

# Quality team development – for practice teams

The quality team development (QTD) process developed by the Royal College of General Practitioners (RCGP) is a recommended approach to assessing and improving clinical governance processes within the practice that involves a comprehensive evaluation and team appraisal. The team self-assessment focuses on the quality of the services they provide to patients and the way the team functions. Traditionally, QTD has been run locally by primary care trusts (PCTs), but QTD is now available to all practices, regardless of whether their PCT is registered, in the form of QTDi. The criteria and their origins are contained within this document.<sup>1</sup>

## How can QTD help you as a practice?

QTD can:

- *engage all members of the practice team in clinical governance*
- *identify those things the practice does well and prioritise areas for improvement*
- *support practice teams in finding solutions and improving the quality of their service*
- *provide a firm basis for practice development planning*
- *support achievement of the Quality and Outcomes Framework*
- *improve team morale*
- *act as a catalyst for change*
- *provide a framework for reviewing practice roles and structures.*

A software package, Qortal, helps with the recording process.

## How does QTD for PCTs work?

QTD for PCTs uses self-assessment, patient questionnaires and peer review to enable practices to reflect on the quality of service they offer to patients and on how they work together as a team. The PCT facilitates this in a supportive and developmental manner, and supports the sharing of good practice. Following analysis of the practice team self-assessment, the results from the patient questionnaire and the peer multidisciplinary team visit, the practice development plans are written, providing the PCT with information on development priorities. This is a cyclical process, with the practice self-assessment, patient questionnaire, visits and development plan stages being repeated every 2–3 years. QTD can also help PCTs to demonstrate improvements against the developmental standards outlined in *Standards for Better Health*.<sup>2</sup>

### References

1. Royal College of General Practitioners. *Quality Team Development and Standards for Better Health*. Available at: [http://www.rcgp.org.uk/pdf/quality\\_qtdstandardsforbetterhealth.pdf](http://www.rcgp.org.uk/pdf/quality_qtdstandardsforbetterhealth.pdf).
2. Healthcare Commission. *Standards for Better Health*. London: Department of Health; 2004.