

Skill-mix and integration of the team – evaluation by a general the practice employer

- **Set out the outcomes you expect or aspire to:**
 - eg the team works in a cohesive way, with every member understanding their role and that of the others, and contributing to the best of their capability and competence (competence meaning their ability to perform; their competences being their total capability [that is, what they can do, not necessarily what they actually do]).
- **Describe your objectives for this evaluation:**
 - eg to assess how well the general practice nurses (GPNs) in the practice team work together with other team members underpinned by an effective skill mix.
- **Method(s):**
 - review the current practice protocols for the way the practice team (including the GPNs) provide health care, for example for three health conditions such as asthma, diabetes and coronary heart disease care. Look at the checklist for auditing skill-mix in a practice team (see [Tool – Is your practice a good place to work?](#)) for the practice functions of general duties, nursing duties and other duties. Add on any other items that apply to your practice under each heading, and in particular consider the various components that make up the provision of care and services for the three health conditions you are focusing on (eg chasing non-attendees to long-term conditions management clinics does not feature in the example of a skill-mix audit template in [Tool – Is your practice a good place to work?](#), and you might add it in if it is part of your GPN's role).

Complete the checklist of how skill-mix works out in your practice team using the template of [Tool – Is your practice a good place to work?](#) that you have adapted for your practice – for all three conditions.

Discuss the three versions of the completed skill-mix audit form with others organising or delivering the team-based care in your practice – probably the lead practice nurse, one or more GPs and others contributing to planning and development. Consider whether or not you are using the staff in a cost effective or clinically effective manner, or if you need to delegate more or less tasks and responsibilities to GPNs or administrative staff.

- **Conclusion**

As the practice employer you should act on this evaluation to improve skill-mix arrangements for providing clinical care. You need to persuade the rest of the team to tackle any problems revealed in this evaluation exercise under your leadership or that of one of the clinicians. Use

[Tool – Record of the wider primary health care team](#), [Tool – Skills audit matrix](#) and [Tool – Directory of useful local organisations](#) to help your team work together to become a more effective team where all members can play their part.