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Altri autori (Persone)	WhileR (Robin) AttwoodM (Margareth)
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Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Professional Development; Contents; List of contributors; Foreword; Preface; List of abbreviations; PART 1: GETTING STARTED; How to use this workbook; The national perspective; Background to the NHS; Useful websites for How to use this workbook; The practice; The practice and links to other organisations; Review of your current situation; National initiatives that have an impact on the practice; nGMS; Quality and Outcome Framework (QOF); Clinical Governance; National Institute of Clinical Excellence; National Service Frameworks; Funding; Maximising income; Useful websites for The practice The patientWhat patients want; The Patient Advice and Liaison Service (PALS) and your practice; Gaining patient feedback; Using complaints to improve practice; New NHS complaint procedure (2004); Useful websites for The patient; The primary health care team; The GP's perspective - counting the 'beans'; The practice nurses' perspective; Useful websites for The primary health care team; PART 2: WHERE DO

WE START; The practice professional development plan; The practice professional development plan (PPDP); The personal development plan (PDP); What are the best ways to learn?

The use of portfolios in learning Reflective practice; Local delivery plans and health needs assessment; 1 Creating a profile of your practice population; 2 Key features of your practice population; 3 Identification of top health problems in your practice; 4 Prioritising the list; 5 Planning interventions; 6 Creating an action plan; 7 New priorities; Developing the primary health care team; Primary health care teams (PHCTs); How to get the most from the PHCT?; What are away days?; Why have away days?; What can be achieved?; Away day programme; Ground rules for away days; Running small groups  
Tips on running small groups Brainstorming; Practice SCOT analysis; Developing learning profiles for PHCTs; The Learning Styles Helper's Guide; Activists; Reflectors; Theorists; Pragmatists; Reflecting on learning style questionnaire; Skill mix of the primary health care team; What is skill mix?; Individual skills assessment (clinical); Individual skills assessment (non-clinical team members); Team skills assessment; Useful websites for Skill mix of the primary health care team; Appraisal; GP NHS appraisal; PHCTs appraisal; The heinz medical practice: formal record of staff appraisal  
360 degrees feedback Useful websites for Appraisal; Audit and research; Research and development (R & D) in primary care; Using evidence in the management of common diseases; Using evidence in the management of common diseases; Practice audit; Significant-event auditing (SEA); Recording a significant event; Personal sea; Heinz medical practice - recording a significant event; Minutes of significant event audit meeting - heinz medical practice; Referral data; Prescribing analysis and cost (PACT) prescribing; The practice prescribing costs for the last quarter  
Performance indicators - thinking beyond the numbers

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## Sommario/riassunto

Invaluable workbook to help GPs and practice staff meet the requirements of continuing professional development (cpd) General practitioners, like all other health professionals, need to keep up-to-date with the latest developments in medicine and education. They also need to respond to changing technology and changes in the delivery of care. The environment in which GPs work is extremely dynamic but this book helps to keep GPs up-to-date with these advancements and with their professional skills. The Chief Medical Officer in the UK has recommended that the key to professiona

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