

Working with colleagues checklist

from The MDU - Risk assessment for revalidation - part one

Do all members of staff, including GP registrars, have a staff handbook detailing all the practice policies, procedures, rules and regulations?

Yes
No

Has the practice (usually the practice manager) developed:

- administrative practice policies
- communication systems throughout the practice
- a policy on dealing with violence and aggression?

Yes
No

Do you hold regular practice meetings?

Yes
No

Do you hold regular primary health care team meetings?

Yes
No

Do you take minutes of the meeting?

Yes
No

Is there a chair person?

Yes
No

Is there an agenda for each meeting?

Yes
No

Do you have an equal opportunities policy for the practice?

Yes
No

Is the practice aware of its obligations under equal opportunities legislation?

Yes
No

Does each member of staff have an identified support mechanism?

Yes
No

Do all staff, including GP registrars, have a:

- contract stating the terms and conditions of employment and confidentiality obligations
- written job description?

Yes
No

Do you seek references, confirmation of appropriate qualifications and professional indemnity arrangements where applicable, before employing staff?

Yes
No

Do you have a formal written induction programme for all new members of staff (including GP registrars)?

Yes
No

Do you assess the training needs of staff annually?

Yes
No

Do you carry out staff appraisals annually?

Yes
No

Do you keep a training record for each member of staff?

Yes
No

Do you have a staff development programme for all employees?

Yes
No

Do you assess the performance of members of staff you have supervised or trained, to ensure they are competent?

- Yes
No

Does the practice manager provide in-service training for reception staff?

- Yes
No

Does the receptionists training include:

- interpersonal skills
- when to contact the doctor in an emergency
- the management of difficult/violent/aggressive patients?

- Yes
No

Have you ensured that professional staff have the right skills, training and knowledge to undertake clinical duties?

- Yes
No

If you are delegating a task to a professional staff member have you ensured that they:

- are willing to be professionally accountable for their work
- have received professional training to ensure they are competent to undertake the delegated task?

- Yes
No

Are patients given information regarding the various responsibilities of the team members, e.g. via the practice leaflet?

- Yes
No