

# What does a good opening presentation look like?

Your opening presentation should give us a brief introduction to your practice. It should last no longer than 30 minutes and should include the opportunity for us to ask some questions at the end.

Start by telling us about the staff at your practice and the types of services you provide.

We would like to know how you have developed your services to meet the needs of your population. We will be interested to see evidence which demonstrates the impact you have made.

We would also like to hear about any partnership working and engagement with your patients, particularly if you are able to give examples of where your services have improved as a result.

The opening presentation is your opportunity to tell us about what you do well and what you know you need to improve.

The following presentation is not intended as a rigid template for success, but aims to give you some ideas of the kind of information you may want to cover.

# Our practice

Introduction

Brief history

Values

Summary of the services you provide

# Our staff

Dr A

Dr B

Practice nurse A

Practice nurse B

Registrar

Practice manager

# Our population

Patient population

Diversity

Age range

Local challenges – for example, higher than national average; mortality rate, poverty, obesity, diabetes.

# Access to services

What appointments we offer

Opening times

Appointments for particular groups (for example, longer appointment slots for patients with learning disabilities)

Appointment reminder system

# Our patient participation group

Engagement

Involvement

Frequency of meetings

Success stories

# Innovation

Involvement in pilots

Joint working with neighbouring practices

Specialist services

The patient journey

Patient engagement

Quality improvement projects

Tackling population group challenges

# Our challenges

## Challenges

What we know we need to improve

Concerns (for example, how external factors are affecting your ability to improve)