guidelines supported with education with the online platform Gateway C

This PCN has two membership practices with a population of over 31,000. Both practices had been working on the PCN DES specification and QOF QI from the offset with support from the CRUK facilitator.

Last year the PCN created several improvement plans looking at improving the quality of referrals and increasing screening uptake.

One practice had completed the NCDA the other completed a retrospective review of cancer cases independently.

For the peer review meeting to be scheduled both member practices were encouraged to reflect on referrals in line with NG12 guidelines by looking at learning event analysis of previous cancers either through the NCDA or the RTD audits with an LEA and encouraged to complete the Gateway C courses to improve knowledge and share highlights.

NEXT STEPS

- This session will be repeated by the other GPs to cover all the Gateway C courses for those that were unable to attend
- Lessons learnt from the Gateway C platform and LEAs from the cancer audits will be shared to aid further discussion
- Suggested improvements from the meetings will be followed up by each practice and monitored

BENEFITS

So that all courses didn't have to be completed by all GPs the Gateway C courses were shared out between the GPs, each choosing a topic.

GPs were encouraged to complete courses through the online Gateway C platform so that all courses could be covered, reducing the ask of GPs.

GPs were allocated a specific course to complete and they were then to look at a LEA of the chosen course studied to present their findings back to the group.

All GPs (over two sessions) were then to return to a peer review meeting and present the findings and learning from the LEA and what had been learning points/highlights from the Gateway C courses

ACTIVITY

The session was an hour in duration and involved GPs presenting their findings of LEA's of different tumour sites and the specific Gateway C courses learning highlights.

Discussion was created which initiated very open and honest discussions, LEAs were compared to the NG 12 guidelines and local practices.

OUTCOMES

The session was very well received by all attending. Discussion was created around further improvements and some actions were to be considered going forward to improve patient outcomes and improve the quality of referrals including the use of clinical decision support tools and a focus on safety netting.

- Great example of a peer review using Gateway C and individual case findings with reference to improving quality.
- GPs chose an area which interested them- they are more motivated to complete and engaged better.
- This way it saved all GPs having to do all courses the learning was shared across all GPs and the PCN with individual contribution.
- All attending GPs were able to contribute and share the learning of not just the case findings but the gateway C course.
- Created good discussion about ways to improve going forward based on the findings and learning.