

## International Conference on **General Practice & Hospital Management**

December 8-9, 2016 | Dubai, UAE

### WHAT MAKES A CQC 'OUTSTANDING' GP PRACTICE?

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This study sought to identify factors contributing to the success of London GP practices rated by the Care Quality Commission (CQC) as 'outstanding'. It explored how services are delivered by these practices, using immunisation services as an illustrative example. Data was collected and analysed between February and June 2016. Of the 9 practices rated by CQC as 'outstanding', 7 consented to interviews. Interviews were predominantly carried out with practice managers, with 5/7 interviews including additional staff members (GPs, nursing partners, and managerial staff). All participants were asked 'what makes your practice, outstanding?', with exploration of responses using open questions. Questions were also asked about immunisation delivery. Interviews were conducted and audio-recorded by an academic GP trainee with Masters-level training in qualitative methods. Transcripts were thematically analysed in an iterative manner using principles of grounded theory. Findings provide valuable insights into the often innovative, ways by which successful practices deliver high quality care. Themes will be discussed in detail, and can be grouped under the headings: o 'patient-centred care', o 'creativity and innovation' o 'positive working environments', o 'looking ahead', and o 'looking around' Forward planning and a patient-centred approach emerged as key themes. However, equally important was the maintenance of positive and stimulating working environments, and promotion of meaningful collaborative relationships within and between practices, and with community stakeholders. Provision of support for staff and promotion of their wellbeing must not be neglected at the risk of negatively impacting patient care.

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### COMMUNITY HEALTHY LIFESTYLE INTERVENTIONS: THE IMPACT OF THE CAN DO COMMUNITY PROGRAM ON MENTAL WELLBEING

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**Background:** In the current climate of obesity and its numerous associated risks, healthy lifestyle interventions are becoming increasingly relevant. The Can Do Community Program is an example of a resident-led, healthy lifestyle intervention to attain public health outcomes. The program provides organizational and financial support to individuals with a community project idea targeting healthy nutrition or physical activity. Healthy lifestyle and mental wellbeing are inextricably linked such that changes in one routinely reflect changes in the other. There is growing evidence that wellbeing correlates with increased life expectancy, as well as primary and secondary prevention of illness, both physical and mental. The objective of this study is to explore community healthy lifestyle interventions by assessing the impact of the Can Do Community Program 2015-16 on mental wellbeing.

**Methodology:** The Short Warwick-Edinburgh Mental Wellbeing Scale (SWEMWBS), validated for monitoring population wellbeing, was utilised. The minimum and maximum scores of the scale are 7 and 35 respectively. It was administered, alongside a demographic capture questionnaire, to Can Do project participants at baseline and at follow-up. All responses received were subject to pre-specified inclusion and exclusion criteria.

**Findings:** In total, 90 responses were used in the data analysis. Overall, the mean population SWEMWBS score increased from 23.9 (baseline) to 26 (follow-up). This increase was statistically significant,  $p < 0.001$ , and remained true when the data was stratified by age group as well as by gender.

**Conclusions:** The findings suggest that the Can Do Community Program was successful in improving mental wellbeing. It is a commendable example of a healthy lifestyle intervention. This study offers a valuable insight into the measure of wellbeing. Moreover, it highlights the benefits of a grassroots, community approach to improving nutrition and physical activity.

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