



## 5 Productive work flows

## Efficient processes

### The idea

- Identify common tasks / processes and measure them to find priorities for improvement.
- Use tools and techniques from Improvement science to design and implement improvements (eg 5S, Lean).

### Impact

- A Cheshire practice recently spent a couple of half days with a Productive General Practice facilitator, focusing on the repeat prescribing process. They freed an estimated 556 hours per year.
- A Yorkshire practice reduced time spent hunting for prescriptions by 82%, saving 12.5 hour per week.

### Implementation tips

- Don't overlook the impact that relatively small improvements to frequent tasks can make.
- Use team techniques that examine everyday processes from a different perspective - you'll often find completely new improvements you could make.