

## **Accelerate Programme Frequently Asked Questions Overview**

The Accelerate Programme provides hands on support for practices locally identified as having challenges e.g. based in areas of high deprivation, high numbers of complaints, poor inspection results or Healthwatch concerns. Practices are nominated by their region and offered the opportunity to sign up for the programme. This offer is not aimed at practices where contractual remedial measures are being taken, it is aimed at those who need, want and have capacity for hands on support.

The Accelerate Programme offer is different from previous Time for Care programmes in that it is more intensive and continues over a longer period.

### **Who will deliver the Accelerate Programme?**

NHS England and NHS Improvement's Primary Care Transformation team. The team will include a GP, Development Adviser, one of our experienced quality improvement facilitators and where required, wider members of our faculty such as Practice Nurses. Delivery will be a mix of face to face and virtual.

The impact of the work you do through the programme will be collected and shared with regions and sponsors. Case studies will also be developed with your consent. The programme does not store any patient information.

### **Who from your practice should be involved?**

We anticipate that a lead clinician, your Practice Manager, and administration staff will need to be involved. It is preferable (and would be more impactful) if more clinicians are involved. Unfortunately, a PCN cannot put in an application on behalf of all practices within that PCN.

### **How long will the support last and what will it include?**

Support will initially be over 20 weeks, followed by an offer of more flexible support over 6 – 8 months.

- A Quality Improvement facilitator will support you to implement the Smoothing Patient Flow (SPF) module from Productive General Practice Quick Start plus at least 2 additional modules, 4 group-based learning sessions and 12 on-site visits, followed by further support as agreed with your practice.
- Support from a Development Adviser which may include help with understanding your data, patient, and staff experience surveys, involving your Patient Participation Group and webinars. The Development Adviser will also signpost you to other support e.g., digital implementation, data extraction to support demand and capacity and other training offers and regional support.

### **Will my practice have to do any work outside of the Accelerate Programme?**

Between the on-site visits, you will be expected to progress the actions that you have agreed to undertake with your facilitator or Development Adviser.

## **How will our staff and patients benefit from the Accelerate Programme?**

- Practices who have participated in the programme have reported reductions in telephone waiting times, less complaints, reduced avoidable appointments, more efficient processes and increases in staff morale and engagement.
- Systems can benefit from shared improvement between practices, faster access to care or support and more appropriate use of appointments.

## **How do I sign up?**

Join a 60-minute introductory webinar where you will find out more about the programme including content, commitment required and experience from a previous participant. By joining a webinar, it does not mean that the practice is committed to participating in the Accelerate Programme.

Following the introductory webinar, practices will be able to sign up for the support offer. If you decide that the programme is not for you at this time, further dates will be made available during the year. Practices who are accepted onto the programme will be invited to join a Group Based Learning Session to agree focus and logistics, making up a cohort, which will include other practices.

To register for one of the webinars? [Follow this link](#)

<https://forms.office.com/r/4gdJzUkvSd>

There is one link for all the webinars. Dates of the webinars are:

- Mon 20th June: 4pm
- Tuesday 21st June: 12pm
- Wednesday 22nd June: 12pm
- Thursday 23rd June: 4pm
- Monday 27th June: 4pm
- Tuesday 28th June: 12pm
- Wednesday 29th June: 4pm
- Thursday 30th June: 12pm