**PLT: Quality Improvement (QI) That Makes a Difference: Getting Started**

Practice team discussion guide (clinical and non-clinical: The NHS Model for Change recommends leadership by all and whole-team involvement)

1. Brainstorm: what are the issues that you are currently facing in practice? These are things that anyone can have noticed in the course of their work, e.g. triage systems not working, inefficiencies in document flow, clunky care delivery in care homes, long waiting times for simple contraception reviews, too few practice staff attending the daily coffee break, meetings taking too long, website unclear, DNA rates high.

The simpler the better: experience indicates that quick wins lead to greater success in future projects.

1. Plot these into a prioritisation matrix (see additional resources) to identify which ideas you might want to start taking forward
2. Discuss: what are the barriers to undertaking QI projects as a team. How might you start becoming a team that undertakes change for improvement regularly?
3. Develop an aim statement (see additional resources- Setting Aims) that outlines what you will achieve by when. Ensure it is achievable and time-bound.
4. Decide who will drive your project- this can be anybody in the team- who will ensure next steps happen when they should? Next steps:
5. Next steps (outside of this meeting):
* Decide on what change you will make to achieve your aim
* Decide on measures
* Undertake the project. Decide who will do what. Who needs to be part of the team?
* Set a date to check in on progress and then to review the first cycle