

# 10 High Impact Actions

1:  
**ACTIVE SIGNPOSTING**



2:  
**NEW CONSULTATION TYPES**



3:  
**REDUCE DNAs**



4:  
**DEVELOP...**

**6:**

## **PERSONAL PRODUCTIVITY**



- Personal resilience
- Computer confidence
- Speed reading
- Touch typing

7:  
**PARTI...**

10:  
**DEVELOP QI EXPERTISE**



Innovations from around England that release time for GPs to do more of what only they can do.

[bit.ly/gpcapacityforum](http://bit.ly/gpcapacityforum)

#GPforwardview



### The idea

- The computer is used in 100% of GP consultations, the stethoscope in approx 5-15%.
- 'Hunt and peck' typing is slower than touch-typing, with more need to look away from the patient.
- Typical readers read 1/3 as fast as proficient speed readers.

### Impact

- In a typical GP day, a proficient touch typist (65 wpm) saves an average of 10 minutes, with a fast typist (95 wpm) saving 17 minutes.
- Touch typists do not have to look down at the keyboard, creating fewer interruptions to patient communication.
- Speed reading techniques estimated to double reading speed for clinical documents (faster for others).

### Implementation tips

- Train yourselves in touch typing and speed reading.
- Have a team focus with input from secretaries.
- There are many free & paid apps, books and courses available.





## Australian Medical Association 8 tips to build your personal resilience:

1. Make home a sanctuary
2. Value strong relationships
3. Have an annual preventive health assessment
4. Control stress not people
5. Recognise conflict (and distress / upset) as an opportunity
6. Manage bullying and violence assertively
7. Get our medical organisations to work for us
8. Create a legacy

## Tools & guides

- [www.stepsforward.org/modules/improving-physician-resilience](http://www.stepsforward.org/modules/improving-physician-resilience)
- 'How Resilient Are You?' [resiliencyquiz.com](http://resiliencyquiz.com)
- 'Test Your RQ' [www.testyourrq.com](http://www.testyourrq.com)
- 'Developing resilience' [www.cipd.co.uk/hr-resources/guides/developing-resilience-evidence-guide.aspx](http://www.cipd.co.uk/hr-resources/guides/developing-resilience-evidence-guide.aspx).





### Questions for getting started:

- How easy is it for people to raise questions of personal productivity and resilience in your team? Are there regular opportunities to talk together about how work is going?
- Who in your team seems to get things done quickest? (If in doubt, ask the practice manager and the clerical team – they usually know how clinicians manage their work.) Could they share some of their learning with others about how?
- How many of your clinicians can touch type and speed read?
- Could you use MDTs as an opportunity for colleagues to see each other using the computer system and learn from each other's shortcuts?
- Do you review how individuals are managing with their workload as part of personal reviews/appraisals?
- How often do you staff have the opportunity to refresh their knowledge of the most efficient ways to use the clinical system?

