

Monitoring service provision

Practice-based systems and procedures require regular monitoring for good patient care and the smooth running of the practice organisation. You might monitor the following:¹

- *systems for the purchase, servicing and maintenance of equipment. Make sure that general practice nurses (GPNs) who have responsibility for checking equipment (such as that in the treatment room) record that this is undertaken and have deputies who know their role in the case of absence or sickness*
- *staff health – check that you have procedures for ensuring that immunisation against tetanus, rubella and hepatitis is checked before employment and at the recommended intervals thereafter for all clinical staff*
- *confidentiality – to make sure that GPNs and other staff, including locums, are aware of the rules concerning patient confidentiality, and that breaches of confidentiality do not occur*
- *safety and maintenance of the premises – that there are excellent and defined standards of hygiene and that the working environment presents no hazards to staff or patients. Draw up a list of the statutory and mandatory training for GPNs and other practice staff, and audit that their training is up-to-date and that they comply with health and safety legislation*
- *that systems and procedures for recalls of patients requiring regular review and notification of results of investigations to patients are working*
- *waiting times to see any staff member, including GPNs and all health professionals (from the time of the patient request to attending an appointment in your practice).*

Reference

1. Chambers R, Wakley G. *Clinical Audit in Primary Care*. Oxford: Radcliffe Publishing; 2005.