



Presented By:
StayWell

Presented To:
**Pinnacle Midlands Health
Network**

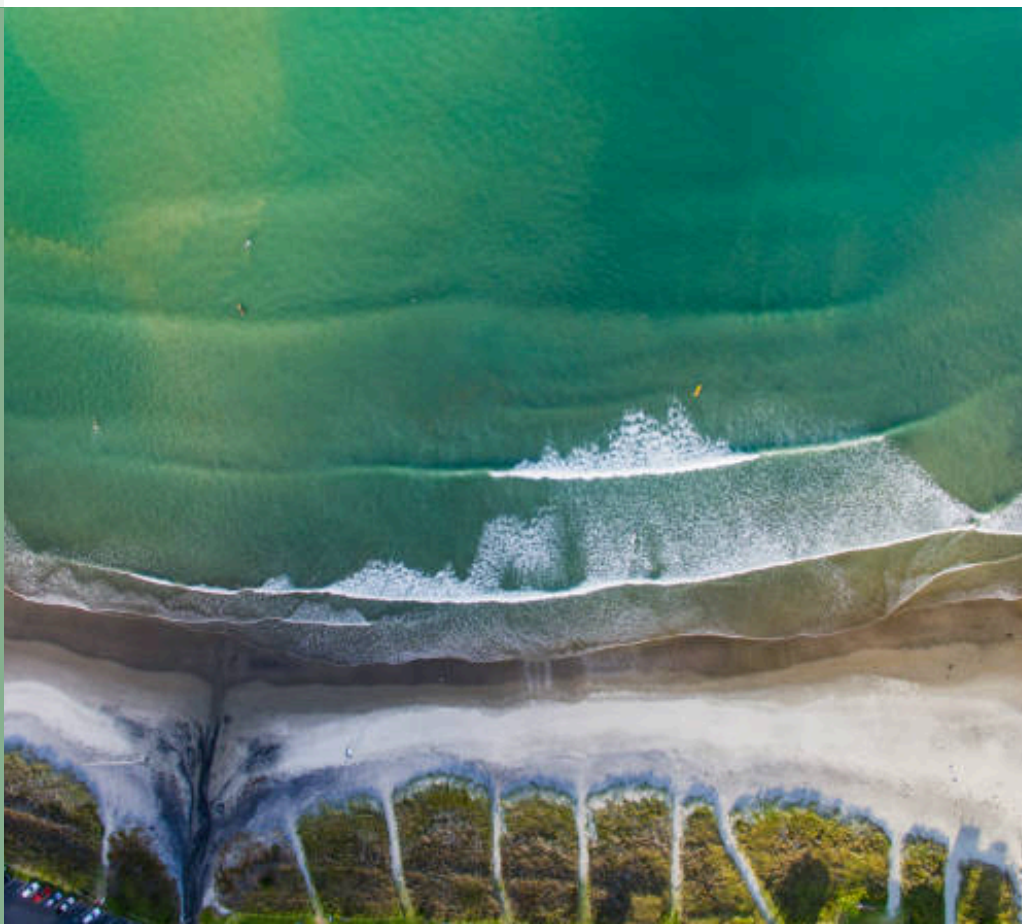
Evaluation of Quality Improvement Programme (QIP) – Practice Summary

April 2025



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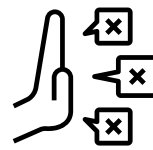


1. Evaluation Methodology

Principles

The following principles guided the QIP evaluation:

- The evaluation is an independent external evaluation that eliminates potential or perceived bias.
- General Practices are given the opportunity to provide unfiltered, user experience feedback in an anonymous way.
- Key Pinnacle staff involved in QIP implementation and support are provided with an opportunity to provide feedback to support the evaluation process.



Methodology

Questions within both deep dive interviews and the online survey were structured to look beyond what practices know or do, to understand how the QIP is perceived and what practices hope to achieve through it. The approach shaped the structure of the practice engagements and survey, helping to frame the right questions and capture a well-rounded view of how the QIP has been received and applied in General Practice settings.

Pinnacle employed staff who were key in the development of the QIP and instrumental in supporting practices in the implementation provided additional insights into what is working well and what opportunities could be implemented in year 2 and beyond.

2. Recommendations

The following recommendations for future years of the QIP are based on the external evaluation of the Pinnacle QIP completed by StayWell and draw on engagements with the General Practice Network, Pinnacle staff involved in the QIP and the StayWell team.

While the QIP has successfully enhanced awareness and engagement with QI methodologies, further progress depends on addressing key implementation challenges. Simplifying processes, ensuring data useability and reliability, enabling flexibility, and strengthening personalised support are essential steps for optimising the programme in its second year. Collaboration, clarity, and consistency will be vital for embedding a sustainable quality improvement culture across the network.

1. Continue with the QIP with minimal further programme changes (other than those outlined in the recommendations) as General Practice staff need time to embed this new approach. Allowing practices to work on their QI plan for a longer duration (a longer QIP cycle – up to 2 years) would also support sustainable change and is more likely to result in changes to health outcomes for the selected indicator.

2. Revisiting the QIP paperwork and documentation requirements as many practices still feel it is unnecessarily complex and time-consuming. It is recommended to build opportunities for practices to have input into future documentation requirements and confirm alignment to other process e.g. Cornerstone Accreditation. Consider exploring opportunities to make this process fully electronic.

3. Improve data quality so that practices understand and have confidence in the data. This will require improvement in data accuracy as well as presentation of data to ensure that it is meaningful and understood by the General Practice network. This will increase buy-in and ensure that accurate QIP project outcomes are measured.

4. Create opportunities for shared learning – create an online/virtual forum for shared learning about QIP projects implemented across the Pinnacle Network.

5. Provide opportunities for more tailored training options & consider different training packages/offerings for general practice staff.

6. Consider having an optional indicator for practices who wish to have more autonomy over QI project selection. Allowing practices to choose their own QI project outside of the named indicators. Resource implications of enabling some practices to have a third indicator, (especially in the data analytics space) will need to be considered.

3. Next Steps

It is recommended that Pinnacle Midlands Health Network prioritises the above recommendations into short (less than 4 months), medium (4-12 months) and long term (12+ months) to ensure that Pinnacle responds to the needs of its practice network in terms of QIP.

The highest priority would be circulation of the summary findings to the Practice Network with a clear plan communicated about year 2 expectations, including any changes and/or implementation of the evaluation recommendations.

Pinnacle is currently considering the recommendations and will provide practices with a clear plan about year 2 expectations by 1 July 2025.



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