

## Structuring the session

### Providing background:

It is basically a quality improvement tool developed in Wales.

### Instructing re process:

Put a ring around each cell that you think applies in this practice.

### Explaining meaning of dimensions:

What we intended here is the complete audit cycle.

### Signposting process:

We'll be asking you to have a discussion and see whether there is variation between you.

### Finishing session:

Thanks very much for taking part, can we discuss feedback?

## Obtaining consensus

### Open questions:

If you get complaints from patients at reception, what do you do with those complaints?

**Echoing:** OK anybody new who comes to the practice you've got a formal process of induction for them.

**Checking and formulating meaning:** Patient information quality assurance. Do you know what we mean by that?

**Probing:** And have they been in to actually do an audit review of some of the work that you've done?

**Stepping back:** It probably is something that between the three of you, you need to explore a little bit more.

**Closed statements and questions:** OK so I think what we're saying here is that probably 2.7 is the best description of what goes on here, because you haven't yet moved to the stage of sharing with people outside.

## Handling group dynamics

**Dealing with resistance:** I'm in your hands, where we are ending up now, do we ring 3.2 because guidelines are discussed but not yet beyond 3.2. Is that still how you feel about it?

**Dealing with disagreement:** I think the two points your both making, both are separate points, one of you is saying that they are doing risk reviews and the other is highlighting that the presses is not visible to an external person.

**Balancing views:** If Dr K wasn't sitting here and I said to you, do you have risk reviews and have you discussed them as a team, what would you say?

## Enabling team learning

**Supporting honesty:** It's a strong team that can look honestly at its existing practices, and say we need to improve.

**Suggesting improvement talk:** You could take that positive step of informing the public about what you're doing.

**Promoting insight:** OK, can I just ask do the other staff feel that it would be useful if there was time to have a whole team get together.

**Checking aspirations:** What about 2.8? Is that something you would like to get to 2.8 or do you not feel it's relevant?