How to use these tools

It is suggested that practices follow this process to measure and reflect on their practice's results handling system and make improvements.

1. Key members of the practice team attend a learning set to learn about the tools (ideally a GP, receptionist and senior member of the administrative team).

2. Return to your practice and collect one month's data on your results handling system using the care bundle.

3. Hold a staff meeting – preferably in a protected learning session to allow plenty of time for discussion.

   During the meeting discuss your practice's results handling systems, its strengths and weaknesses using the following resources to inform your discussions:
   - The data you have collected
   - The key discussion points which highlight important areas of practice systems for managing results
   - The examples of communication that clinicians might use to communicate after they have reviewed test results
   - The patient leaflet and questionnaire to help think about the system from a patient's perspective

   At the end of the meeting decide what areas you need to focus on to improve and decide on specific improvements you would like to make to your systems.

4. Continue to collect your monthly data, display it so staff can see it.

5. At follow up staff meetings review your data, the changes you have made and decide on further tests of change as necessary.

6. Think about how you can better understand patients' experience of your results handling system and consider using the suggested questions. Discuss how you can help patients understand the system by adapting the sample patient leaflet to suit your own practice.

7. Review and discuss your data and patient feedback on a regular basis at staff meetings and decide on further improvements as required.