

# Teamwork – how well is your team functioning?<sup>1</sup>

Complete the following table:

**What are the outcomes you expect or aspire to in assessing how well the practice functions as a team?**

For example: general practice nurse (GPN) – ‘I feel that I am a valued member of my practice team. Other members of the team listen to my views and take them into account when they are developing new services or reviewing current services that we provide. Communication is good and I believe that I know what is happening now in the practice and what the future plans are.’

**What do you hope to gain by completing this evaluation of your team?**

For example: GPN – ‘to assess how well my practice team works together from my GPN perspective.’

Now complete the checklist of how your practice team functions from your perspective as a member of the team.

This is a self-assessment and your perspective might be biased, or you might not know what standards to expect. So it will be best if you compare your answers to the questions below with the responses to the same checklist completed by others in your team such as your practice manager or the other GPNs, health care assistants (HCAs) or GPs.

Take the challenge below (please tick your response to each statement)

	Usually	Seldom	Not at all	Score
There is good communication between colleagues at work				
There is good communication between the practice manager and staff				
Team member's functions are clear				
GPNs are proud to be working in this practice				
GPs and the practice manager generally resolve staff problems				
GPNs are treated with respect by the GPs, HCAs and practice manager				
There is a people-friendly culture at work				
There are opportunities for GPNs for self-improvement				
Positive feedback about performance is the 'norm' at work				
GPNs are well trained for the tasks they are asked to do				
Team member's responsibilities are clear				
<b>Score:</b> usually = 3 seldom = 1 not at all = 0				

Take the challenge below (please tick your response to each statement)

	Usually	Seldom	Not at all	Score
There is good leadership in the practice team				
Score: usually = 3 seldom = 1 not at all = 0				
Total:				

## Conclusion

Scores between 27 and 36: you have a well-functioning team.

Scores between 24 and 15: look at your weak areas and make plans for improvements.

Scores of 15 and below: as you have a long way to go, it may be best for you to consider using an external consultant or someone from the primary care trust to help facilitate practice team development.

You cannot do much as a single person to change the culture and quality of the team working in your practice. You need to persuade the rest of the team to tackle any problems under the leadership of the practice manager and/or GPs.

### Reference

1. Chambers R, Davies M. *What Stress in Primary Care!* London: Royal College of General Practitioners; 1999.