Local PASC Team Driver Diagram

Develop safe, efficient and effective processes to reduce the amount of documentation sent to clinicians

- **Systems**
  - **Workload**
    - Look at what doesn't really work well currently
    - What are other people doing? Share ideas
    - Staff to visit other practices
    - Review all correspondence received into practice already
    - Work with secondary care around how they format letters to us
    - Understand how this will add to reception workload
    - Cohort types of documentation to inform appropriate processes
  - **Processes**
    - Admin staff to code basic letters
    - Protocol for items suitable to be coded and filed by admin team
    - Time by which workflow should be completed for that day
    - Set up safety measures
    - Check indemnity
- **Workforce**
  - **Training**
    - Create specific role to process documents
    - Draft a job description for post holders
    - Specialised training for staff
  - **Culture**
    - QI training for whole team
    - Ensure all staff understand the changes
    - Important that staff feel confident in taking on this job
    - All staff on board, no negativity

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