

Examples of quality-related training

The following course outlines may help provide ideas and inspiration for education that could be delivered locally and could be attractive to GPNs or other staff working in general practice.

The Health Services Management Centre

The following website www.hsmc.bham.ac.uk/programmes runs courses on quality improvement. You may want to emulate or provide access to some of these, in particular the short modules. Some GPNs will want to improve their skills in quality improvement in this way.

HSMC G52H: Involving consumers in health care quality

This 20-credit module looks at the development of public and user involvement in health care. It explores consumerism and other models of the relationship between professionals and patients, user involvement in health care decisions, and community participation. Different methods of involving the public and users are examined, as is the role of the public in specific developments such as primary care groups and trusts, and recent initiatives such as the patient advice and liaison services (PALS) and Patients' Forums. This module is taught in a 1-week block.

HSMC G57H: Introduction to health care quality

This 20-credit module examines the development of quality management in health care, including concepts and definitions of quality, and models of quality and their application in the private and public sectors, both in the UK and internationally. The development of a quality strategy is explored, as well as current initiatives, such as clinical governance. This module is taught in a 1-week block.

HSMC G55H: Quality measurement and monitoring

This 20-credit module introduces students to the application of data collection and analysis in quality management. It covers qualitative and quantitative measurement techniques, practical tools to analyse and monitor quality, and performance measurement and review. It covers standards, clinical guidelines and their audit, benchmarking, external inspection approaches (eg accreditation) and problem-based approaches such as complaints systems. Health outcome measurement and the involvement of users in monitoring quality are also examined. This module consists of a 1-week block plus two 3-day blocks.

HSMC G53H: Clinical and professional quality

This 20-credit module focuses on the measurement and improvement of clinical quality in health care and the involvement of clinical professionals in quality management and improvement. It addresses the history and development of clinical audit, the issues involved in measuring and managing clinical performance, the links between clinical quality systems and general quality strategies, clinical governance and the wider topics of clinical effectiveness, and evidence-based practice. Recent developments such as the purpose and nature of the Health Care Commission and the National Institute for Clinical Excellence (NICE) are also covered. This module is taught in a 1-week block.

The Centre also runs seminars and small group learning sets, eg they are currently running learning sets for PALS managers and for Expert Patient leads. Participants meet for 6 days over 1 year and the agenda usually comprises a mix of exchanging information, sharing experiences and discussing issues, hearing from invited speakers, and working on projects such as the development of evaluation tools or information resources.