

Innovation

ChilversMcCrea is always looking to see how it can improve access and the quality of healthcare. It has a track record of innovation in both where and how we deliver healthcare.

Health on the high street

ChilversMcCrea runs five GP practices in Brighton. But its determination to go one step further to improve access to health care for the local community meant that in May 2008 it moved a practice into Brighton's main Boots store right in the city centre.

The new practice enjoys improved surroundings for staff and patients including better disabled access. Most importantly moving to the high street means patients can more easily access health care from their doctor and other practice medical staff.

Brighton and Hove City PCT chief executive Darren Grayson described the new venture as an innovative solution to local needs: "This is partnership with a purpose – to deliver first class NHS primary care in top quality surroundings."

Clinical governance – ensuring patient safety and high quality

ChilversMcCrea has always put considerable time and effort into its clinical governance. ChilversMcCrea and its staff go beyond what the NHS requires with its own clinical governance template that creates a framework of systematic processes for ensuring improvements in quality and safety of healthcare. These processes cover patient safety; clinical and cost effectiveness; governance; patient focus; accessible and responsive care; care environment and amenities; and public health.

Staff throughout ChilversMcCrea pride themselves on their commitment to clinical governance. All staff – from cleaners to doctors – work together to guarantee the quality and safety of healthcare at all practices. There are at least fortnightly Practice and Clinical Meetings bringing all staff together to monitor the progress of improvements. An online system with up to date records of the current clinical governance status for each individual practice can be accessed at any time from any location by the appropriate staff member. This ensures constant monitoring to identify problems sooner rather than later.

